

London City Airport PRM and Hidden Disabilities Forum - Minutes

3rd October 2019

Attendees

- Ian Cowie, Director for Customer Experience
- Alexandra Varlyakova, Public Affairs and Policy Manager
- The Royal National Institute for Blind People, Innovation and Partnerships team
- Accessibility consultant
- Business Disability Forum
- Alitalia

Apologies: National Autistic Society, Alzheimer's Society, AccessAble, Mitie

Overview

LCY presented an overview of the purpose of the forum and what LCY aims to achieve in the accessibility provision. The Director for Customer Experience explained the commitments that the airport has made and where we stand at the moment.

He provided an update on the PRM passenger data – January to August performance in terms of numbers and time waited for arriving and departing passengers. There was a discussion around how the CAA has set its targets on waiting times nationally.

Progress update on recent changes

- PRM area at Gate 2a has been refurbished
- New low-level seating in bar/Nero area
- Bench installed in the walkway by PRM parking in Car Park
- Walking distances and PRM help number added to walkway by parking spaces

Ambulift update

- The Ambulift units are still being trialled due to difficulties with the prototype unit.

Plans for the rest of the year and early 2020

- Forecourt is changing delaying the PRM drop off and pick up spaces
- Additional hours added to Mitie contract for 2020
- New aisle chairs and wheel chairs

A more general discussion on future plans

Self check-in machines are not accessible at all – they do not recognise voice control. Ian explained that in the future that will be taken into account to make self check-in more accessible.

There was a discussion Mitie (the PRM provider) and their training. Their training is signed off by the CAA, the airport also has in-house training completed by all staff.

Action: Circulate our training materials to the Forum for them to have a look at the content and refresh the content.

A discussion with a Canadian company on future technology that can be used at LCY aimed at allowing passengers to receive the help they need when they require it.

Action: Ian to send through some details on the work that LCY is doing with that company.

Investigating specific apps on sight loss which include maps – RNIB talked about their experience of such apps at Heathrow.

Bespoke aisle chairs – get feedback from the Forum when making these

Action: Ian to send to Christiane what the thinking is on the bespoke chairs to get her views.