



## **AccessABZ**

**Wednesday 9<sup>th</sup> October 2019**

### **Attendees**

Fraser Bain (FB), AIA

Kevin Douglas, AIA

Stan Flett, Scottish Accessible Transport Alliance

Sam Reid, Lead Information Officer, Deaf Action

Joan Allan, Station Manager G4S

Pamela Munro, Engagement Officer, Guide Dogs for the Blind

Andrea Barclay, Visually Impaired Service User and member of Airport Consultative Committee

### **Apologies**

Andy Hyde, Upstream Scotland

Margaret Corbett, Alzheimer Scotland

Vic Baxter, Service User

Judith Forbes, NHS

Katrina Michie, Shopmobility

Rebekah Moorhouse, SensationALL

### **Notes from Meeting**

## **Introductions**

All members had attended a previous forum but took the opportunity to provide an introduction.

It was noted by FB that the number of attendees at the meeting was lower than hoped and that the scheduling of the forum the week before the October holidays may have been a factor. This will be taken into consideration prior to confirming the dates of future meetings.

FB also mentioned that AIA are keen to welcome new members to the forum and to ensure that as wide a range of disabilities are represented as possible. PM suggested that a volunteer who featured in the filming of the recent accessibility videos and who is a wheelchair user may be keen to be involved. FB was happy for PM to get in touch with him.

## **Airport Operational Update**

### **Total Passenger Numbers.**

An overview of total passenger numbers for 2019 YTD was provided with a comparison against 2018 YTD totals.

	2019 YTD	2018 YTD	Difference %
Total Pax	2,255,046	2,350,556	-4.1%

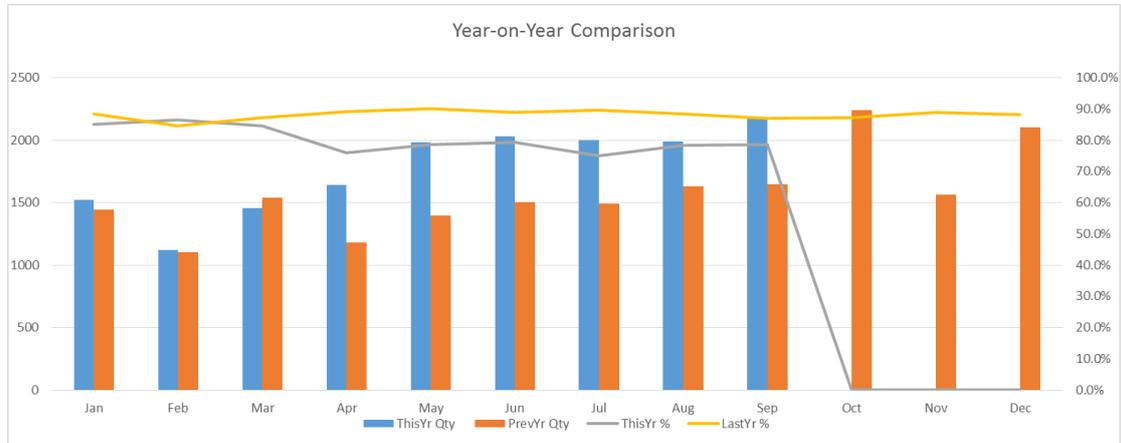
The total passenger numbers so far this year are approximately 4% lower than at the same point last year. The loss of the LGW service continues to have an impact but several new routes have been announced by Loganair over the past couple of months, some of which will start from the 31<sup>st</sup> October.

## PRM Passengers and Pre-Notifications.

Year-on-Year Performance														
	Period	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	
Tot PRM	This Yr	1519	1122	1458	1644	1983	2028	2000	1990	2184	0	0	0	15928
	Prev Yr	1442	1104	1537	1182	1396	1501	1490	1629	1645	2240	1563	2104	18833
Prenot %	This Yr	85.1%	86.5%	84.6%	76.0%	78.5%	79.3%	74.9%	78.4%	78.6%				79.6%
	Prev Yr	88.3%	84.6%	87.3%	89.2%	90.0%	88.8%	89.7%	88.3%	87.1%	87.3%	88.9%	88.2%	88.3%
Y-o-Y change		5.3%	1.6%	-5.1%	39.1%	42.0%	35.1%	34.2%	22.2%	32.8%				

The above table breaks down the number of passengers that have been provided assistance each month this year and shows a comparison against each month last year. Notably, the number of recorded assistance passengers rises significantly compared to last year from April. KD explained that part of this rise may be explained by the introduction of the software system (Able2Fly) to manage the assistance service in the same month. (more accurate)

As per normal the number of passengers requiring assistance rises during the spring and summer months. It is expected that there will be a small dip in November before it rises again in December for the Christmas period.



The above chart provides a graphic representation of the year on year comparison.

Conversely, the number of passengers pre-notifying for assistance has taken a dip since April. Once again the different recording method will partly explain this trend as well as more accurately reflect the number of passengers who cannot (in the case of late bookings/NHS patients travelling at short notice) or do not, provide the full 48 hour notice. The average pre-notification rate for 2019 is 79.6% compared to 88% in 2018.

