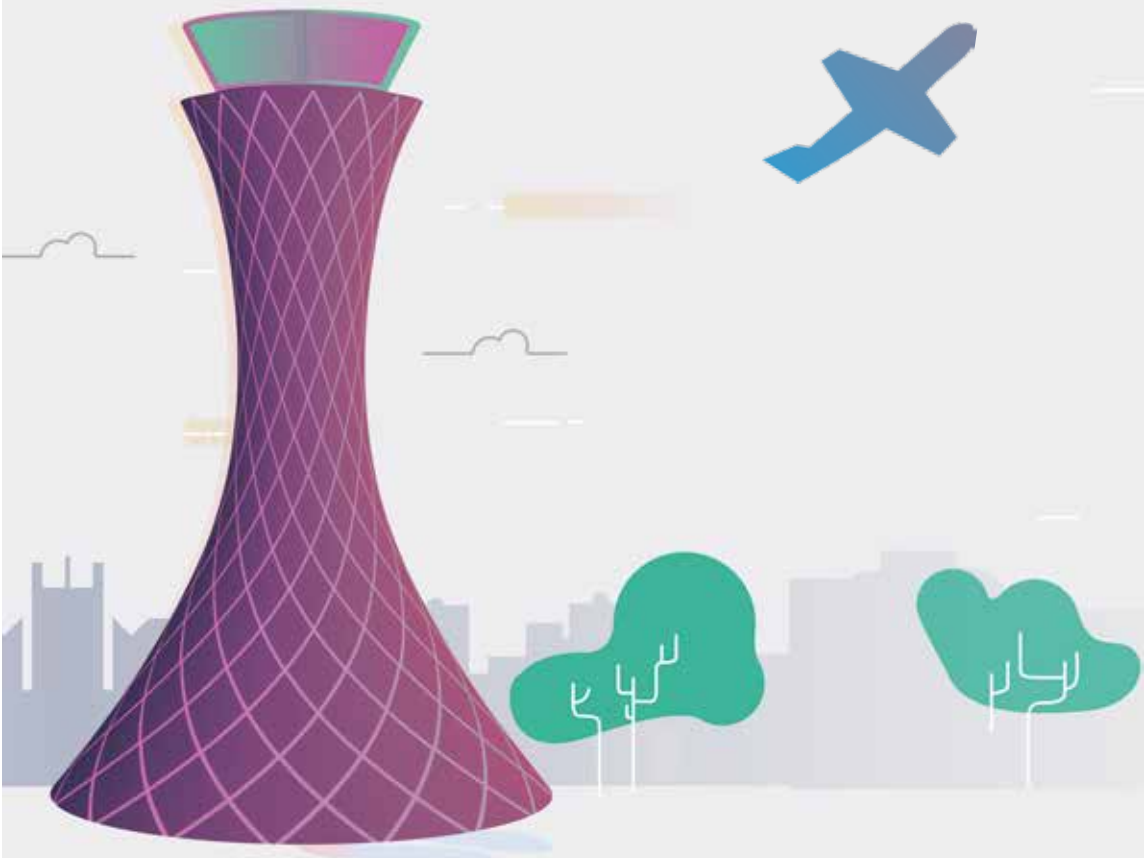


Airspace Change Programme

Initial Consultation Report
November 2016



Edinburgh Airport
Where Scotland meets the world

LANC Artwork

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Welcome from Gordon Dewar

A man wiser than I once told me that good conversations start with listening.

Over the course of this summer we've listened hard and I believe that this is the beginning of what will be a good conversation on how our airport grows.

This is important.

A good conversation means that we reach a better solution, a solution that balances the needs of the country, the airport and the communities that surround it.

We have treated this conversation as important from the outset of this process, going above and beyond what any other UK airport has done.

We've run an open and transparent process which has been independently assessed and audited.

I'm delighted with the response and it is this response that we detail in this report.

This report does not put forward our response to the consultation. Rather, it describes what we did and what people told us.

The analysis of the data and the use of that to inform the design of options for our airspace is ongoing and we will be presenting that work in early 2017.

Until then, I hope that you find this report useful.

Thank you for your contribution and your continued interest.

