

***Minutes of the Quarterly Meeting of
INVERNESS AIRPORT CONSULTATIVE COMMITTEE,
held in the Conference Room, on
Thursday 7th. September 2023.***

<u>Present:</u>	Mrs. Pat Hayden. Chairman	Passenger Rep.
	Cheryl Campbell.	Inverness Airport.
	Dan Mason.	Inverness Airport.
	Cllr Trish Robertson.	Highland Council
	Neil Young .	Highland Council
	Scott Treasurer.	Dalcross Handling & Logistics.
	Ian Booth.	Nairn Access Panel.
	Cllr Morven Reid.	Highland Council
	Jenn Maylin.	Ardersier Community Council.
	Amanda Rennie.	AGS Assist/ PRM Manager.
	Ina Davis.	Courtyard by Marriott,
	Stan Munro.	Secretary.

Pat extended a very warm welcome to members.

2. Apologies.

Douglas Ross.	MSP
David Greenwood.	KLM
Ian Blackford.	MP
Graeme Bell.	Inverness Airport-General Manager.

3. Minutes of Meeting held on 15th. June 2023. The minute was unanimously approved.

4. Airport Management Report. Cheryl and Dan gave the presentation in Graeme's absence, and went over the various slides in the Power Point, expanding on them as necessary and responding to questions raised by members.

Pat referred to the recent Air Traffic Control problem on 28th. August and also the cancelled easyJet flight which meant the Rag'n'Bone Man concert was cancelled.

In the case of the former, the impact was minimised thanks to airport staff pulling together. Staff present at the meeting, commented on how tolerant the passengers had been and how appreciative they were of all the efforts of the staff. Regarding the latter, it had been a safety issue which necessitated the cancellation of the evening flight from Gatwick to Inverness.

Morven Reid commented on the recent TV broadcast when Jenny Godley and her daughter Ashley spent a day working at the Airport and how well the programme reflected on the Airport.

A summary of their presentation is attached as Appendix 1

Pat thanked Cheryl and Dan for this interesting and informative report

4. PRM Report. – Pat congratulated Amanda and her team on gaining a top rating for Accessibility for passengers, an accolade well deserved.

Amanda, then went on to deliver her full report explaining the points on each slide and responding to points raised by members.

Amanada commented on how much her staff appreciate the letters of thanks for the service they provide.

Amanda's report is attached as Appendix 2

Pat thanked Amanda for a most informative and encouraging report.

5. Operators Report. *Dalcross Handling & Logistics.* Scott reported on behalf of the company. The Summer had been a very busy one and things are now starting to tail off. It had gone well and being fully staffed helped. The charter sector had gone well and TUI were happy with the service given.

They participated in a BA scheme 'Feel the Warmth' and were delighted to be placed 5th. over all in the UK and Europe. This scheme looked at all aspects of the service provided and crucially the On Time performance.

They also participated in Red Nose Day and raised over £8,000. In recognition of this, the two staff who organized the event were taken to London to meet a Charity benefiting from the scheme and are to meet an Edinburgh based charity as well.

The company continues to move across to Electric vehicles and appliances, with 5 fully electric EGU's now in use. He is keen to find a suitable location to have Charging Points for the various ramps and equipment and that is on-going

With Winter in mind, all their appliances and vehicles have been prepared for the Winter!

Scott commented on the letters of thanks from passengers following the events of 28th. August.

Pat thanked Scott for his informative report and wished the company continued success.

6. A,O,C,B. Referring to the latest UKACC Bulletin, Pat asked what the benefits were from joining AOA. Dan explained that the airport had been a member some years ago, but that had lapsed, but with rejoining it, there would be shared learning experiences with other airports.

7. Date of next meeting.

The date of Thursday 7th. **December** was agreed for our next meeting. We will meet at **11 am.**

Pat thanked everyone for their contribution to the meeting and thanked Cheryl and Dan for the refreshments at the start of the meeting.

