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AGENDA ITEM No. 13

From the Managing Director

B·A·A 
Glasgow Airport

2nd April 1996

The Chief Executive
 North Lanarkshire Council
 PO Box 14
 Civic Centre
 Motherwell
 ML1 1TW

Dear Sir,

**PROPOSED COUNCIL REPRESENTATIVES -
 GLASGOW AIRPORT CONSULTATIVE COMMITTEE**

My purpose in writing is to ask if you would nominate a representative from your Council to attend the Glasgow Consultative Committee Meetings that take place here at Glasgow Airport. In the past representatives from local authorities have been elected Councillors, although there is no problem at all with Councils nominating full time officials if they so wish.

To give you a little background into what we achieve and discuss at these meetings, I have enclosed a copy of the minutes from the last meeting, and hope you find this of assistance when nominating a representative.

I look forward to hearing from you soon.

Yours sincerely,

P.P. V. d'ette Clagh

**Donal Dowds
 Managing Director**

Enc.



GLASGOW AIRPORT CONSULTATIVE COMMITTEE

**Minutes of the 85th quarterly meeting held at Glasgow Airport on Wednesday
28th February 1996.**

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Members present:

J K Richmond, JP, DL	Chairman
Councillor Robert Brothers	Renfrew District Council
Councillor I S Hutchison OBE, JP	Eastward District Council
Councillor R W Robinson	Bearsden & Milngavie
Mrs Winnie Sherry	Scottish Consumer Council
G Oswald	ABTA Representative
J W Arthur	Passenger Representative
Colin J F Hope	Passenger Representative
Kenneth Walton	Greater Glasgow & Clyde Valley Tourist Board
John C Matson	Secretary, GACC
Donal Dowds	Managing Director, Glasgow Airport Ltd
Sandy Ferrar	Head of Public Affairs, Scottish Airports Ltd

1. APOLOGIES

Councillor Norman Dunn, Councillor Charles Gordon, Councillor Robert McCready and George Conabeer - Operations Director Glasgow Airport Ltd.

2. MINUTES OF PREVIOUS MEETING

The minutes of the previous meeting held on 15th November, 1995 were confirmed a true record and signed by the Chairman.

The Committee were pleased to learn of the appointment of Vidette Clough as new Personal Assistant to the Managing Director.

3. MATTERS ARISING

(a) Planning permission has been granted for the M74 extension but it may well be 3 or 4 years before action can take place. There may have to be reductions in the scope of development but 'half a Loaf etc'.

(b) We are grateful to Councillor Gordon who has taken the Rail Link question as far as possible. Naturally, the new authorities will formulate their own policies.

(c) Easy-jet were discussed at the PSG meeting. They seem to be doing well with the figures of 23,000 passengers from commencement to the end of December 1995. This figures may have eaten into off-peak flights according to British Airways but do not

appear to have affected them otherwise. At least a fair proportion of passengers are ones who seem to have travelled by road or rail hitherto.

4. CORRESPONDENCE

None, apart from Feedback letters.

5. MANAGING DIRECTOR'S REVIEW FOR THE PERIOD 1 OCTOBER - 31 DECEMBER 1995

Traffic: The downward trend in International traffic in the Summer spread into October but from November onwards the figures have proved to be much better.

A copy of the Review is in each member's hands. Of particular note is the growth in Dublin traffic.

The reasons for the downward trend in International traffic are dealt with in the PSG Minutes.

The new Gulf Petrol Filling Station at the junction of the White Cart Road and Sanderling Road opened at the end of November with enhanced facilities. There has been a big increase in volume as it catches exiting cars from the Airport.

Douglas Terrace has been demolished at last but the Long Term Car Park still is awaiting final planning permission.

Developments: On the airside the overlay of the east side of the old International stand area is nearing completion.

On the landside Terminal area the refurbishment of British Midland Executive Lounge has been effected and a new Half Million pound British Airways Executive Lounge provides accommodation for 60 passengers at a time.

Adjacent to Garfunkels restaurant a quiet room is being constructed. This landside chapel is well placed as in the event of any major incident, Garfunkels would provide accommodation if necessary.

A total refurbishment of the main BA Shuttle air jetty is under way with completion expected in early April 1996.

QSM: Glasgow Airport can be justifiably proud of the fact that in the face of all International competition it came tops.

Answering a query, Mr Dowds confirmed that a bonus system is in operation for staff and is proving highly successful. The overall position is 4.3 (Out of 5).

Councillor Hutchison advised that in Acapulco when passengers are going through customs either a green or red light flashes at them.. Those with a green light proceed,

but those with a red have to report to Customs. Our system at the Airport is generally very low key but the location of drugs is given high priority.

Mr Richmond congratulated the Airport on the low quarterly noise complaints (8 in number). Two of the aircraft were thought to be flying lower than usual but in fact their larger size gave that false impression. One was an Air Canada 747/400 and the other a Galaxy with a mini-submarine attached to the belly of the aircraft.

6. ANY OTHER BUSINESS

Councillor Hutchison made several points but the chief one was the confusion which arose when he was checking that his baggage had been transferred correctly. There was no indication as to where he should go. The Managing Director said that at Glasgow Airport Terminal there were monitors in the building advising passengers, but, if in doubt, a member of staff would assist.

Sandy Ferrar informed the Committee of a current campaign by the Scottish Tourist Board to sell Scotland.

Kenneth Walton mentioned that short breaks were being promoted to attract people to Glasgow.

Mr Oswald considered that a fine Summer would influence people.

Mr Arthur said the QSM figures were something to be proud of.

Sandy Ferrer, when discussing Airport advertising, said it was a fact of life that good news is no news. When figures are bad, the press publishes but when good, scarcely give them a mention. It is almost a sound policy to attempt in business to keep items out of the news.

Mr Richmond paid worthy tribute to those local representatives who have served our Committees well for years. This will probably be the last meeting for Councillors Brothers and Robinson. The Committee owes great debt of gratitude to them and the Chairman expressed the hope that they would still take an interest in airport matters.

Mr Dowds endorsed Mr Richmond's words and expressed his personal thanks to the Councillors.

7. DATE OF NEXT MEETING

Wednesday 15th May 1996.

Secretary:
John C Matson
4 Highland Place
Kilsyth
Glasgow
G65 9PP (Telephone: 01236 821 637)