We look forward to continuing our conversation in the weeks and months to come.



Regards



Gordon Dewar
Chief Executive

Every good conversation starts with listening

Edinburgh Airport is growing and at a fast pace. In 2014, we hit the historic 10 million passenger mark in a year – the first time for a Scottish airport. Since then, we have continued to grow, adding 1 million passengers per year. 2015 saw 11.1 million passengers pass through our doors and we are on track to have our busiest year yet in 2016. With passenger numbers forecast to continue to grow and more destinations and airline partnerships to come, we're investing in our airport to handle this growth, both on the ground in and in the sky.

In 2016, we launched our Airspace Change Programme – a two stage public consultation regarding our desire to modernise Edinburgh Airport's flight paths.

The initial consultation began on 6 June and was owned and managed by Edinburgh Airport supported by a number of independent consultants performing specialist roles.

The consultation followed the requirements documented in the Civil Aviation Authority's (CAA) guidance on airspace change (CAP725) and the consultation approach, timeline and methodology was approved by the CAA prior to launch. We also commissioned an independent Quality Assurance by the Consultation Institute (consultationinstitute.org).

Stakeholders across a wide spectrum of sectors were encouraged to engage with us and respond to the consultation.

We asked, "What local factors should be taken into account when determining the position of the route within the design envelope given the potential impacts, and why?"

This simple question allowed us to gather information from stakeholders, communities and other interested groups so that we could build their voices into the design stage of our programme.

The initial consultation ran from 6 June – 19 September 2016 and we received a total of 5,880 responses:

- 89 from organisations and elected officials
- 5,791 from individuals

This report presents the findings of the initial consultation and provides information on the next steps in the programme.

5,880 responses

89 responses from organisations and elected officials 

5,791 
responses from individuals

Background

Recent years have seen Edinburgh Airport change immeasurably based on passenger demand plus advances in technology, security and safety. Our international route network has grown to become the envy of many similar sized European airports and we offer more choice than any other airport in Scotland, with daily direct flights to the Middle East, North America and many cities across Europe, including London, which is served by more than 50 flights a day.

The benefits of this network to Scotland's position in world markets and therefore to our economy are substantial. The contribution to the Scottish economy of the current activity generated by the airport is worth almost £1 billion every year and supports 23,000 jobs across the country (Edinburgh Airport, Economic Study, Biggar Economics, 2016).

Our growth, in the main, is driven by visitors to Scotland. The appetite for people from across the globe to visit our country remains undiminished. This continued growth, assisted by progressive Scottish Government policies including the halving of Air Passenger Duty, will mean that Edinburgh Airport will continue to be one of the main drivers of the Scottish economy.

We need to enable growth and we must update the technology we use to navigate. The existing routes used by aircraft rely on the 1950s technology of ground based radio beacons. A well established and much more accurate form of navigation is area navigation (RNAV) which uses a combination of satellite and ground-based navigation technology to permit aircraft to follow a precisely defined path. The CAA has issued a paper called the *Future of Airspace Strategy for the United Kingdom 2011 to 2030* requiring all UK airports reliant on ground based navigation systems to move to RNAV technology in the next five years. The Civil Aviation Authority (CAA)'s website says, "Throughout Europe there is a move to simplify and harmonise the way airspace and air traffic control is used through the Single European Sky project. In the UK and Ireland we're meeting those and other issues through the Future Airspace Strategy (FAS) which sets out a plan to modernise airspace by 2020".

Our Airspace Change Programme is about the way in which we intend to grow, ensuring that we continue to be able to support Scotland's aspirations in a safe and effective way. It is a programme of work that will allow us to submit an Airspace Change Proposal to the CAA. If that proposal is accepted, it means we'll be able to make changes to our arriving and departing flight paths. This is not an easy process nor is it one to take lightly. We know that some people will have concerns and we will need to ensure that any change minimises noise and disruption whilst delivering a safe, effective and sustainable solution.

We are committed to using the data collected during the initial consultation to influence the proposed flight path options which will be the subject of further consultation. There are a number of factors to be considered when determining the proposed flight paths – these include safety, can the route be flown by all aircraft, environmental factors, operational impacts and benefit to the economy, and feedback regarding the potential impact on stakeholders and local communities.

