# Edinburgh Airport Consultative Committee

## *Chief Executive's Report*
## *[Provided in confidence]*

| | |
|---|---|
| **Meeting date** | 9 November 2020 |
| **Period covered**<br>(Year/Quarter/covering months) | 2020 Q3<br>July, August, September |
| **Prepared by and date** | Greg Maxwell<br>Head of Corporate Affairs<br>29/10/2020 |
| **Approved by and date** | Alison Spence<br>Communications Projects Manager<br>02/11/2020 |

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# 1. Traffic figures

- All percentages are reported to one decimal place.
- Any negative figures or decrease in percentages are reported in red.

## 1.1 Passenger figures

| Passenger figures | Jul-20 | Aug-20 | Sep-20 | Q3 2020 total | Q3 2020 % of total | Q3 2019 % of total | % change 2020 vs 2019 |
|---|---|---|---|---|---|---|---|
| Domestic | 42,563 | 103,568 | 102,024 | 248,155 | 33.1% | 31.8% | -82.1% |
| International | 126,757 | 211,797 | 164,114 | 502,668 | 66.9% | 68.2% | -83.1% |
| Total | 169,320 | 315,365 | 266,138 | 750,823 | 100% | 100% | -82.8% |

| Aircraft movements | Jul-20 | Aug-20 | Sep-20 | Q3 2020 total | Q3 2020 % of total | Q3 2019 % of total | % change 2020 vs 2019 |
|---|---|---|---|---|---|---|---|
| Domestic | 1,299 | 1,693 | 1,834 | 4,826 | 40.8% | 45.9% | -71.6% |
| International | 1,791 | 2,817 | 2,394 | 7,002 | 59.2% | 54.1% | -65.1% |
| Total | 3,090 | 4,510 | 4,228 | 11,828 | 100% | 100% | -68.1% |

| Passenger traffic mix | Jul-20 | Aug-20 | Sep-20 | Q3 2020 total | Q3 2020 % of total | Q3 2019 % of total | % change 2020 vs 2019 |
|---|---|---|---|---|---|---|---|
| Scheduled | 168,678 | 314,751 | 265,191 | 748,620 | 99.7% | 98.0% | -82.5% |
| Charter | 251 | 189 | 186 | 626 | 0.1% | 1.9% | -99.2% |
| Other | 391 | 425 | 761 | 1,577 | 0.2% | 0.1% | -64.3% |
| Total | 169,320 | 315,365 | 266,138 | 750,823 | 100% | 100% | -82.8% |

| Cargo figures in KGs | Jul-20 | Aug-20 | Sep-20 | Q3 2020 total | Q3 2020 % of total | Q3 2019 % of total | % change 2020 vs 2019 |
|---|---|---|---|---|---|---|---|
| Mail | 2,084,549 | 1,860,153 | 2,001,465 | 5,946,167 | 56.9% | 52.9% | 4.2% |
| Freight | 1,518,798 | 1,347,518 | 1,634,711 | 4,501,027 | 43.1% | 47.1% | -11.3% |
| Total | 3,603,347 | 3,207,671 | 3,636,176 | 10,447,194 | 100% | 100% | -3.1% |

| Day vs night aircraft movements | Jul-20 | Aug-20 | Sep-20 | Q3 2020 total | Q3 2020 % of total | Q3 2019 % of total | % change 2020 vs 2019 |
|---|---|---|---|---|---|---|---|
| Night (0000-0559) | 240 | 314 | 312 | 866 | 7.3% | 4.0% | -41.0% |
| Day (0600-2159) | 2,535 | 3,825 | 3,563 | 9,923 | 83.9% | 89.4% | -70.0% |
| Evening (2200-2359) | 315 | 371 | 353 | 1,039 | 8.8% | 6.7% | -58.0% |
| Total | 3,090 | 4,510 | 4,228 | 11,828 | 100% | 100% | -68.1% |

## 1.2 Traffic commentary

- Between April-September 2020, 785,000 thousand passengers used Edinburgh Airport – that's down 91% on the same period in 2019 when 8.4 million people travelled through the airport.

