

MEETING MINUTES

Date: 31/03/2025

Location: Inverness Airport, Conference Room

Attendees:

Cheryl Campbell – HIAL, Airport Services Manager, Inverness Airport

Davie Geddes – HIAL, Terminal Operations Manager, Inverness Airport

Lynette Ross – CBRE, Facilities Supervisor, Inverness Airport

Amanda Rennie – OCS, Station Manager, Inverness Airport

SJ Groenewegen – Representative from Autism Rights Group Highland

Emma Douglas – Representative from Spinal Injuries Scotland

Apologies were received from Deirdre (Highland Sensory), Rob Fraser, Sandra Fraser and Seamus Mcardle (Nairn Access Panel).

1. Welcome

CC welcomed all attendees and thanked them for attending the meeting. She encouraged open discussion and invited questions throughout the agenda.

2. Introductions

CC introduced the airport team present at the meeting and everyone provided a brief introduction of the organisation or group they were here to represent.

3. Special Assistance Service Update

The PRM Assist mobile app has been introduced, allowing passengers to pre-book assistance at Inverness in addition to booking through their airline.

Amanda reported the app is user-friendly. Once a request is made via the app, it may take up to 24 hours to reflect in their system. Feedback received has been very positive, boosting team morale. The app has been live for two months.

CC noted the app complements the existing booking methods.

4. Equipment Update

Ambulift - CC confirmed a second ambulift is now in operation. This provides improved resilience and backup should one unit be out of service. Regular servicing during quieter times

will help minimise any downtime and to ensure that a consistent level of service is provided to passengers at Inverness.

Terminal Door Replacement - The south revolving entry door is scheduled to be replaced with a like-for-like model, with completion expected by 7 April. This will be a great improvement to the accessibility of the terminal building, particularly for those arriving at the airport.

5. CAA Quality Standards Report

The Civil Aviation Authority (CAA) benchmarks airports across the UK to ensure regulatory compliance. CC talked through the statistics and advised that these are always published on the HIAL Inverness Airport website if anyone would like to look at previous statistics too.

CC highlighted the OCS's live system and how this provides auditable evidence of performance.

CC also spoke about the CAA survey and how this is communicated through the Special Assistance team.

6. Recent Airport News

A local travel agent is offering a charter flight to Lapland in December, now expanded to two dates due to high demand.

TUI will return to provide summer and October holidays.

Inverness Airport has been awarded "Best Airport under 2 Million Passengers in Europe" for the fifth consecutive year and "Airport with the Most Dedicated Staff in Europe" for the second year running, based on passenger survey feedback.

Evacuation chair training has been carried out for terminal staff and will be extended to fire wardens and the wider team over the coming year.

7. Recent Feedback

A few examples of recent compliments for the team were shared and discussion around the CAA survey and importance of engagement with this. CC advised that the team were looking forward to seeing the impact that OCS have made with their approach to surveys.

8. Any Other Business / Questions

CC invited final questions and asked if any expected topics were not covered.

ED – No further comments; satisfied with the topics covered.

SJG – Raised concerns about increased anxiety for some members during busy terminal periods.

Responses:

CC – The team monitors peak times to identify pressure points. The Sunflower Lanyard system helps identify passengers needing extra assistance.

AR – Passengers are welcome to use the yellow chairs without a prior booking and can speak with staff about any concerns.

DG – Pre-travel tours are available and can be repeated as needed to reduce anxiety.

AR – Reiterated that tours are highly recommended and tailored to individual needs, providing a valuable introduction to the airport.

9. Close of Meeting

CC thanked everyone for attending and welcomed feedback for future meetings.