Departure and arrival design envelopes for our main runway were included in the initial consultation:



Departures

- West right turn out
- West left turn out
- West straight out
- East right turn out
- East left turn out



Arrivals

- West End from south
- West End from north
- East End from south
- East End from north

Programme mandate

As part of our commitment to a clear consultation, our mandates help to explain what we set out to achieve through our Airspace Change Programme and two public consultations.

Programme mandate

We, Edinburgh Airport, need to understand the views of stakeholders concerning the presentation of an airspace change proposal to the CAA that complies with the relevant regulatory requirements so that Edinburgh Airport can operate flight paths that maximise operational benefits and minimise community impact by 2018 so as to improve Edinburgh Airport's national transportation infrastructure to enable the economic, social and cultural growth of Scotland.

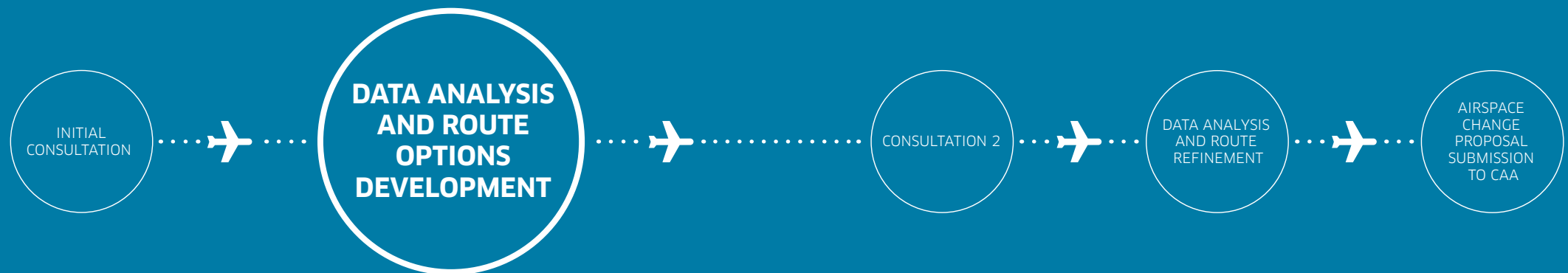
Mandate 1: Initial consultation

We, Edinburgh Airport, need to understand the views of stakeholders concerning issues that may arise from altering arrival and departure flight paths so that we can analyse concerns gathered during the initial consultation (June – September 2016) and develop viable options by December 2016 so as to develop a flight path change consultation on options to effectively maximise operational benefits and minimise community impacts.

Mandate 2: Consultation 2

We, Edinburgh Airport, need to understand the views of stakeholders concerning viable options for arrival and departure flight paths so we can alter flight paths to maximise operational benefits and minimise community impacts by Summer 2017 so as to produce an airspace change proposal to the CAA which complies with relevant regulatory requirements and responds to consultee concerns.

Airspace Change Programme Process



Methodology

We have committed to an open and transparent Airspace Change Programme. Instead of putting new flight path options on a map and telling our stakeholders and community this is what we want, we defined an area that flight paths could safely go (called a design envelope), and asked a wide range of people to tell us what we should be aware of in that area, so that we are able to develop the best viable route options that balance operational, regulatory and community requirements.

Stakeholder mapping

We conducted a full stakeholder mapping exercise before the project was launched and updated this continually throughout the initial consultation. We based this on information provided by NATS (used during previously similar consultations), our own experiences on the previous trials, general community and political engagement as well as further community stakeholder work following the creation of the design envelopes.

The consultation was open to anyone who wanted to participate and included a postcode checker which allowed individuals to assess the potential impact (if any) on them.

We considered the following criteria to determine who may be a stakeholder, specifically:

- who may be impacted directly by the potential flight path options
- who may be indirectly impacted by these changes?
- who do we need help from to make the potential changes work?

- who is knowledgeable about the subject of the consultation?
- others who may have an interest.

