



London City Airport – Assisted Travel Advisory Group (formerly PRM & Hidden Disabilities Forum)

3rd August 2023

Location – London City Airport – Online meeting. (14:00 – 15:30)

Present:

Cameron MacIndoe – London City Airport
Lucy Craven – London City Airport
Gemma Cook – London City Airport
Christiane Link- Ortegalink
Mark Williams – Accessible
Courtneys - business disability forum
Sasha Hailey – Business disability forum
Patsy Ryan – British Airways

Apologies:

Nada Warner – Accessible
Heidi Wilson – Accessible
John Worsfold – RNIB
Marc Powel - RNIB
Daniel Cadey- Nas.org.uk
James Keegan – British Airways

LCY business update

- 3.5 – 3.6m pax traffic forecast for 2023, which is mainly leisure passengers.
- This is 65% of 2019 – the main reason is because some of the airlines that used to fly out of London City Airport have not been replaced – but during the peak season we have reached up to 85%
- July and August tend to be the quieter months with June being busier.
- Our current staffing levels are in line with requirements.
- We have been rated as 'Very Good' from the CAA in the recent airport accessibility report.
- LCY has introduced cards with QR codes that allow assisted travel passengers to share feedback. The cards have been placed on the info desk and at the Assistance seating areas, these have also been given to ATS staff to hand out to passengers. Initial feedback is that they are working well.

- Working with feedback now and continuous improvement team to look at options to get in the moment feedback from customers in key touchpoint areas.
- LCY to investigate how to make those with assisted travel aware of new CT scanner process.

Departure Lounge update

- Departure lounge will be undergoing a makeover with a larger assistance seating area planned.
- Old WH Smith unit in departure lounge currently being converted into a new toilet block with new disabled toilet facilities.
- A new toilet block planned in the West Pier and with a new disabled toilet. LCY looking at appropriate signage
- Reviewing options of placing low height tables in the lounge.

Assistance Service Provider

- Mitie currently providing ATS service at LCY.
- New manager appointed for Mitie recently and working closely with ADM team.
- LCY working with Mitie and reviewing the service they are providing to ensure better coverage, especially during peak times.
- Mitie recruiting for new/more staff.

CAA consultation on accessibility framework

- LCY has responded to CAA's recent consultation on accessibility framework

Transreport – progress update

- LCY working with tech company to work on and develop an App for ATS passengers to seamlessly download and book assistance travel.
- LCY aiming to introduce a passenger assistance app in early 2024.

Forum – next steps

- Budget for an independent chair for this forum to be reviewed.
- Update terms of reference.
- Improve breadth of attending members.

AOB:

- Suggestion for the next meeting to be a face-to-face meeting to demonstrate PRM process at LCY by service provider.
- Suggestion to review the number of disabled bays in the car park.

Meeting closed.