

PRM and Hidden Disability Forum
Quarterly meeting 13th September 2018

Attendees

Val Fone, Volunteer at Action and Rights of Disabled People in Newham
Christiane Link, Director at Ortegalink
Daniel Cadey, Autism Access Development Manager at National Autistic Society
Charles Clement, Consultant at Business Disability Forum
Melanie Burnley, Director Customer Experience at London City Airport
Michael Bailey, Terminal Operations Support Manager at London City Airport
Alexandra Varlyakova, Policy and Public Affairs Manager at London City Airport
Gordon Cordner, Bechtel

Apologies: Disabled Go

1. Update on the City Airport Development Programme

Bechtel provided a general update on the airport development programme and what has been happening over the summer period (diverging utility cables, forecourt works, the start of piling and decking works). There was a discussion about the new passenger pick up and drop off areas and the temporary passenger walkway (painted in green). The Terminal Front officers are briefed to direct people and answer any questions they may have.

Action: There was a request to provide passengers with information on the website regarding changes to pick up and drop off, and any other changes that might affect them.

2. Surface access update

LCY's Head of Transport Planning Gavin Wicks provided an update on the airport's surface access strategy 2018-2025 (which can be accessed here: <https://www.londoncityairport.com/corporate/Sustainable-Transport/Surface-Access>) which sets out LCY's plans for accessing the airport. At the moment 68% of LCY's passengers use public transport, and the aim is for that to become 75%. There is also an aim to increase the percentage of staff using public transport as well.

The surface access strategy set out 5 key priorities:

- Closing the information gap – do passengers know how to travel? The aim is to start bringing in more mobile technology solutions.
- Offering the right travel services – working with TfL making the airport more visible on TfL's maps. There is also the physical infrastructure – taxi facilities, signage and directions which support that, introducing lease sharing schemes for staff.
- Equality of access for everybody – how LCY can help all groups to access the airport.
- Facilitating Healthy streets – coming from the Mayor of London and Mayor of Newham strategies to make people move more and have healthy lifestyles – LCY has started providing

more cycling. In the long-term the airport will be working with Newham on their cycling and walking strategies.

- Offering low carbon alternatives – electrical infrastructure for passengers, staff and taxis – LCY's has an Airport Transport Forum which helps identify what the key projects are.

Gavin also provided an overview of the airport's travel plans which set out in a more detailed way the surface access strategy. The plans outline a number of actions the airport will take to help it fulfil the surface access strategy vision.

Any feedback the Forum has on the way the DLR is run and whether it is accessible, please share that with Alexandra and she will be able to share it with TfL and DLR.

It was agreed that any points raised in the PRM and Hidden Disability Forum will be taken to the Airport Transport Forum for discussion.

Action: Gavin to present the Airport's Travel Action Plans at the next Forum meeting and share with the Forum for comment.

At the next meeting Gavin to share information with the Forum on the cycling routes, it will be helpful for the Forum if the airport can provide an update on Newham's wider cycling plans outside the parameter of the airport.

Moving forward, it was agreed that findings and outcomes from the Airport Transport will be a standing item on the agenda.

3. Equipment

Michael Bailey showed a video on the new piece of equipment LCY is planning on using (manufactured by Bulmar) – it is specifically made for an Ambulift, it is much more stable and goes up to all heights of aircraft LCY currently has.

The trial is expected to take place in March 2019. The reason for the delay is that it has taken longer for the certification requirements to be completed.

A point was raised that the airport should start looking into recruitment from now in order to have enough trained Ambulift drivers – people who are trained and have the right social skills. The airport is currently looking into this topic.

Action: The Airport to invite the Forum to trial the Ambulift once it is available at LCY. The trial period will allow for any feedback to be captured and reported back to the manufacturer.

4. AOB

The National Autistic Society provided an update on LCY's progress on receiving an "Autism Friendly Award". The Airport is very close to being presented with the award.

The airport also provided an update on the recent audit of facilities completed by Action and Rights of Disabled People in Newham with some of the comments made.

Action: LCY to look into making some adjustments to the terminal based on the feedback received from the Forum and the audit by Action and Rights of Disabled People in Newham to ensure a seamless journey for all passengers. These changes can be introduced in the short-term while the new terminal is being built.

Melanie Burnley provided an update on recent restructuring of LCY and that her new role is Director of Transformation and Development for the City Airport Development Programme. Michael Bailey has been moved to her team as well. Melanie will continue attending the Forum in order to provide updates on CADP and the new Director of Customer Experience, Ian Cowie, is to take her role as Chair of the Forum from the next meeting.