The main stakeholder group for this consultation was the residents in the communities under the design envelopes. We wrote directly to over 640,000 households, supported by TV advertising, print advertising, social media and PR. The focus behind all communication was to explain the Airspace Change Programme and to encourage participation in the initial consultation.

Based on previous experience, and discussions with a range of stakeholders, we are confident we identified key issues and areas of concern. These include:

- Regulatory requirements
- Economic growth
- New technological, security and safety advances
- Noise and other environmental concerns
- Impact on people underneath any potential flight path
- Businesses neighbouring the airport
- Satisfying increased demand
- Reducing peak demand waiting times delays.

Identified stakeholders include:

- local residents under the design envelopes
- UK government
- Scottish government
- Scottish parliament
- local government
- airport – air related organisations
- airport – ground related organisations
- business organisations
- tourism organisations
- transport organisations

- environmental organisations
- community organisations
- known campaigner organisations
- any others with an interest.

We emailed and wrote to a range of stakeholders at the beginning of the consultation to give them all the information they required and offered the opportunity for an airport representative to attend a meeting to discuss the consultation. We also held staff drop-in sessions to increase awareness and knowledge of staff on campus about the consultation process and content.

We recognise the need to enhance the involvement of local communities and were in continual discussion with community councils with regards to the most appropriate methods to enable meaningful participation. We were flexible in providing any materials that were requested such as pop up banners and printed information. We also offered community councils funding assistance to ensure that communication methods suited them.

One element of this open and listening approach is the Stakeholder Reference Group (SRG) which is run through The Consultation Institute. The SRG's remit is to contribute to The Consultation Institute's quality assurance process by:

- analysing our methodology on the initial consultation
- considering feedback analysis process on initial consultation
- providing feedback as part of the pre-consultation period for the further consultation
- considering methodologies for the further consultation
- analysing the further consultation process.

The group is independent to Edinburgh Airport and reports to The Consultation Institute. It is chaired by Dame Sue Bruce and secretariat is provided by The Consultation Institute.

Equalities

It was important for us to make it as easy as possible for those who wanted to participate to have a voice. We worked with Young Scot and Diversity Dynamics to create opportunities for young people and those within the protected characteristics (Age, Disability, Religion and belief, Gender, Sexual orientation, Pregnancy and maternity, Race and Transgender) to participate. We also met with Edinburgh and Lothians Regional Equality Council to discuss their views. Within the responses to the consultation, there were 399 mentions of issues related to the protected characteristics, and 92 young people who participated in consultation activity through Young Scot.

Communication materials

The consultation book was developed to provide more detail and information for those who were interested. We provided printed copies of the book to those who requested it.

The interactive website that we created provided electronic copies of the consultation book, fact sheets and background information, frequently asked questions and a postcode search facility that allowed individuals to check how their properties were affected by the design envelopes. The website was also the primary way in which consultation feedback could be submitted.

We developed a Privacy Policy to treat consultation responses in line with UK privacy law and the Data Protection Act 1998.



We produced a consultation book to accommodate those who wanted hard copy and not web-based information.



We had **85,342** visits to letsgofurther.com

Advertising

During the first week of the initial consultation we distributed leaflets to **643,655 households** across the EH, KY and FK postcodes. The aim of these leaflets was to raise awareness of the Airspace Change Programme and to encourage response to the consultation. To support this leaflet drop we ran a three week TV advertising campaign, **451,111 people** saw the commercial at least once over this period.

We also ran an outdoor digital campaign in Edinburgh city centre, over four weeks. On the airport campus, we displayed three large format advertising displays in key footfall arrivals and departures areas; the pick up zone, drop off zone and public transport and car rental walkways.

In week seven and week thirteen of the campaign we ran advertising in local press; Dunfermline Press, Edinburgh Evening News, West Lothian Courier and the Linlithgow Journal and Gazette.

Media and PR

We issued press releases during the initial consultation period on 6 June, 10 June, 28 June, 11 July, 6 September and 12 September. These press releases were issued to local, national and industry news outlets. These were picked up and used extensively across all traditional media formats. The general trend was for positive, neutral and balanced coverage from national papers and TV, and more negative coverage from local newspapers and news websites.

