


<p align="center">Committee meeting Edinburgh Airport Accessibility Forum (EAAF)</p>		
Version 1.0 Drafted by DM	Meeting Date	30/04/2024
Author: D. Newman	Meeting Time	10am
Location: Double Tree by Hilton, Edinburgh Airport.	Approval	

Attendees	Apologies
<p> MM. Maureen Morrison, Spinal Injuries Scotland, Chair. *IP MB. Myles Grima, Edinburgh Airport. *IP DM. Dominique Newman, Edinburgh Airport. *IP GD. Greg Dawson, Edinburgh Airport. *IP LH. Libby Herbert, Colostomy UK, *IP AM. Anne McWhinnie, Alzheimer Scotland *IP AE. Andrew Ewan, Leonard Cheshire. *OL </p> <p> Guests Jason Galbraith, OCS. *IP Jade McAlpine, Service Delivery Manager Edinburgh Airport *IP Cameron Baxter, Customer Feedback Manager Edinburgh Airport *IP Leanne Wright Airport Operations Manager - action point is noted from her below. *IP </p> <p>*Attendees in person or online (IP or OL)</p>	<p> Kirstie Henderson, RNIB Scotland. Michael Moore, Guide Dogs UK. </p>
Notes: Meeting was recorded for minute taking only.	

1. Introduction from the Chair

- MM welcomed everyone, both online and in person, to the meeting and gave an overview of the agenda.
- Apologies noted.
- Introductions made from all attendees.

2. Airport update

DM & GM led a presentation covering the following points.

Overview given and advised that there were 14 million passengers last year, with a projected increase to over 15 million passengers this year.

Explained the three key aspects of growth:

- Infrastructure: Updates to check-in, security, and baggage areas to accommodate a forecasted increase to 20 million passengers in the next five years.
- Customer Experience Strategy: Emphasis on seamless journeys, maintaining a "Very Good" rating by the CAA, and incorporating feedback from a passenger survey with over 35,000 respondents.
- OCS and Service Changes: Recent changes in service providers and the introduction of new technology and equipment.

3. OSC Operations update and feedback

Overview was given by Jason Galbraith from OCS, as the new supplier of the PRM service at the airport.

- OCS took over operations on December 4, 2023, and the transfer of 130 staff.
- Continuous service reviews and technological advancements.
- Training of the OCS team, the current staffing levels, and ongoing recruitment efforts.

DN: Highlighted the growth in passenger numbers and the challenges of maintaining service levels, especially with the changing patterns in passenger flows.

LH: Raised a question about supporting training efforts, and JG confirmed plans to involve the group in ensuring training meets the needs of user groups.

MM: Discussed the importance of focusing on what is working well and where improvements can be made, particularly in response to past complaints. How can the committee support.

JG: Continue to monitor passenger feedback and present findings at the next meeting & samples of feedback.

4. ECAC (European Civil Aviation Conference) Compliance and Passenger Feedback

DN gave an overview of the compliance with ECAC regulation, the importance of the group and the need for discussing feedback and policy changes.

MM: opened it up to the committee on how they felt regarding having more meetings to have a better understanding and ways to support the airport as part of the committee. They agreed that they would be happy to have ¾ meetings a year. GD & DN expressed openness to considering more frequent meetings.

DN will review with MM on dates.

JG: Presented data on passenger complaints and compliments, highlighting areas of concern such as disembarkation and check-in wait times.

5. Community and Airline Engagement

DN: Discussed initiatives involving community groups, such as simulated airport experiences for passengers with specific needs.

GD: Mentioned future plans to involve airlines more in these meetings, with Jet2 expected to join from Q3 onwards.

MM: Suggested creating airport-specific videos for disabled passengers to help manage expectations and reduce anxiety. LW will develop and circulate a video.

LH: Will share stoma training materials with the group on good practices.

6. Project Updates

DN gave an update on the recent developments of improvements for the airport.

- Introduction of new ambulift vehicles and additional equipment.
- Expansion of the airside reception area with enhanced facilities.
- Development of a quiet room for passengers needing a calm space, including details on its booking system.

LH: Inquired about accessibility features, and DN confirmed the inclusion of a nearby changing places toilet.

7. AOB

DN: Dates for the next meeting to be confirmed by email.