FB noted that further work will take place looking at the number of pre-notified passengers per airline to understand if any improvements can be made with communication systems between the airline and the airport.

A discussion was held among the group regarding pre-notifications. AB advised that she had found it difficult to locate the appropriate details on the AIA website to make a pre-booking. KD explained that pre-booking for assistance should be done through the airline, whether that is on their website, by phone or via a travel agent. In this way the relevant information is available to see for everyone connected with the flight i.e. at the different airports and for the crew themselves. The option is available to contact the airport in addition to make them aware of any specific requests etc.

KD also explained that passengers who have not provided 48 hours pre-notification have been getting handed a letter which explains the pre-notification process. A member of the forum asked if there are any notices/posters in the assistance area about pre-notification. KD and FB said there are not currently but this will be looked at.

## **Breakdown of types of assistance**

The table below provides a breakdown of the types of assistance requested this year with a comparison of 2018 and 2017 figures. A similar pattern has been established this year. A notable rise is in the number of DPNA requests which includes passengers with an intellectual or developmental disability. This is quite a broad category but will potentially include passengers with autism, dementia and learning disabilities.

The group held a discussion about these figures raising the point that the hidden disability lanyard scheme has

made it possible for passengers to travel through the airport without requesting formal assistance. In addition we do not know the number of passengers who travel through the airport with for instance a hearing or visual impairment who choose not to request assistance.

Category	2017	2018	2019 YTD
WCHR	58.83%	60.20 %	58.59%
WCHS	29.45%	29.92 %	30.3%
WCHC	5.64%	4.20%	5.28%
BLND	1.57%	1.27%	1.08%
DEAF	0.81%	0.60%	0.82%
DEAF/B LND	0.00%	0.00%	0.00%
DPNA	1.78%	1.98%	2.85%

CAA Tables		Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
DEPARTING							
	Standard						
Pre Booked	Number of PRM's	597	790	778	715	791	870
	10 Mins	100.00%	100.00%	99.74%	99.86%	100.00%	99.89%
	20 Mins	100.00%	100.00%	99.74%	100.00%	100.00%	100.00%
	30 Mins	100.00%	100.00%	99.74%	100.00%	100.00%	100.00%
Non Booked	Number of PRM's	193	217	212	258	235	256
	25 Mins	100.00%	99.87%	99.87%	100.00%	100.00%	100.00%
	35 Mins	100.00%	100.00%	99.87%	100.00%	100.00%	100.00%
	45 Mins	100.00%	100.00%	99.87%	100.00%	100.00%	100.00%
ARRIVING							
Pre Booked	Number of PRM's	653	766	830	782	770	846
	5 Mins	74.89%	68.54%	63.49%	64.07%	72.86%	59.46%
	10 Mins	87.44%	83.03%	75.18%	75.70%	80.78%	70.80%
	20 Mins	97.86%	95.04%	83.73%	85.68%	89.09%	83.81%
Non Booked	Number of PRM's	201	210	208	245	194	212
	25 Mins	98.51%	97.62%	83.65%	94.69%	86.60%	81.60%
	35 Mins	99.00%	100.00%	89.42%	96.33%	89.69%	89.62%
	45 Mins	99.50%	100.00%	90.38%	97.55%	94.33%	94.81%

## Performance Statistics

The above table is a summary of the airport's performance (April-October) in meeting the standards that have been set by the CAA in terms of the time it takes to provide assistance for pre-booked and non-pre-booked departing and arriving passengers.

It is apparent by the red shaded areas that the main challenge presented to the airport this year has been meeting and assisting arriving passengers in the required

time. For example, 80% of pre-booked arriving passengers should be met and start to be assisted within 5 minutes of arrival time. Since April only 67% of pre-booked passengers have been met in this time. This is an area of focus for the airport at the moment as we all want to make an improvement to these figures.

## PRM Complaints/Compliments in 2019 YTD

Month	Numbers of complaints received 2018	Numbers of compliments received 2018	Numbers of complaints received 2019	Numbers of compliments received 2019
January	0	0	1	0
Feb	0	1	0	0
March	1	0	1	1
April	2	1	1	1
May	0	0	3	1
June	1	1	3	1
July	6	1	5	1
August	5	1	0	1
Sept	1	0	6	0
October	1	0	0	0
Nov	2	1	0	0
December	2	0	0	0
	<b>21</b>	<b>6</b>	<b>20</b>	<b>6</b>

PRM year	18883	(Full Year)	15928	(to Sept.)
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## **Summary of Complaints.**

A discussion took place regarding the feedback that has been received YTD regarding the assistance service. The issues that have been raised by passengers include;

- Unsatisfactory experience being assisted from seat to the ambulift
- Abrupt service – busy at time and husband was left to push the wheelchair
- Service for non-pre-booked passenger – attitude of staff member
- Delay on getting assistance off aircraft for boy with autism
- Complaint about cabin transfer chair equipment
- Not having opportunity to go to Duty Free on way through airport.
- Service of staff member – questioning need for assistance
- Lanyard not noticed by staff.

