

Accessibility Forum Minutes

Date	Thursday 22nd June 2023
Location	via Zoom

Attendees	
Name	Company
Gerard McCloskey	City of Derry Airport
Michelle Kelly	Consumer Council
Dubheasa McGrinder	Alzheimer's Society
Hannah Lyons	Guide Dogs NI
Apologies	
Representative	Glen Oaks Day Care Centre
Representative	RNID
Representative	North West Forum for People with Disabilities
Representative	IMTAC
Representative	Cedar Foundation

1-Airport Operational and Special Assistance Update

Footfall is continuing to increase post-Covid with an additional 72,000 passengers. Hopeful that this will continue to increase significantly. Loganair now flying to Heathrow rather than Stansted and passenger numbers are very good. This route also allows the airport to tap into the worldwide market. There are additional challenges with longer travel times and these are being monitored.

PRM passengers – numbers depend on route and dependent on whether or not airlines restrict numbers on aircraft. Glasgow (Loganair) very popular with PRM passengers, Manchester (Ryanair) less so.

Airport is working with operators on pilgrimage flights which are expected to increase.

Holiday flights will begin on 28 June. Do not expect any issues for PRM passengers as the infrastructure is already there.

Airport continuing to encourage passengers to feed back on their PRM experience, whether positive or negative. CAA advise airport staff to collect email addresses but this is not proving fruitful.

Forum participants agreed to cascade importance of feedback on experience to service users and will consider other ways to raise awareness of this.

CAA have reinstated accessibility audit visits to airport – no date in place as yet for CODA.

Airport continues to prioritise PRM training for staff. IMPACT award training due to take place shortly, run by Autism NI. Guide Dogs NI and Alzheimer's Society offered services and will contact GMCC separately to arrange this. As the majority of airport staff are employed directly it is more straightforward to arrange training and monitor outcomes.

The airport also works with a local community initiative ASpace2 which supports people with learning and sensory disabilities. Passengers can relax in this facility and the airport will keep in close contact to ensure they are able to get to the airport in good time to check in for their flight.

The CAA's proposed airline accessibility framework was seen as a positive development. It was hoped that, for example, this would lead to airlines taking more responsibility for ground staff they had contracted. Longer term the design of aircraft will need to change to more easily accommodate PRM passengers.

2- Update on recommendations from the site visit

Update on the implementation of the recommendations for improvement detailed in the report of the site visit that took place on 15 November 2022:

1	<p>Reposition bin/advertising signage in parking area. ACTION: Bin Repositioned away from passenger walkway. As part of waste management agreement this bin will be updated and secured in such a way that it cannot be repositioned back onto the passenger walkway.</p>
2	<p>Install additional signage for taxis to ensure they drop off directly before the zebra crossing. ACTION: Instead of signage the Zebra crossing access ramp has been reconfigured to remove high incline. This should negate issues raised but accessibility group to inspect at next site visit.</p>
3	<p>Consider clearly marking the side door with "Entrance/Exit" signs. ACTION: Completed. Large red entrance sign similar to existing positioned on outside door.</p>
4	<p>Lower one of the toilets/sinks in both the ladies' and men's toilets to improve accessibility for children. ACTION: Engineering tasked with lowering one urinal in each area. Sink units are not constructed in a modular fashion so will be more difficult to refurbish. Toilet cubicles are available as an option in the interim.</p>
5	<p>Continue discussions with a view to accepting the JAM Card at the airport. ACTION: Discussions regarding the JAM card will remain on the agenda. Limited funds mean that they need to be targeted to what can be most beneficial and at the moment this is focussing on staff training.</p>

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| 6 | Lower sign indicating toilet location adjacent to information desk.
ACTION: Completed. |
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It was noted that the changing places facility, implemented in 2022 following a recommendation in a previous report by this group, had now been recognised as an official Changing Places toilet and listed on the official website. This was an extremely positive development and the airport would continue its partnership with Accessaloo who implemented the facility.

Forum members praised the actions taken following the report and the airport's proactive approach to improving accessibility measures.

3 – Draft Terms of Reference

Members agreed the Terms of Reference for the Forum subject to a small amendment.

4 - Next Steps

The next meeting will be in November 2023 which will take the form of a visit to the airport. Date to be confirmed.