- Aircraft movements declined at a rate of 68% compared to same period last year

- Traffic was recovering as border restrictions relaxed in August, however the trend has since reversed as a result of tighter travel restrictions in Scotland and abroad

# 2. Capital investment

## 2.1 Projects under construction

**Network Strategy**

The IT network is critical for all airport operations, including security, check-in, baggage and terminal/airside operations, to function and work collaboratively with handling agents, airlines and other partners. The current network is aged and complex – this project will implement a simplified, highly resilient network and wireless solution to support the current and future demands of Edinburgh Airport.

Detailed design has been completed and the target is to achieve approval in September to build the new network and wireless solution, migrating all users from the old network to the new network. Users will be migrated in a phased approach, with the project estimated to be complete in 18 – 24 months.

Value: £4.5m (Current approx. final cost)
Due to be complete: Q3-Q4 2021

**Baggage Futures**

This project started in September 2018 and will deliver additional baggage handling capacity to meet forecast demand beyond 2021 and comply with EU Hold Baggage security screening legislation. It will be housed within the footprint of the existing Baggage Hall and utilises the footprint of the old domestic arrival area. This project aims to improve reliability, resilience and capacity of the hold baggage and sorting system.

This project is now 70% complete with phase 2 due to be completed in December 2020. Phase 3, which will complete the transition of the remaining three x-ray machines into the permanent system, will commence December 2020 with anticipated completion January 2022.

Value: £30m
Due to be complete: January 2022

**East Terminus**

The Airport Link Road, Eastfield Road, Hilton roundabout and interchange are a critical bottleneck on access in and out of the airport.  A phased build enables the complete licenced Taxi operation to be moved from the Terminal (Ground floor multi-storey) to a new East Terminus facility (2020). Works are progressing on site and due to be complete in November 2020. The passengers will now be covered from the terminal to pick-up/drop-off, new passenger ramp with an event space, new 5m wide passenger bridge over Gogarburn, new Passengers with Reduced Mobility (PRM) building.

Value:  £9.8M
Due to Complete: Nov 2020

**Fire Station**

The airport fire station was initially built in 1977. During its lifetime, there have been several extensions/renovations to enhance the facilities and accommodate airport growth, therefore increasing the fire station's operational needs. This project currently has a very productive ongoing engagement with Airport Fire Service, working collaboratively to deliver

the project's requirements. Enabling works have been completed onsite and phase 1 construction works are now underway.

Value: £3.1m
Due to be Complete: Oct 2021

## Projects commentary

The pandemic resulted in a number of projects being halted or delayed – these include:

- Data Hosting Project
- AOS Chroma Strategy
- Airspace Optimisation
- Airport Control Futures
- Car Parking Resilience
- Fire Appliance Replacement

It is unclear when these projects will be restarted but the Projects team will look to prioritise every project coming forward and ensure the airport's needs and requirements are met and exceeded.

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### 3. Community investment

- *The Community Fund budget is generated from the drop off fee and increases in line with passenger numbers.*
- *The Community Fund board meet three times a year and is chaired by Alex Cole-Hamilton, MSP for Edinburgh Western.*
- *Application information can be found at edinburghairport.com/community*

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### 3.1 Community Fund

- There were three Community Fund meetings scheduled for 2020 which have all be postponed.
- The Community Fund approach is being reviewed for 2021.
- In April as COVID-19 was started to impact in our surrounding communities, we supported vulnerable groups by sharing £50,000 between homelessness charities, food bank charities, shelter, mental health and age support charities specifically: Scran Academy. Edinburgh Food Project, Shelter Scotland, SAMH (our corporate charity), Simon Community Scotland and Age Scotland.

## Charity work

- Edinburgh Airport's 2020 Charity of the Year is Scotland's Association for Mental Health, SAMH. Unfortunately the pandemic means we haven't been able to maximise this partnership. Staff have continued to raise funds where possible, such as a Run for SAMH challenge during lockdown which helped to raise raised £12,016 for SAMH. We

have also managed to collect foreign currency from our arriving and departing passengers, which for the end of year to end Q3 totals £5,198.47, bringing our total to £17,214.55.

