

PRM and Hidden Disabilities Forum 1st May 2019

1. Attendees

Davinder Kullar, Royal National Institute of Blind People

Courtney Swaby, Business Disability Forum

Christiane Link, Accessibility Advisor

Fabrizio Ghiandai, Alitalia

Neil Brown, Mitie

Ian Cowie, London City Airport, Customer Operations Director

Alexandra Varlyakova, London City Airport, Public Affairs and Policy Manager

Apologies: Daniel Cadey, National Autistic Society; Katie Dyton, AccessAble

2. Overview and Purpose of the Forum

The Chair of The Forum, Ian Cowie, provided an overview of what the purpose of the forum is to the newly joined attendees – making the airport more accessible and inclusive. IC explained that the CAA had recently conducted an accessibility review at the airport.

A question was asked on how the airport ensures that airlines are aware of the processes and procedures at LCY. The airline representative explained that the airport, airlines and the service provider, Mitie, work very closely together. The airport contracts Mitie to provide all the service from when a passenger signifies their arrival at the airport through the physical boarding of the aircraft, and then from meeting the passenger at the aircraft to drop-off point at Arrival – accountability of the airport through Mitie.

3. Data

The Chair also presented recent PRM data (available upon request). The data showed that in general, the airport's performance on pre-booked passenger is very strong:

- Wheelchair users – 68% - manage the stairs with assistance
- Wheelchair S – make their way down the aircraft a
- WCHC – pax can't make the stairs and needs assistance right to their seats (11.5%)
- Blind – 2.3%
- DPNA (learning difficulties) – 0.7%

A question was raised with regards to what the process for booking assistance is. The Chair explained that all the information is available on LCY's website

4. Planned changes

The Chair provided an overview of what changes to the

- The special assistance area at Gate2a is being completely refurbished
- New signage is being installed in the car park by the accessible parking bays with a number to call for PRM assistance

A point was raised with regards to the possibility of receiving assistance from the point of the DLR especially for visually impaired passengers.

Action: The airport will look into inviting a TfL/DLR representative to attend the next Forum.

5. Ambulift update

The Chair explained that the first Ambulift unit arrived in the beginning of March. The risk assessment and driver training have been completed. The airport is currently doing ramp familiarisation and navigation sessions.

Pending successful trials, a second unit will be delivered to LCY.

One of the members of the Forum trialled herself the Ambulift and provided her feedback which will be shared with the operational teams conducting the trial, as well as the Ambulift manufacturer.

6. Date of next meeting

24th September 12.00-14.30pm – lunch will be provided by the airport