We received a degree of negative coverage immediately after we proactively press released on the data loss in early September. However, our transparent approach enabled us to generate interest and demand attention resulting in a spike in public responses to overcome the challenges we initially encountered from this.

Social media

We widely advertised and messaged our Airspace Change Programme across our social media channels throughout the consultation. We achieved an organic reach of 248,591 and we ran a targeted advertising campaign from week six of the initial consultation for an eight-week period. This paid for campaign had a reach of 256,639 people across our social media channels giving a total reach of 505,230.



85,342

visits to
letsgofurther.com



132,769

was the combined readership
of press advertising

News covered in publications with a readership of



9,693,806



4 weeks

Outdoor billboards showed
digital ads for four weeks in
Edinburgh city centre



505,230

people viewed the
social media campaign



451,111

viewers saw the commercial at least
once over the three week period

Initial consultation responses

Response sentiment

Consultation responses were coded as positive, neutral or negative sentiment.

- Positive responses showed support for change e.g. support for growth, increased routes, benefits to the economy.
- Neutral responses expressed no opinion, requested more information, or expressed both positive and negative comments.
- Negative responses were against change e.g. possible negative impacts around growth and new flight paths.

Coding responses

The initial analysis broke responses into 23 key categories such as noise, health, local pollution and environmental issues. Responses were then further analysed and broken down into sub themes e.g. within the noise category there were many concerns including general comments around potential increased noise pollution and concerns specifically over night and early morning flights. It is important to note that the number of mentions may exceed the number of responses received by area as many respondents commented on more than one category and sub theme in their response.

Lost data incident

On 29 August we made a change to letsstofurther.com in order to add translation functionality and to add subtitles to our video.

An error caused by making this change resulted in 199 feedback submissions received between 29 August and 2 September failing to be saved.

We immediately issued a press release, wrote to our key stakeholders and added a message to our website to request that anyone who may have submitted feedback during this time resubmit it. We also extended the consultation period by one week to allow sufficient time for this.

Following this error we made improvements to our internal processes and testing procedures. We appreciate that this is an embarrassing error and caused inconvenience for those who had submitted feedback during this time. Through investigation of the incident and steps taken to rectify the situation, we have confidence in the information gathered, our processes and our technology. We have taken action to improve our testing and approvals processes after this incident.

Organisations and elected official responses

We contacted **226 Community Councils**, of those contacted **33** responded to the consultation **(15%)**.

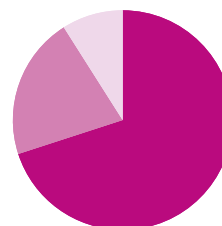
- | | |
|--|---|
| 1) Aberdour Community Council | 12) Culross Community Council |
| 2) Airth Community Council | 13) Dalgety Bay and Hillend Community Council |
| 3) Balerno Community Council | 14) Dalkeith and District Community Council |
| 4) Bathgate Community Council | 15) East Calder and District Community Council |
| 5) Blackness Community Council | 16) Ecclesmachan and Threemiletown Community Council |
| 6) Bo'ness Community Council | 17) Fossoway and District Community Council |
| 7) Burntisland Community Council | 18) Hill of Beath Community Council |
| 8) Charlestown, Limekilns and Pattiesmuir Community Council | 19) Kirkliston Community Council |
| 9) Craigshill Community Council | 20) Larbert Community Council |
| 10) Cramond and Barnton Community Council | 21) Linlithgow and Linlithgow Bridge Community Council |
| 11) Crossford Community Council | |

- | | |
|---|--|
| 22) Maddiston Community Council | 28) Polmont Community Council |
| 23) Milesmark and Baldrige Community Council | 29) Portmoak Community Council |
| 24) Muckhart Community Council | 30) Rosyth Community Council |
| 25) Newton Community Council | 31) Royal Burgh of Kinghorn Community Council |
| 26) Oakley and Comrie Community Council | 32) Southside Community Council |
| 27) Philpstoun Community Council | 33) Uphall Community Council |

Of these there were:

- 9% positive
- 21% neutral
- 70% negative

responses to the consultation



The top themes identified were:

- 1** Noise concerns
- 2** Local impact issues
- 3** Flight planning