- Usually at this time of year, we would ask for applications for a new charity partner for 2021. However, in the unique circumstances we find ourselves in, we have decided to make a unique decision to renew the partnership with SAMH for 2021. This is the first time we have had the same partner for two years, but believe it will give us the opportunity to provide more support from SAMH and provide us the opportunity to learn more from SAMH to support our staff.
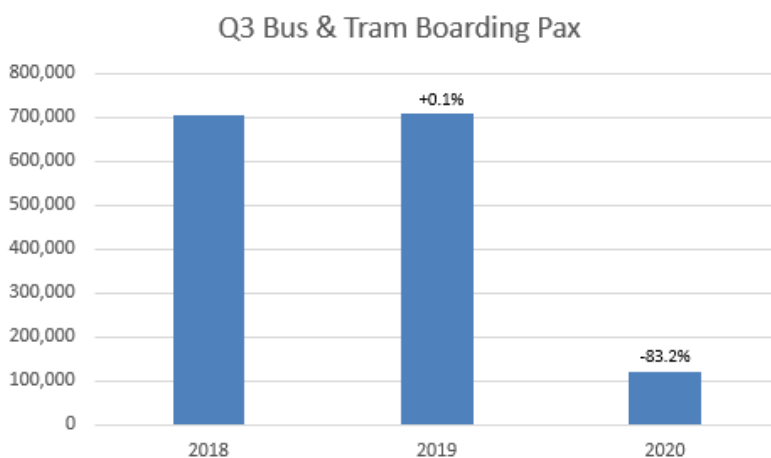
## Community engagement commentary

- We work in partnership with Gateway to provide work experience placements to pupils within Edinburgh and the Lothians during the first full week of each month. As you would expect, this has not been possible in 2020 due to the pandemic.

- Our partnership with Saltire Programmes was postponed due to the pandemic. Normally the airport would look to host interns over ten weeks in July and August.

- The Engineering Tomorrow initiative, aimed at schools in areas of deprivation to build awareness around STEM (Science, Technology, Engineering and Maths) subjects for young people, has also been postponed due to the pandemic.

- Our Community Engagement Strategy is currently being reviewed as we look to restart a Community Engagement Programme sometime in 2021.
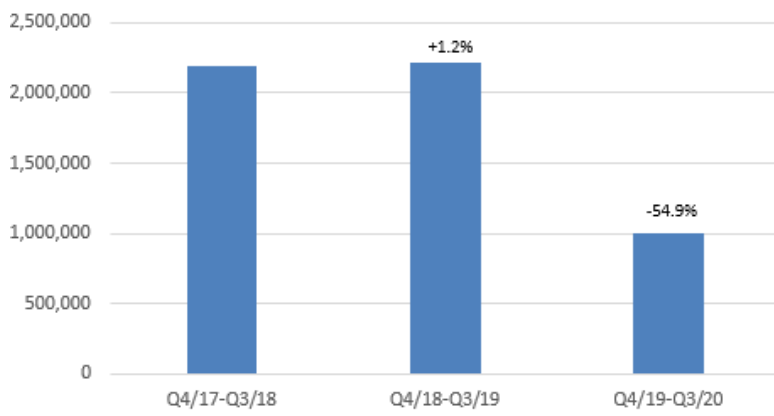
## 4. Surface access
- *Surface access target is 35% of passengers using public transport by 2020.*

### 4.1  Bus and tram services



Q3 Bus & Tram Boarding Pax

## Rolling 12 Month Bus & Tram Boarding Pax



Bar chart showing three bars: Q4/17-Q3/18 (~2,200,000), Q4/18-Q3/19 (~2,220,000, +1.2%), Q4/19-Q3/20 (~1,000,000, -54.9%)

