

# London City Airport

## Assisted Travel Advisory Group

Meeting – Thursday, 20<sup>th</sup> April 2023, 14.00-15.30  
Online Teams Meeting

Minutes:

### Attendees

LCY:

1. Ian Cowie, Customer Operations Director
2. Dave Christie, Head of Customer Experience
3. Jatinder Panesar, Airport Duty Manager
4. Gemma Cook, HR Business Partner (Diversity & Inclusion lead)
5. Lucy Craven, Head of Corporate Affairs

External attendees:

- Christiane Link – Ortegalink
- Rachel Wicks – Accessable
- Courtney Swaby – Business Disability Forum

Apologies:

- Sasha Hailey – Business Disability Forum
- Nada Warner - Accessable
- Kimberly Jarvis - TFL

### 1. Introduction and welcome (Ian Cowie)

- Welcome to our new Head of Customer Experience, Dave Christie. Dave will be responsible for Assisted Travel and for supporting this Advisory Group moving forward.
- Reminder that we now have our HR Business Partner (Diversity & Inclusion lead), Gemma Cook and Airport Duty Manager, Jatinder Panesar on this group now too.

### 2. LCY business update (Ian Cowie)

London City Airport traffic:

- London City has had a strong start to the year, the strongest since the pandemic. In January, 217,000 passengers used the airport and 225,000 did so in February. February was up 82% on the previous year. We have also experienced significant fog disruptions, which caused a number of cancellations.

Busiest route:

- Amsterdam, Edinburgh and Zurich remained the 3 busiest routes.
- Luxair' s Antwerp route has also returned to LCY with a four time a week direct service.

OTP:

- LCY continues to have the best on time performance record of all London airports in 2022, the latest figures show 83% of all flights departing on schedule.

CT security scanners:

- You may have seen the widespread media coverage of our new CT security scanners. LCY was the first *major* UK airport to deploy the next generation security scanners for all passengers, which means you are no longer restricted to 100ml bottles and can leave laptops, tablets and mobile phones in your bag, as you go through security. Bottles with a capacity of 2 liters are also now allowed to go through security at London City Airport.
- The full rollout follows successful trials last year and positive feedback from passengers.

*Christiane: "I saw the news and think they're great for passengers – much easier!"*

Consultation:

- Newham Council's statutory consultation on LCY's Planning Application closed. The proposals to amend the airport's Saturday afternoon operating hours are important to passengers who need assisted travel, so I hope you were able to submit your views.

### 3. **Travel Access Forum reform updates** (Ian Cowie)

- Independent Chair – this has been highlighted as a requirement from now. We will need to progress with funding options reviewed by the next forum and will continue to keep this on the agenda going forward.
- Membership – we continue to get low external representation, therefore focus should be on improving representation rather than numbers (quality over quantity), so please send suggestions of people or organisations you think should be here who aren't.

*Courtney: recommend you check this page and how we can help too:*  
<https://businessdisabilityforum.org.uk/networks-and-taskforces/customer-taskforce/>

#### 4. Assisted Travel Passenger data

Jatinder – provided on-screen

- Shared recent passenger feedback.
- Mitie is recruiting more Assisted travel staff.
- New Mitie manager in training as Neil has now left.
- Commitment to deliver a refreshed new training package by ATS provider with a view to increasing the level of service we provide and in turn improve feedback.
- Looking to purchase another Ambilift as ongoing issues with our 2<sup>nd</sup> unit at the moment.

*Christiane: Can you not buy a PRM Airlift unit like the other airports have?*

*Jatinder: Due to the aircraft types, we use here; we cannot buy an off the shelf product and require something which is tailored for us.*

*Christiane: how many aisle chairs do you have and what type?*

*Jatinder: we currently have 4 Aisle chairs; I will look into what type they are and get back to you.*

#### 5. AOB/ Questions

- Lucy: LCY Website – our marketing team is redesigning LCY's website, and we are open to feedback on the 'Travel Access page'. So please let us know or send through any suggestions you have on how we can make it better for you – or if there are any good examples you've seen that we could look to replicate.
- CAA Consultation to be launched soon on a 'Performance Framework for Airline Accessibility' – recommend you feed-in. LCY will submit a response.

Meeting Closed 15:15.