## **Airport Updates**

### **Launch of the Canine Crew**

FB explained that the airport had received an overwhelmingly positive response to the introduction of the Canine Crew (team of Therapet dogs who are registered with Canine Concern Scotland Trust) in April. The coverage of the launch was picked up by local, national and even some international news agencies/publications. An analysis of the press coverage

showed the Advertising Value Equivalent (AVE) equated to approximately £500,000!

The dogs in pairs visit the terminal each week with their handlers for a 2 hour period. They have proved popular with staff as well as passengers.

### **BSL added to Assistance Videos**

As requested at the Forum in March 2019, we have added BSL to the assistance videos that are featured on our website and are displayed on the screen behind the assistance desk in the terminal. This was done by Lesley Crerar in collaboration with SHMU who produced the videos.

### **Hidden Disability Lanyards**

The lanyards continue to be very popular and were promoted by Me Too! as part of an awareness initiative in airport safety week in May. It is increasingly likely that our next order of lanyards will be for the sunflower lanyards (as has been discussed at previous forum meetings) to bring the airport in line with the majority of UK airports.

### **New Assistance Desk**

Earlier in the year we opened the new assistance desk at the front of the terminal. This has been well received by passengers and staff given its location opposite the main entrance.

### **Consultation and Engagement Activity**

In an effort to spread awareness of the assistance available at the airport FB advised that he had started a series of visits/talks with local disability organisations.

He has presented to carers at Dementia Resource Centre, a team of managers at Inspire in Inverurie and held talks with Disabled Persons Housing Service and CHSS.

Over the next couple of months FB is due to present to the Advocacy Service, a second meeting at Inspire and at the Aberdeenshire joint Access Panel meeting.

KD has attended Transport Scotland's Accessibility Steering Group meeting to keep up to date with governmental initiatives and priorities.

FB spoke about being a panel member at a recent business chamber of commerce event to discuss the airport's hidden disability initiatives. The meeting concerned corporate citizenship and working with the third sector.

AB suggested it might be a good idea to contact CLAN about the possibility of updating them about the airports assistance service.

Following the success of a previous visit FB explained that the airport provided a further tour for an Alzheimer Scotland positive dementia group in June.

Looking ahead, in November FB has lined up the MS Society to come to the airport to provide some awareness training for the team and the idea is to use the quieter winter months to complete refresher Equality and Disability Awareness training.

PM highlighted that Lothian Buses had recently completed some effective training with their own staff by letting them experience for themselves what it is like to travel with a disability. FB will look into this idea further.

### **New Initiatives at other airports**

The group held a brief discussion about some new initiatives that have been getting trialled at other UK airports including a walker/wheelchair at London Stansted. The idea behind this piece of equipment is to allow more passengers to pass through the airport independently.

In addition a new app called Aira has been trialled at both London Gatwick and London Heathrow airports designed for helping passengers who have a visual impairment. The app involves calling an agent who uses the camera on your phone to guide you through the airport or answer any questions you might have.

The group also discussed the merits of other apps such as Neatebox and the use of interpreters in environments such as hospitals.

## **Terminal Transformation**

Over the past few months the final phase of the terminal transformation project has been getting completed. We have new shops and restaurants as well as a more spacious departure lounge. The newly refurbished Costa Coffee unit will be getting opened mid-October which will leave just two units to fill. One of these will be a new eating area with work starting in early 2020.

FB highlighted that it would be worthwhile to organise a tour of the facilities with the Access Forum group and will set a date during the winter months

## **Other airport news**

In December both the Security and Fire Service departments will be outsourced to private companies. The airport will be ensuring that training and standards are maintained and improvements continue to take place.

## **CAA Airport Accessibility Report 2018/19 (CAP 1821)**

FB summarised the latest CAA accessibility report that was published a couple of months ago.

This is the CAA's fourth annual report on UK's 31 airports ranked on accessibility for disabled passengers

14 airports rated as 'very good' – Aberdeen in this category

16 airports rated as 'good'

1 airport rated as 'requiring improvement'

To achieve a 'very good' classification, airports must provide high quality support on the day of travel as well as keeping in regular contact and consultation with its users.

The report highlights room for improvement for airports in general, with research showing that nearly a quarter of disabled and less mobile passengers said they requested assistance because the airport environment was becoming more difficult to navigate.

The Civil Aviation Authority will work closely with airports to improve accessibility for disabled passengers. As part of this drive for improvements, this will be the last year that the accessibility framework will use the current criteria.

In April 2019, the more demanding performance standards were published (CAP 1228) with some updates coming into effect immediately and others from April 2020. These include stricter waiting time targets, stricter customer satisfaction targets and extra requirements on airports in regard to consultation with the disability community.

### **Any other business**

The request was made for higher seats (similar to those in assistance area landside) in the departure lounge. KD explained that the airport is looking to incorporate an assistance area in the departure lounge and would hopefully look to include these type of seats.

AB spoke of her travel experiences (good and bad) over the past few months which involved travelling through Glasgow, Manchester and Southampton.

The group discussed the idea of mystery shoppers and forum members encouraged the airport to look at the idea of engaging the members and their contacts in providing some anecdotal feedback regarding their experiences. FB and KD will look further into this idea.