## Q3 Taxi Rank Departures



Bar chart showing three bars: 2018 (~166,000), 2019 (~162,000, -2.4%), 2020 (~25,000, -84.7%)
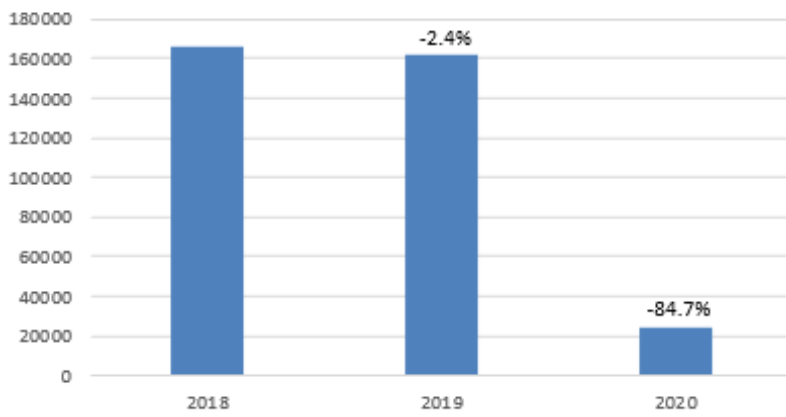
## Rolling 12 Months Taxi Rank Departures



Bar chart showing three bars: Q4/17-Q3/18 (~565,000), Q4/18-Q3/19 (~540,000, -4.5%), Q4/19-Q3/20 (~235,000, -56.5%)
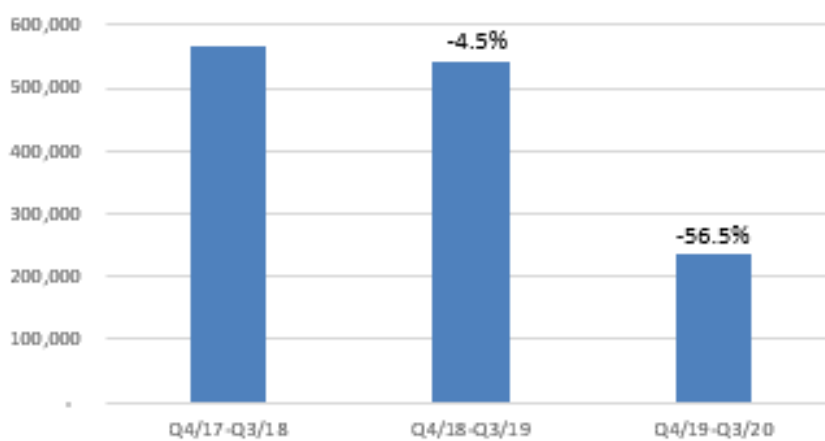
### 4.2 Commentary

- Public Transport mode share was 30.5% for Q3 20 vs 33.0% for Q3 19 – this is largely down to less services operating throughout lockdown.
- The services that are operating are seeing penetration levels in line with 2019 but a large reduction in volume due to less passengers through the airport.
- As of Oct 20, two services have still not returned (Livingston and Dundee)
- Exits from the taxi rank were <200 per month for Apr, May and Jun 20.
- Penetration levels have varied through the lockdown months but largely stayed in line with 2019.
- Move to East Terminus in November expected to help to maintain penetration levels and eradicate touting.

## 5. Aircraft noise
- *Our Service Level Agreement (SLA) is to respond to noise complaints within five days.*
- *All percentages are reported to one decimal place.*
- *Any negative figures or decrease in percentages are reported in red*

### 5.1 Noise complaints received

|  | Jul-20 | Aug-20 | Sep-20 | Q3/2020 total | Q2/2020 total | % change Q3/2020 v Q2/2020 | % change Q3/2020 v Q3/2019 |
|---|---|---|---|---|---|---|---|
| Noise complaints | 49 | 122 | 34 | 205 | 82 | 150.0% | -72.3% |
| Complainers | 22 | 37 | 22 | 60 | 51 | 17.6% | -48.3% |
| Answered in SLA | 32.7% | 90.2% | 91.2% | 76.6% | 28.0% | 173.9% | -16.5% |

### 5.2 Runway use

|  | Jul-20 | Aug-20 | Sep-20 | Q3/2020 total | Q2/2020 total | % change Q3/2020 v Q2/2020 | % change Q3/2020 v Q3/2019 |
|---|---|---|---|---|---|---|---|
| Runway 06 | 494 | 2457 | 809 | 3760 | 1027 | 266.1% | -60.3% |
| Runway 24 | 2589 | 1873 | 3404 | 7866 | 1313 | 499.1% | -71.4% |
| Runway HEL | 6 | 20 | 50 | 76 | 20 | 280.0% | -6.2% |

