



London City Airport – Assisted Travel Advisory Group
(formerly PRM & Hidden Disabilities Forum)
25th January 2024 – 14:00
Minutes

Present:

Christiane Link – Ortegalink (CL)
Emilly Kilby – CAA
Dave Christie – LCY Head of Customer Experience
Jatinder Panesar – LCY Airport Duty Manager
Gemma Cook – LCY Human Resources
Azmir Khan – Mitie Manager
Sheraz Faisal – Mitie Team leader
Kelson Ferreira – GGS Manager

Apologies:

Mark Williams – Accessible
Sasha Haily – Accessible
John Worsfold – Royal National Institute of Blind People (RNIB)
Marc Powell – Royal National Institute of Blind People (RNIB)
Daniel Cadey – National Autistic Society (NAS)
James Keegan – British Airways
Patsy Ryan – British Airways

Location – London City Airport – Terminal building

1. Welcomes and Introductions

DC opened the forum by introducing all members and thanking them for attending. This was the first face-to-face forum meeting. The purpose of the face-to-face meeting was so that a tour could be conducted of LCY, and the Assisted Travel Service provisions could be demonstrated and reviewed.

2. Tour

- The tour started from the Landside information desk; from there we visited the Landside Assistance Travel (AT) waiting area. The provisions demonstrated, such as the seating with power to charge your handheld devices, feedback now point so passengers can give in the moment feedback by pressing Red/Amber/Green buttons and a more detailed feedback by scanning the QR code and also signage was discussed, It was suggested by the forum last time that the AT waiting areas should have a telephone number for AT passengers to contact staff member in case they need any assistance. This was actioned. CL mentioned that not everyone is able to make a phone call therefore it would be beneficial to add a WhatsApp and/or a text message option so passengers can send a text or WhatsApp to Mitie for additional support. This was something that the airport agreed with, and something that we were able to implement whilst the tour was in progress. *Action closed.* Whilst we were discussing feedback Now KF mentioned that the GGS Manager does not receive TXT alerts of negative feedback. Action for JP: GGS need to be added to the feedback now text message. The

number has been added and tested. This is now working and GGS are receiving TXTs. *Action closed.*

3. Security

- Whilst processing through security CL questioned – can assisted travelling passengers, travelling on their own, load their own tray in security. Currently they must have a PRM agent with them or go to a load where there is a staff member, they are not allowed to use a staff lane due to a lack of a loader present.

4. Airside

- We continued airside and visited the new airside disabled toilet facilities – it was noticed by CL and EK that the baby changing facility table is located too close to the disabled toilet. This will be reviewed and may lead to reconfiguration of the toilets. We later visited the East pier disabled toilet and noticed this has a hand dryer in the way – **Action pending with our project team.**
- We continued to the Airside AT area. This has recently been increased in size and has more seating available, we discussed the provisions such as power and plug sockets. EK asked if there were CAA leaflets available in this area. The leaflets were present on the table, along with a member of the AT team stationed there when not actively supporting passengers. There was also a flight information screen in this area to display latest updated flight information. CL questioned where the nearest staffed assistance was. The BA desk located at gate 2B is next to the airside AT area.
- We were also able to show a significant increase in low tables available for general seating for use when buying food and beverages.

5. Airfield

- The tour then continued via the Eastern Pier onto the Apron to have a look at the Ambilifts we have in operation at LCY. Question was raised by CL 'can the Ambilift be docked from the front'? CL explained If you are travelling as a business passenger, it is not ideal to be loaded from the back of the aircraft and then to be pushed to the front of the aeroplane, whilst all the passengers are sitting on the plane. This is not a very good experience. **Action** for GGS/BA to get clarification if the Ambilifts can be docked to the front of the aeroplane. Ambilift driver was present to explain how the Ambilift docks onto the aeroplane and what limitations they could encounter due to the shape of the aircraft.

6. Airport update

- The tour concluded with a business update. DC spoke about the airport's world class NPS score. We achieved 65% of for the year with the whole of Q4 being above 70%. There has also been a significant investment in Feedback Now to collect customer sentiment data for all areas of the airport including Assisted Travel areas. LCY passenger numbers still remain down on 2019 with the slow return of business passengers, however our peaks are comparable. Staffing is in line with requirements, we performed well through the Summer and are set-up for the winter season.

Airport planning application is still underway to increase passenger numbers and extend opening hours and we expect to hear and outcome summer 2024. Phase 1 of the Security equipment upgrade project has gone well and will proceed with phase 2 when required. The Departure Lounge upgrade continues to progress well. The main floor, ceiling and lighting works are complete. New toilet facility in West Pier, freeing up accessible units for those that need

them. Restaurant and toilet works have been completed. The last restaurant refit in progress and due to open in May 2024

Café Nero and Boots refit due to start Feb. 2024. ITA have relaunched with their brand new, next generation aircraft offering 3 daily rotations to Milan, this will grow as more aircraft are delivered. Aurigny have confirmed 2 daily rotations to Guernsey from April 2024. Core focus this year remains to further increase overall service levels, despite the NPS already being world class.

Along with additional focus ready for Summer 24, our customer service team have also been trained to support the ATP service provider.

New assistance signs with call points have also been installed in the covered walkway landside.

7. Accessibility Forum Member Discussion/ Closing Remarks & AOB

- There was a suggestion from the group weather it is a good idea for the Mitie Assisted Travel staff team members to have name badges on.
- It was also noticed whilst on the tour that GSF provide the cleaning service at LCY the question was raised if they offer a PRM service as well?
- Decision remains pending on the future independent forum chair with decision due my summer 24.

Meeting closed 16:45.