



Access Forum - Microsoft Teams meeting Wednesday 3rd February 2021

Attendees

Fraser Bain – Airport Duty Manager, Aberdeen Airport
Kevin Douglas – Terminal Operations Manager, Aberdeen Airport
Alison Conn – Administration Support, Aberdeen Airport
Ailsa Flett – Service User
Andrea Barclay – Access Forum representative on Airport Consultative Committee
Andy Hyde – Upstream Scotland
Carol Kennedy - JDRF
John Callender – Service User
Joan Allan – ABM
David Cordiner - ABM
Tom Bryce - ABM
Pamela Munro – Service User
Rosemary Mitchell – Deaf Action
Sam Reid – Deaf Action
Shona Owen – Service User

Lesley Crerar – Sign Language Interpreter

Apologies

Judith Forbes – NHS
Phionna McInnes – We Too
Stan Flett – Service User
Katrina Michie - Shopmobility



Discussion points during and after the presentation

Pre-notification rates

- Request from ABM for a breakdown of Pre-notification % per airline. Please see below;

Airline	PRM's	Pre-Not	%
BA	1454	1083	74%
LM	1657	1083	65%
KL	550	408	74%
BE	447	352	79%
FR	286	262	92%
EZY	280	241	86%
TOM	220	203	92%
AF	105	78	74%

- FB/KD advised that pre-notification rates are lower than normal and have been impacted by lower passenger numbers and higher percentage of hospital patients (can't always provide 48 hours' notice of travel) travelling compared with overall passengers.

2020 and looking ahead to 2021 and beyond



- FB highlighted that global air traffic fell to its lowest level for 17 years in 2020. In the UK passenger numbers were down 87% from 246.9m in 2019 to 59.5m in 2020. The airports with the biggest % drop were Cardiff (87%), Prestwick and Exeter (86%) and Newquay (85%).
- FB/KD advised that the current flight situation is very fluid - airlines updating their flight schedules on a daily/weekly basis.
- FB/KD mentioned that it is likely that there will be a 'prolonged depressed demand' for aviation and specifically International travel with the hotel quarantine arrangements coming into force.

ABM – new passenger assistance providers

- The majority of the G4S team have transferred across to ABM and therefore we have retained the experience and knowledge of the team.
- ABM will ensure that the team are fully trained in all relevant areas - maintaining and raising the standards that we have established over the previous few years. ABM have a vision for continual improvement in the PRM journey.
- The ABM team will be trained on the use of Pro Move slings which will be used to assist passengers in and



out of the aircraft seat and will provide a better experience for the passenger.

- Face Coverings – It was highlighted that staff could lower their face coverings to communicate with passengers if necessary. ABM suggested possibility of providing face masks that would allow PRM with hearing impairment to lip read. Both Rosemary from Deaf Action and Ailsa Flett also mentioned about the use of clear masks/face coverings and have provided links for further investigation.
- ABM – Discussed technological solutions they have introduced at other airports (Edinburgh for example) including Sign-live which provides British Sign Language interpreting online.
- Additional Measures taken by ABM to reassure passengers that the PRM team have not got Covid19 symptoms would be taking thermometer checks at the start of each shift and reporting daily to the ABM Safe2day platform advising the business of colleague's health and wellbeing.
- ABM – Investigating possibility of introducing Antigen testing going forward.
- They also confirmed monthly Zoono (surface protection application) being applied to all PRM equipment and areas.

Shona Owen – Service user



- Shona highlighted that many people in Shetland are too scared to travel to their hospital appointments in the current climate and proposed some ideas which would provide some reassurance to them. Shona wondered whether the assistance team could be Covid tested on a regular basis. The idea of fast tracking or segregating through Security was also suggested.
- Shona mentioned that it might be an idea to contact the Shetland Times and Orcadian newspapers as well as the P&J to highlight the measures that have been introduced by the airport to help people to travel safely, to provide further reassurance.
- Shona raised the point that it is difficult to keep abreast of changes if only meeting every 6 months and suggested scheduling more frequent shorter update meetings?

Carol Kennedy - JDRF

- Carol discussed that passengers can carry medical device awareness cards and/or wear of hidden disability lanyards. JDRF would like to raise greater awareness of Type 1 diabetes and to discuss the issues passengers with Type 1 might face going through the airport.

Andy Hyde – Upstream



- Andy Hyde – provided a short presentation on the Future Observatory explaining the purpose of the weekly meetings and newsletter. Andy would welcome Access Forum attendees to join the calls and sign up to the newsletter.
- Request from some members of the group for Andy to share his presentation if possible.

Ailsa Flett – Service user (Following the meeting Ailsa got in touch with a summary of her comments)

- Floor markings - need to consider colour on the floor for people with a sight loss? Floor/display materials in large print, audio and/or braille.
- How are the announcements made re wearing mask, social distance etc? - need to consider animated clips with subtitles, British Sign Language translation (on screens around the airport). BSL translation should be done by a Deaf person.
- Perspex around check in desk, assistance desk, departures etc - be aware of glare - difficult to see to lipread or see clearly if someone has a sight loss, speech sounds would be dramatically reduced making it difficult to hear especially those who are deaf.
- COVID-19 website information - needs to be accessible - subtitles, British Sign Language, audio, large print.



- Face mask - it was great that staff are aware to take face masks down for lipreading.
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- Awareness training - it is advised to use a deaf person to deliver deaf awareness or BSL sessions.
- Boarding - text messaging to alert assisted passengers.
- The other option alerting passengers/assistance staff is a vibrating pad (used in restaurants when table is ready - small square that lights up and shakes?) so that assistance staff can find passengers using GPS or other app?