## 5.3 Complaints by type of enquiry



Complaints per cause
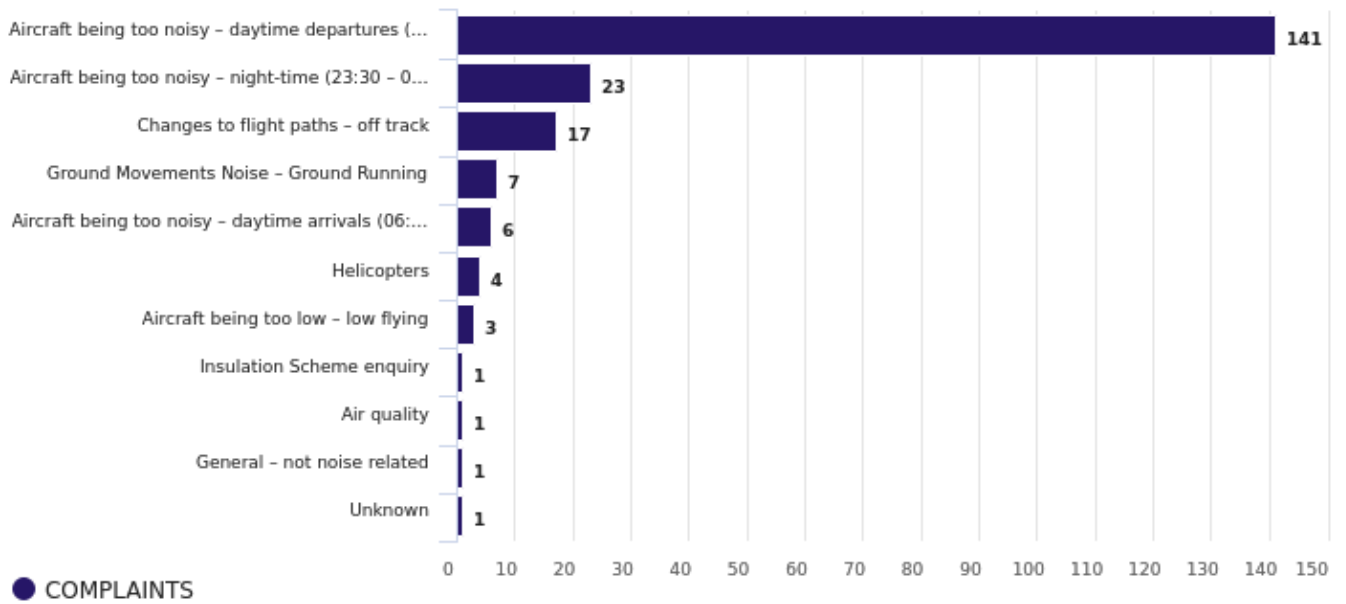
| | COMPLAINTS |
|---|---|
| Aircraft being too noisy – daytime departures (… | 141 |
| Aircraft being too noisy – night-time (23:30 – 0… | 23 |
| Changes to flight paths – off track | 17 |
| Ground Movements Noise – Ground Running | 7 |
| Aircraft being too noisy – daytime arrivals (06:… | 6 |
| Helicopters | 4 |
| Aircraft being too low – low flying | 3 |
| Insulation Scheme enquiry | 1 |
| Air quality | 1 |
| General – not noise related | 1 |
| Unknown | 1 |

| Defined terms - As perceived by complainant not EDI defined | |
| --- | --- |
| Ground running | Complainant considers noise source to be engine testing operations or noise of aircraft on ground within the airport grounds |
| Helicopter | Complainant considers noise source to be EDI related helicopter movement complaints – generally not Edinburgh Airport movements |
| General/non-specific | Complainant wishes to report a non-noise related complaint – still logged as it is received to noise line or noise email address |
| Off track | Complainant considers the aircraft to be flying out with the SID or NPR |
| Low flying | Complainant considers noise source to be due to the altitude of aircraft being too low |
| Arriving aircraft noise | Daytime (06:00 – 23:30) noise level complaints for Arrivals |
| Departing aircraft noise | Daytime (06:00 – 23:30) noise level complaints for Departures |
| Daytime Noise Levels | Daytime (06:00 – 23:30) noise level complaints – Arrivals and Departures |
| Night flight noise | Night time (23:30 to 06:00) noise level complaints |
| ACP | Enquiries regarding noise levels relating to proposed new flight paths not yet flown |
| Military flight noise | Noise complaints regarding military aircraft not associated with Edinburgh Airport |

