



London City Airport – Assisted Travel Advisory Group
(formerly PRM & Hidden Disabilities Forum)
29th May 2024 – 10:00– 12:00

Online Teams meeting

Minutes:

Present:

Heidi Wilson – Accessible
Sasha Hailey – Business Disability Forum
Dave Christie – LCY Head of Customer Experience
Jatinder Panesar – LCY Airport Duty Manager
Usman Qurashi – SHP Manager
Azmir Khan – Mitie Manager
Leahann Ball – GGS Manager
Harry Wai – British Airways

Apologies:

Christiane Link – Ortegalink (CL)
Gemma Cook – LCY Human Resources
Mark Williams – 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)
Ian Cowie – LCY Customer Operations Director

1. Welcomes and Introductions:

DC opened the forum by introducing all members and thanking them for attending.

2. Airport update:

DC presented to the members via PowerPoint presentation. Airport peaks are quite busy, however off peak are not as busy, Staffing for ATS operation is in line and set up for summer. We have achieved 50% more hours for the ATS team then last year.

3. Feedback:

Overall, we have received good feedback from customers. All UK airports are measured. We at LCY scored the following for 2024 so far:

- Q1 was at 71%. This is 1% above world class and 8% better then Q1 2023. This is better than other London airports. These scores are measured independently.

We successfully implement the Feedback now sentiment process. This is when passengers can give in the moment feedback by pressing (RAG) buttons. Any negative feedback/red button

activation will send a txt alert to the Duty Manager and the ATS team so they can investigate the issue in real time.

4. Other projects:

We finished phase 1 of the security updates on time last year. Phase 2 will start beginning of next year. We are moving office space around and changing how the trays are fed into the X-ray CT scanner machines, to make them more efficient. We also need to make regulatory changes i.e. 100% security body scanning by mid next year.

The Departure lounge changes are almost complete. However, the toilets will still need to be looked at. We require specific industry advice re: the accessible toilets. Boots is currently having its refurb and is on target to be opened in mid -June.

Hites- A brand new restaurant and bar is on schedule to open in July. One this has opened this will complete the Departure Lounge update for London City Airport.

5. Car Park:

It was identified that we did not have enough Disabled bays in the main stay car park. We have now increased this to 12 bays and all the bays are next to covered walkway.

We have also created 2 brand new Disabled bays in the Drop Off Zone. We are pleased to do that in a small airport with limited space.

6. New routes:

We have recently introduced 2 new routes, Rome and Gurnsey. Pleased to inform that both routes are doing well. All new routes that have been introduced are performing well. Our overall focus is to maintain our service levels and in-turn our NPS scores.

7. Accessibility Forum Member Discussion:

LH: Do we have plans for a call point in the assisted seating area landside?

DC: We have placed signage, contact details, phone numbers and a what's app number for passengers to contact us if they wish.

LH: Is there a phone line there?

DC: Not at the moment, but it is possible and something we need to have a look at. At the moment we are required to update all current phones to digital.

LH: A wireless doorbell may work.

DC: We will consider.

UQ: the 2 new disabled bays in the Drop Off area could do with a call point and in the Car Park if ATS Passengers require addition help.

JP: We are in the process to renew the Signage; however, this has been delayed. We will chase this again and get this displayed.

All: Reviewed recent passenger feedback received from ATS passengers.

SH: Can the service provider push the wheelchairs to the DLR platform if the passenger wants to get the train?

JP: From LCY perspective we have risk assessed it and are comfortable, but the service provider needs to revisit this.

SH: I used the wheelchair service in 2019 and was unsure where the service starts and stops.

DH: Where do other airport transit points start/end from?

SH: I normally start my service from check-in, not too sure about getting assistance from the train platform. The return journey is a hit and miss on how far they take me.

DC: Shows pictures of the new disabled bays in the car park and drop off zone.

LB: Why are disabled bays pushed further up from valet?

DC: The Valet bays have always been there, if we changed the valet bays to disabled, we would end up with having less spaces for disabled and the trolley park area will cause a split in the middle of the bays. We would like to keep all the disabled bays together in one area.

SH: it's very clearly marked (the disabled bays).

DC: Mitie are fully recruited.

AK: joined 10:35

DC: Azmir looks after Mitie at LCY. We have 50% more hours for the ATS team than last year. ADMs work alongside Mitie. CSC staff are also trained in wheelchair usage to provide full back-up support if required, however CSC cannot assist getting passengers on/off planes. Transreport: we are still working with them and where they are, if we should bring them in, we are also looking at other products on the market.

DC: Spoke about Q1 performance data. Jan-Mar- consistent with 2023. Q1 pax numbers grew by 3%. WCX Romeo is the most required service, Sierra service stepped back. More passengers require the basic service to get to the AC steps. Prebooked passengers are 80/20 split, to turn up un-booked passengers. Several new airlines have recently joined, and we still require their data. ITA have seen a lot of growth. ECAC scores doing well. Because we don't have jet bridges, we need to use Ambilift vehicles, we only have 2 and occasionally we get several requests at once from several airlines that require the service. We are limited by 2 vehicles, but 2 is the right number as we do not have space on the ramp. This may change in the future. Due to this, it sometimes causes some delays. ATS feedback, ATS team hand out feedback cards to their passengers. CAA require us to email passengers, which means we need to hold pax email data etc. and this causes some challenges, mainly regarding GDPR. What we are doing now is working. June was our busiest month last year.

LB: Can you confirm, pre- booked is info received 24h before?

DC: its 36 hrs prior for planning.

8. Closing Remarks & AOB:

Forum review has not been done since I have been here. We have had a few meetings, it's my objectives to be in line of where we should be. I would like feedback on to our next steps. We need to appoint an independent chair. The finance has been signed off, for this year. The JD has been written. Sasha has reviewed and fed-back. Christina sent me a video last week when she travelled through. we are looking to get the advert out for the independent chair, in time for the next meeting. Also looking at refreshing the Terms of Reference.

Points: Membership, attendance, we need to attract the right people and organisations. RNIB, autistic, local community rep is important, 1st line workers. We need to ensure we have an Inclusive forum, as we should be.

Bigger wider team any Qs?

SH: Daniel Cadey now works for RNIB, Action: SH: to talk to Daniel to get someone for our forum from RNIB.

LB: Do we have Ear loop in seating area?

DC: Only on main info desk, we are looking at structure, this was bought up by a pax last week. we are looking into this area

LB: Desks at Bording Gates did have them, but they have been broken etc. the wiring is still there though.

DC: we are looking at this.

JP: we are also training the CSC staff on using them correctly.

Any other Qs?

None.

Meeting closed 11:05.