

London City Airport's PRM and Hidden Disabilities Forum
Quarterly meeting 24th January 2019

Attendees

Christiane Link, Director at Ortegalink
Courtney Swaby, Business Disability Forum
Katie Dyton, AccessAble Partnerships Manager
Ian Cowie, London City Airport Director for Customer Operations (Chair)
Alexandra Varlyakova, London City Airport Public Affairs and Policy Manager
Frank Jenkins, Bechtel

Apologies: National Autistic Society, Action and Rights of Disabled People in Newham

Update on the equipment

The Chair of the Forum provided an update on the Ambulift equipment. The process of registering and certifying the two Ambulift units has meant that it has taken a bit longer than expected for the units to be delivered to the airport.

The units have been scheduled to be certified between end of January and March, following which LCY will do a 4-week training period, followed by a trial scheduled to start end of April. The airport will be purchasing two units. The second unit has gone into production and should it be successful on trial, it will arrive in July 2019.

The Chair also explained that the lack of suitable equipment on the market combined with the size of the airport has prevented the airport from having the right kit in place earlier.

Changes to the Terminal "We have listened to you" and the Airport's plans for 2019

Based on feedback received from the forum, LCY has so far:

- Set up a new information desk which is more accessible
- LCY is currently updating the PRM airside area - this is part of an overall terminal seating project which is due to be completed by July 2019
- Dementia Awareness Training – the airport ran awareness sessions and produced video of the customer journey
- Expanded the lanyard scheme – working with UKBF, now available at arrivals as well, introduced a posting service

An update was also provided to the Forum regarding the new terminal currently being built. In the plans for the new terminal, there is a PRM reception landside and a PRM lounge airside, as well as improved toilet facilities and baby changing facilities.

Due to its location, LCY is one of the most accessible airports from a public transport point of view. The airport is looking into how we adapt the rest of the business to match that level of accessibility. The Chair explained that LCY's Chief Operating Officer is the CAA's sponsor to improve PRM provision across the UK – a collaborative partner to develop the future of PRM offering.

The Business Disability Forum (BDF) are interested in running a story on LCY and the changes the airport is implementing to make it more accessible. AV to liaise with the BDF once the changes have been completed.

The Chair of the Forum presented a first draft of LCY's ambition for 2019:

London City Airport will strive to be the most accessible and inclusive airport, a preferred choice for passengers with reduced mobility and hidden disabilities. We understand that airports can be very noisy and confusing places, so we commit to ensuring that your airport experience is seamless and enjoyable. We have a dedicated team at the airport available to help you at every stage of your journey.

To achieve this, we commit to:

- Create an internal working group with diverse membership which purpose will be to champion and progress our accessibility work
- In the short-term, make adjustments to the current facilities which will improve the airport experience
- In the long-term, build an airport which is an industry leader in accessibility, by taking into account feedback we receive from LCY's Accessibility Group
- Enlarge and diversify the membership of the LCY's Accessibility Group to ensure that different points of view are taken into account
- Liaise with airlines to ensure they are fully aware of practices and processes implemented at the airport
- Work as the key development partner with the CAA to improve PRM across all UK operations

LCY has asked the forum to provide their feedback on the above.

Airlines involvement

The Chair of the Forum expressed the view that it will be important to invite airline representatives to the next Forum meeting and ensure that airlines are involved in the work the forum is doing. The group agreed that an airline representative should be invited to the next forum meeting.

City Airport Development Programme update

Frank Jenkins from Bechtel provided an update on the City Airport Development Programme (CADP).

Currently, ground works are taking place in the area between the terminal and the on-site car park to prepare the area for the East Terminal Extension landside building. Once complete it will be a two storey-building, approximately 120 metres long and 25 metres wide, with full-height glazing at ground level to provide lots of natural light.

Works on Hartmann Road, behind City Aviation House (CAH) started in February and are due to end early April. The contractor, Kier, will install new utilities in the area compound outside the King George V (KGV) House and the 'blue shed', and the stretch of Hartmann Road from KGV House to the car wash facilities.

Piling progress - Over one thousand piles are needed to support the new concrete deck for the airport's transformation, which will be the equivalent in size to 11 football pitches. Piling works are progressing in the area of the dock immediately south of the East Pier.

The airport is introducing a digital air traffic control tower in 2020, which means that from next year, following months of rigorous testing, rather than look out of the window of a traditional tower, London City Airport's air traffic controllers will do their job using live filmed footage of the airfield.

Here is a link to the images of what the new terminal will look like:

<https://www.londoncityairport.com/media-centre/london-city-airport-releases-images-of-new-terminal-interior>

Surface access

LCY's Head of Transport Planning Gavin Wicks provided a surface access update. LCY's surface access strategy has been published and is available here:

<https://www.londoncityairport.com/corporate/Environment/Sustainable-Transport>

Travel plans have been slightly delayed, the airport should be in a position to release these in the next 4 weeks. Once released, the travel plans will be shared with the forum for comments. There was also an update on the walking and cycling paths in Newham.

There was a discussion about the KGV station and why there is no link there, GW will provide an update on this at the next forum meeting.

GW asked whether the forum can support with improving wayfinding to the airport. The forum expressed the view that there is lack of information among tourists that the DLR and getting into central London from LCY is accessible. A short update can be added to the website that Canning Town station is accessible, and that a passenger can change to the Jubilee line from there.

AccessAble added that there is an actual guide on how accessible the DLR is, as well as access information for the DLR station and they can send that information to LCY's Head of Transport Planning for the Travel Plans.

AOB

Next meeting is due to take place in late April/early May.