## 5.4 Complaints by area sorted by number of complainants

### Complaints per city

| City | COMPLAINANTS | COMPLAINTS |
|---|---|---|
| Edinburgh | 12 | 20 |
| Dalgety Bay | 6 | 6 |
| Livingston | 6 | 13 |
| Broxburn | 4 | 7 |
| Dunfermline | 3 | 25 |
| Kirknewton | 3 | 10 |
| North Queensferry | 3 | 8 |
| Edinburgh Airport | 3 | 4 |
| East Calder | 3 | 4 |
| Inverkeithing | 2 | 9 |
| Winchburgh | 2 | 7 |
| Linlithgow | 2 | 6 |
| Livingston Village | 1 | 10 |
| Dalkeith | 1 | 4 |
| Bo'ness | 1 | 3 |
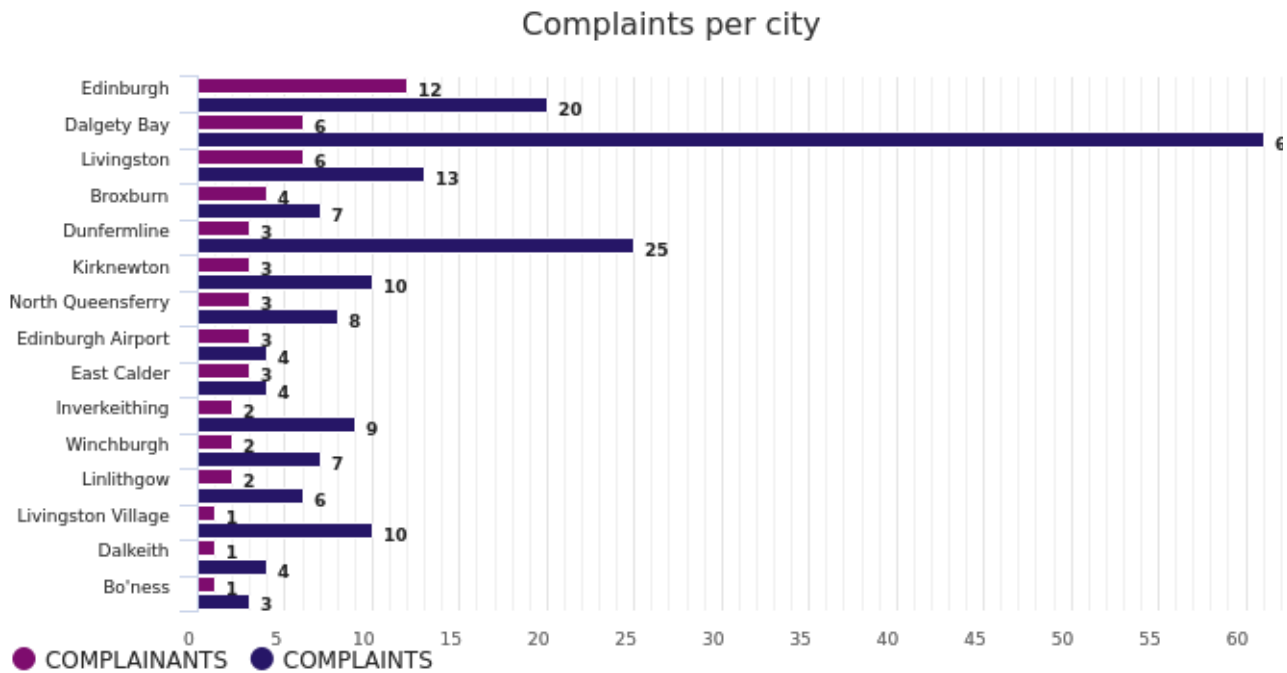
## 5.5 Noise commentary

- Runway HEL has been added to the system to improve reporting accuracy and ensure that helicopter movements are correctly recorded. Prior to this addition to the system helicopter movements were frequently recorded as 'unknown runway', or as arrivals or departures to the now decommissioned Runway 12/30.

