

***Minutes of the Quarterly Meeting of  
INVERNESS AIRPORT CONSULTATIVE COMMITTEE,  
held in the Conference Room, on  
Thursday 12<sup>th</sup>. September 2024.***

<b><u>Present:</u></b>	Mrs. Pat Hayden. Chairman	Passenger Rep.
	Graeme Bell.	Inverness Airport-General Manager.
	Cheryl Campbell.	Inverness Airport.
	Dan Mason.	Inverness Airport.
	Amanda Rennie.	AGS Assist/PRM Manager.
	Trish Robertson.	Highland Council.
	Grant Campbell.	Prosper.
	James Birch.	British Airways.
	Saul De Sa Moreira.	British Airways.
	Ina Davis.	Courtyard by Marriott.
	Wendy Harkess (via Teams).	EasyJet
	Stan Munro.	Secretary.

Pat extended a very warm welcome to members attending the meeting. She was especially pleased to welcome James Birch, BA Manager for Scotland and his Deputy, Saul De Sa Moreira as well as Wendy Harkess, Easyjet, joining us on TEAMS, all attending their first meeting of this committee.

**2. Apologies.**

Angus MacDonald.	MP
Morven Reid.	Highland Council.
Fergus Ewing.	MSP.
Don Johnstone.	Visit Inverness & Loch Ness.
Rebecca Wallace.	HITRANS.
Jenn Maylin.	Ardersier & Petty CC.
Neil Young.	Highland Council.
Paul Kelsall.	HIAL.

**3. Minutes of Meeting held on 6<sup>th</sup>. June 2024.** The minute was unanimously approved.

**4. Matters Arising.** At our last meeting, when Graeme had given his report, Pat had asked why the Avi Ramp hadn't been in operation the previous Saturday. Graeme explained that the Avi Ramp is used when it's possible to use it, but he explained the feedback from users has been mixed. Cheryl went on to explain that the PRM contract has been awarded to OCS, with effect from 1<sup>st</sup>. October 2024. OCS, prefer to use the Ambi Lift. Cheryl indicated that they are looking at getting a second Ambi Lift. It was noted that with Scottish Government Budget cuts, Capital Investment has been cut.

**5. Airport Management Report.** Graeme, Cheryl and Dan gave the report and expanded, in considerable detail, on the topics mentioned in the various slides in the Power Point responding to questions raised by members.

The Power Point presentation is on slides 1-14 of the attached Appendix .

Pat and James raised the matter of the technical issues which had caused some flight delays last month. Dan is awaiting feedback from the electrical engineer company.

Cheryl explained what the technical issues had been with the Security system. It came to light when being tested in the early hours of the Thursday morning. Cheryl praised the staff for their excellent team work during this difficult time.

Wendy and James both acknowledged the prompt communication from the airport to the airlines and James praised the Skytanking staff.

Pat highlighted the recent awards which the Airport had achieved and praised and thanked all the staff for their commitment and hard work.

A copy of the Winter Schedule is attached as Appendix 2

Pat thanked Graeme and his colleagues for their informative and full report

**6. PRM Report.** Amanda delivered the PRM report. She confirmed that the entire staff will switch to OCS from 1<sup>st</sup> October, so there will be continuity for passengers. OCS will provide additional training for the staff running through the month of October.

It was acknowledged what a superb job she and her team do to help PRM passengers. It is interesting to see how the service has developed and expanded.

Amanda's report is attached as slides 15-22.

Pat referred to a recent CAA survey which only rated Inverness's PRM service as good, but Amanda explained that the survey is based on passenger feedback via cards issued to PRM passengers, which until now had not been done at Inverness, but will be under the new OCS regime.

Wendy asked if seat belts and wheelchair belts are used when passengers are in the Ambi Lifts, which Amanda confirmed is indeed the case here.

Pat thanked Amanda for her helpful report.

**7. Operators Report.** *British Airways.* James confirmed that the winter schedule will see the Heathrow service go back to 1 service per day reverting to two services for next summer. On 25<sup>th</sup>. October, BA will be involved in a Poppy Scotland event.

*EasyJet.* Wendy had nothing further to report.

*Skytanking.* Graeme explained that Scott is sharing his time between Inverness and Aberdeen and only based here on Monday and Friday, but Skytanking is going well

**7. A.O.C.B.** Ina asked if the Airport will be open on Christmas Day and Graeme confirmed it will be.

Grant referred to the major SSEN cabling work in the area and the possibility of charters to bring in specialized staff, which could benefit the airport. Also the Cool Links development which could benefit local businesses.

Trish pointed out that the airport now comes under the Moray West constituency, due to boundary changes. This was noted.

**8. Date of Next Meeting.** It was agreed that our next meeting would take place on **Thursday 5<sup>th</sup> December 2024** at **11 am**.

Pat closed the meeting and thanked everyone for their contribution to the discussions.