

## **London City Airport PRM and Hidden Disabilities Forum meeting**

**Wednesday 28 July, 14.00-15.30**

### **Attendees:**

- Ian Cowie, LCY (Chair)
- Christiane Link, Accessibility Advisor
- Carrie-Ann Lightly, AccessAble
- Neil Brown, Mifie
- David Leach, LCY
- Denise Rutter, LCY

*Apologies:* Business Disability Forum, National Autistic Society, Royal National Institute of Blind People, Alitalia, TfL

### **Introduction**

Chair Ian Cowie opened the meeting followed by brief introductions. The minutes from the previous meeting were approved.

### **LCY business update:**

The Chair updated the group on developments at the airport since the last meeting. Covid-19 travel restrictions continue to impact passenger confidence and demand. There has been a modest recovery in July, but traffic remains approx. 80% down at times on 2019 levels.

The airport has seen stronger demand when destinations have been added to the green list in recent weeks but there is still lots of uncertainty which makes it difficult for airport and airlines to plan their schedules and resourcing e.g., Spain and The Balearics moving to amber list.

There are signs that the summer season could run later, until the end of September this year reflecting the uncertain outlook. Business travel should pick up in the autumn with the return of Swiss and Lufthansa in September.

A suggestion was made that the destinations served by the airport could be made clearer on the LCY website and this feedback will be shared with Marketing.

The airport's NPS score of 86.7 in the June CAA survey was the highest of any airport in the UK reflecting the airport's continued strong performance with passengers. LCY was also recognised for its excellent customer service in the ASQ Awards.

The airport's health measures remain in place and staff and passengers are still

required to wear face coverings whilst at the airport. Social distancing measures also remain, with both measures in line with DfT requirements.

The airport's arrival E-Gates have been upgraded to automatically process the Passenger Locator Form. The new outbound baggage facility should be operational by the end of August and the Next Gen security scanner trial is ongoing.

A question was raised regarding wheelchair access at Immigration and the Chair confirmed that improved accessibility for wheelchair users at the automated gates is part of the next phase of the airport's development programme. However, the PRM arrivals desk in the new immigration hall is the closest to the entrance and exit.

Recruitment has restarted for key Operational roles and a new HR hybrid agile working policy has also been introduced. Office staff will gradually start returning to the office from September onwards.

### **Passenger data:**

The airport had 3,117 PRMs in 2020 compared with 17,733 in 2019. PRM traffic has been slower than expected to return - the airport only saw 89 PRMs in the week 19-25 July.

However, the proportion of PRMs as a percentage of overall passengers is gradually increasing.

All complaints were resolved locally without the need for further escalation. 98.6% of PRMs on departure and 91.5% of PRMs on arrival were met within 10 minutes.

246 pre-booked PRMs were met on arrival between October 2020 and March 2021, with only 1 reported incidence of failure. There were no missed flights, and all other LCY service level targets were met.

### **Update on PRM activity:**

The airport's enhanced equipment is in place with both Ambulifts operational after undergoing recent software upgrades.

CAA data collection is still suspended until the end of September - airports currently only have to report PRM arrivals and not departures.

The survey process will be re-launched in September. To coincide with this, the airport's Ambulift service will be promoted via both internal and external comms and the AccessAble guides will also be updated.

Feedback from the group suggested that this re-launch presents an opportunity to reconnect with PRM passengers and ensure they fully understand what facilities and services are on offer at the airport.

Related to this, a suggestion was made that the LCY website should include more detailed information regarding aircraft types/hold sizes to better assist

wheelchair users in their decision-making regarding flights.

The airport is currently working on a PRM plan for 2022 which will be shared with the group for discussion at the next meeting.

The proposed date for the next Forum meeting is **Tuesday 26th October, 14:00-15:30**