- The majority of staff, including the Environmental Noise Advisor, were put on furlough 1st April which meant al non-urgent reporting was paused. This was resumed upon the advisor's return on a part-time basis in August.

- The mobile noise monitoring programme is on hold due to the ongoing Covid pandemic.

# 6   Route development

## 6.1 Route commentary

- BA, KLM, Air France and Finnair continue to service point to point and flow traffic to and from Edinburgh

- Qatar Airways continue to provide long haul connectivity to markets in the East

- LCC operators returned substantial capacity in early Q3 but have since started to scale back operations as quarantines have increased

- Flybe collapse in March resulted in a loss of 11 regular routes. Several have now been backfilled including Belfast City, Birmingham, Southampton and Exeter with further routes due to recommence in Summer 2021

- All transatlantic routes will not return before summer 2021 due to border restrictions in the US and Canada

- Emirates – Dubai service on pause

- Lufthansa pausing operations to EDI until Summer 2021 as part of company-wide strategic decision for Winter 2020

- Many other services are paused or operating at much reduced frequency until at least Summer 2021

# 7   Passenger satisfaction analysis

## 7.1 Complaints, compliments and enquiries
*Received via our website or by post*
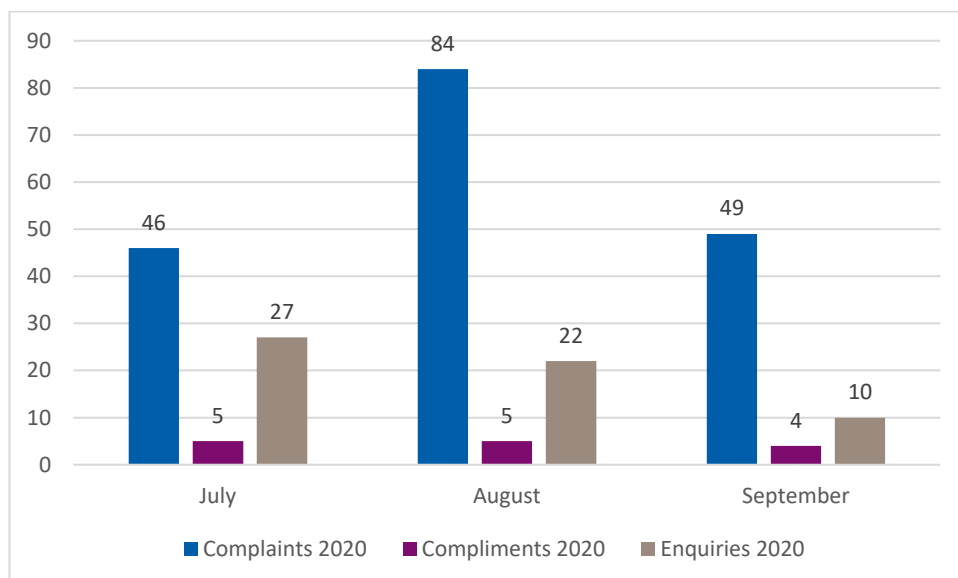


| | July | August | September | Total Q3 2020 | Q3 vs Q2 % change | Total Q3 2019 |
|---|---|---|---|---|---|---|
| Complaints 2020 | 46 | 84 | 49 | 179 | 83% | 921 |
| Compliments 2020 | 5 | 5 | 4 | 14 | 86% | 181 |
| Enquiries 2020 | 27 | 22 | 10 | 59 | -183% | 206 |
| Total 2020 | 78 | 111 | 63 | 252 | 21% | 1308 |

### 7.1.2   Feedback through Webform – Commentary

- We have experienced a dramatic decrease in feedback being submitted through our website due to the pandemic and the curtailing of travel.
- As the table indicates we have received more than 1,000 fewer cases than we did in 2019's third quarter.
- We did not survey through July, August and September due to furlough and lack of passengers therefore do not have results regarding targeted questions to share.

