

Special Assistance & Reduced Mobility Meeting

21st September 2016

Action

1.0 PRESENT

TSSM (GP) – HUY
Information Desk Clerk (AW) - HUY
Choices & Rights (DE)
Terminal Supervisor (TS), – HUY
Swissport (LB)
Flightcare (FC)

2.0 MINUTES OF THE PREVIOUS MEETING

This was the first full meeting of the Special Assistance and Reduced Mobility (SARM) committee. The previous meeting on 14th March 2016 was attended by the airport & Choices & Rights and therefore, the minutes of this meeting were reviewed and accepted as a true record.

3.0 OUTSTANDING ISSUES

There are no outstanding issues from the previous minutes, with all issues resolved.

4.0 REGULATORY UPDATE

GP briefed the committee on recent changes and updates to EU & CAA regulations that have been published in relation to Quality Standards, Service Standards, the provision of information and the support for those with hidden disabilities. GP also updated operators on training requirements and the requirement to maintain records of such.

ALL

5.0 PASSENGER FEEDBACK AND KPI REPORT

Passenger Feedback and the KPI report show very good results according to both our own surveys and CAA scoring. Reports also show an increase in disabled passenger numbers in 2016 so far. Reports are available in PDF format to download on the Special Assistance page of the Humberside Airport website.

6.0 PASSENGER REPRESENTATIVE ISSUES

Choices & Rights previously undertook a walkthrough of the journey through the airport for those requiring Special Assistance and has also undertaken a review of the information provided in the Special Assistance area of our website. This included a check on its suitability for screen reading software. DE briefed the committee on the results of these audits, which were assessed as very good.

7.0 AIRLINE ISSUES

New Tenerife Flight

Thomson use a larger aircraft than the airport is used to on a weekly basis. This needs to be taken into account when considering a new Ambulift or Aviramp.

GP

The fact that this is a longer flight than the airport is used to, may cause implications with WCHC PRM passengers depending on their requirements on board.

FC

8.0 HANDLING ISSUES

Notification of PRM Passengers – The information desk and Flightcare are experiencing issues with receiving Passenger Assistance Lists from certain airlines, as these are not communicated in the normal way. Whilst passengers on these flights have been supported, Swissport will ensure that these details are provided to both the airport and Flightcare in future, so that suitable plans can be made to support them.

LB

9.0 AOB

Airsafe Plugs – GP advised the committee of the recent purchase of Airsafe Plugs, which can be utilised to immobilise electric mobility aids during transit rather than having to disconnect batteries. These are currently being branded and will then be made available for use.

GP

Ambulift – The current Ambulift will need to be replaced in the next 2 years. A new Ambulift or Aviramp to be considered, taking into account suitability for different aircraft types. (KLM Embraer through the Winter and new Thomson flight to be considered).

GP

Hidden Disability Awareness Visits – GP updated the committee on several familiarisation visits that had been conducted recently. This initiative was undertaken to try and support those with hidden disabilities, such as autism and advised that the airport would continue to support these upon request.

GP

10.0 DATE OF NEXT MEETING

To be Confirmed