- The areas of most comment from feedback submitted through our webform
  - Car Parks – enquiries regarding bookings, cancellation policy and time taken to respond to enquiries
  - Coronavirus – comments regarding provisions in place and enquiries about relevant documentation upon arrival
  - Security – comments on service and questions about Covid-19
  - Departure Lounge – enquiries about availability of F&B outlets

### 7.2   Passenger Satisfaction

Based on the steps of the passenger journey, the following graph shows how many items of feedback we have received for each area;
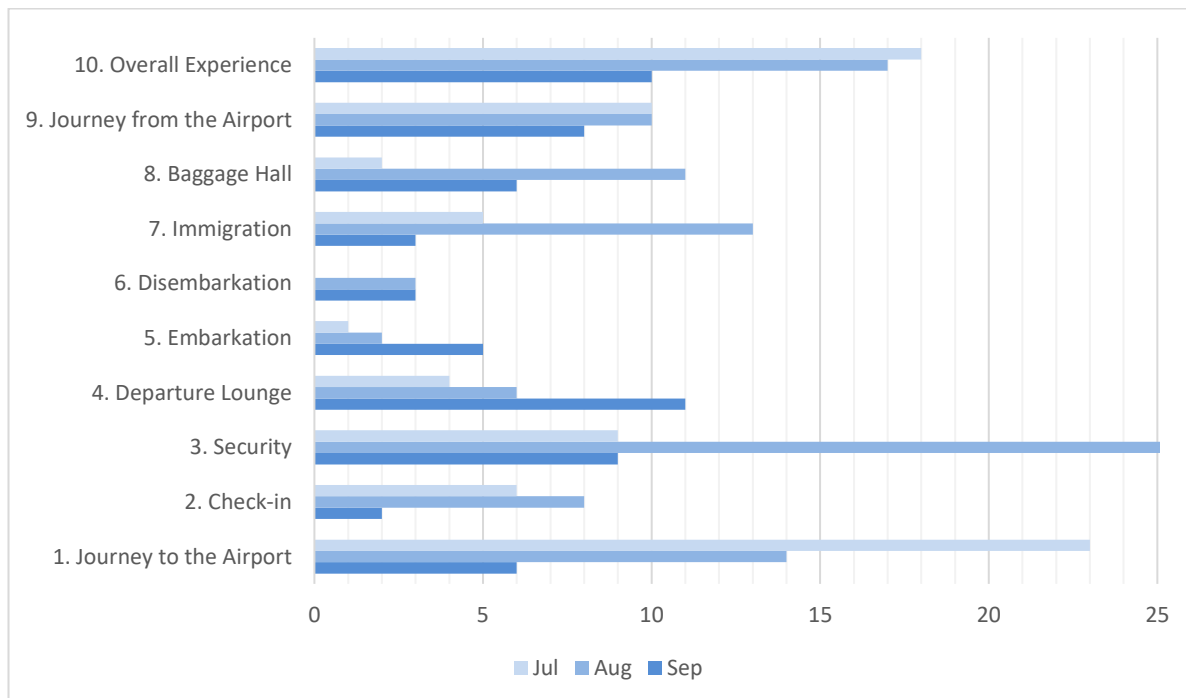


- As expected, areas with most items of feedback have been Journey to and from the Airport as many passengers have been getting in touch regarding bookings or 'payment on exit' issues. This has decreased month on month as these issues are being rectified.

- Security has also been an area of high numbers of complaints due to negative staff service, which was one of the causes of the spike in Security feedback in August along with lost or damaged items.
- With higher passenger numbers in August, we received a higher number of cases relating to Baggage Hall, Immigration, Security and Check-in. The increase in passenger numbers and the introduction of flysafe measures, such as social distancing, the one-way system and protective screening, resulted in longer processing times and increased check-in footprint.  This resulted in additional enquiries about procedures – or at least perceived 'busyness' around the terminal.
- These numbers have decreased again in September, which was the third quietest month for feedback this year with only 63 cases for the whole month.