

## Minutes Bristol airport Inclusion Committee (B.I.C) Forum

Tuesday 21 March 2023 11:00 a.m.

Attendees:	
<b>Andy Wright</b> - Chair	<b>Richard Thomasson</b> - Head of Customer Operations, BRS
<b>Martyn Collings</b> - Operational Support Manager, BRS	<b>Adrian Dobrovicz</b> - MSCP Manager, BRS
<b>Kate Burton</b> - Customer Relations, BRS	<b>Leigh-Anne Borkar</b> - General Manager OCS, BRS
<b>Tony Hall</b> - BDAA	<b>Rebecca Hacker</b> - BDAA
<b>Simon Laken</b> - Stroke Association	<b>Gordon Richardson</b> - Bristol Disability Equality Forum
<b>Geoff &amp; Mandy Palmer</b> - Guide Dogs for the Blind	<b>Jill Patch</b> - Bristol Airport Consultative Committee
<b>Jenny Phelps</b> - PRM traveller	<b>Eddie Knasel</b> - Stroke survivor
Apologies:	
<b>Libby Herbert</b> - Colostomy UK	<b>Debbie</b> - Bristol Autism Project, FACE
<b>Steve Ewens</b> - Bristol Sight Loss Council	

### Welcome and introductions followed by actions from previous meeting

**Andy** welcomed and introduced the BIC Forum members before running through the agenda for the day. **Andy** started by asking the airport management team for updates on the activities Forum members had previously been involved with. Namely terminal infrastructure evaluation, which was conducted before Christmas and a website workshop held in January this year. **Martyn** said that the airport had benefited greatly from the input provided by the Forum members, with many of the points raised already having been addressed, and the remaining items either being considered or scheduled for future completion.

Also, **Andy** asked if there had been any progress on the proposed new loading equipment, previously mentioned, that would aid the embarkation of power chairs and scooters into aircraft at Bristol. **Martyn** advised that options were still being trialled and evaluated by DHL. He would therefore provide an update at the next meeting.

### General Business Update

**Richard** then provided a brief update to the Forum members on recent activities and future plans for the airport. He started by highlighting the addition of 2 new Ambu-lifts to the existing fleet, increasing the current number of 5 to 7. Which he felt confident would greatly support the airport leading into the summer, when considerable increases in passenger numbers are anticipated. In addition, the number of Aviramps was also being increased from the existing 2 to 6. Following the success of recent trials undertaken by a number of airlines at the airport. **Richard** emphasised that the airport was now forecasting continuing passenger growth, with projections anticipated to well exceed 2019 levels.

So, with that in mind, additional resource had been secured in order to support the airport's 24-hour Landside desk coverage leading into and throughout the summer. As well as an increase for greater support with Operational Manager coverage.

Finally, **Richard** advised that the airport was currently trialling an additional assistance App with a company called PRM Assist. The App which allows passengers to receive real time information on booking confirmation and updates on any delays, amongst other benefits, has been successful to date.

So, he would update the Forum at the next meeting, on its progress and effectiveness during the summer period.

## Customer Relations Update

**Kate** then then shared her presentation with the Forum, which highlighted various statistics and feedback in connection with passengers who had requested the *Special Assistance* at the airport over the previous months. These included details relating to the number of requests that had been received. As well as further information about the number of compliments and complaints, including notable patterns and trends. All of which had been summarised and used to correct any apparent deficiencies with service levels identified and enrich future staff training modules.

**Kate** then shared some of the recent social media activity connected with the airport over the last few months. Which included details of the Customer Experience visit last November to the Silver Zone parking area. As well as a number of favourable comments expressed by happy passengers returning to the airport following holidays abroad (Further information can be found in the accompanying slide pack).

## OCS Operational Update

**Leigh-Anne** started her presentation by announcing that she would unfortunately be leaving the airport at the end of the month, for personal reasons. But her successor had now been appointed and would be joining the airport in the next few weeks.

**Leigh-Anne** then shared a summary of recent performance scores, as set by the Civil Aviation Authority (CAA) in order to measure and ensure that all passengers assisted by the *Special Assistance* service were engaged with and supported in a timely manner. The scores were all over and above CAA expectations, which the airport were very proud of.

**Leigh-Anne** then went on to say that the *Special Assistance* service had been notably busier in recent months. Highlighting a 10% increase in passengers requiring assistance during February 2023, compared with the same period in 2019 (being before the Covid pandemic). Which followed a 15% increase in January 2023. In addition, she was proud to announce that recent staff recruitment for the summer had gone well and that all positions had now been filled.

The meeting then took a break for lunch.

## Future Airport Development Project - MSCP2

Following lunch, **Adrian** then introduced himself to the Forum members, before sharing proposed plans for the future development of a new Passenger Transfer Interchange and Multi-Storey Car Park development (MSCP2) at the airport.

Initially providing an overview of the entire project, **Adrian** invited comments and suggestions for possible changes or enhancements from Forum members. (Details of designs and further information relating to the building project can be found in the attached slide pack - Bristol Airport Car Park MSCP2).

**Andy** started by asking if there was sufficient space, to enable wheelchair users exiting their accessible vehicles or minibuses with rear access, safely. As from the diagram it looked as though they could potentially be reversing into a traffic.

**Gordon** asked for clarification and exact positioning of the raised curbs.

**Mandy** asked if there would be colour contrasts throughout the site to provide assistance to visually impaired passengers. As well as whether there will be audio facilities available for the partially sighted.

**Andy** enquired about the use of tactile paving and whether it would be steel or concrete to increase durability.

**Jill** asked about the light levels from the top floor of the MSCP2.

**Gordon** wanted to know if the doors from the car park would be automatic. He also felt that green and red space indicators, as in the Bristol Galleries car park, would be really useful. Pointing out that some airports have automated parking *spot allocation* on arrival.

Both **Mandy** and **Gordon** enquired as to the proposed font size and contrast of signage, in order that it was clear and easily understood as possible.

**Rebecca** asked if each floor of the MSCP could be in different colours, matt not vinyl in order to reduce glare and improve contrast.

**Geoff** asked if the 'Drop and Go' facility will have a waiting area with seating.

**Tony** asked where the accessibility spaces will be located and if there were plans to install Assistance phones in this area.

**Gordon** commented that *Pay on exit* machines can be difficult for some, if you only have full mobility on the correct side. Therefore, had the airport considered installing machines on the left-hand side as well.

**Eddy** expressed possible concerns regarding the main lobby area, adjacent to departure doors and close to proposed entrances to new retail units, due to volume of passengers utilising the same area during busy periods.

**Andy** asked whether all toilets would have hooks for clothes/ bags etc.

**Simon** was keen to see foot markings or coloured directional lines on the floors, as seen in many hospitals and rail stations nowadays.

Other questions included, whether passenger traffic was going to be segregated into flows into and out of the terminal. There were also concerns over the amount of space allocated within certain areas. As it was indicated that approximately 95% of airport users could be transiting through this space, especially during busy periods. As well as wanting to know more about the Fire specifications for lifts and whether there had been consideration for a dog spending area in or around this facility.

**Gordon** also asked whether the airport had considered the potential increased weight of electric cars and the impact this could have on the entrances and exits to the MSCP2 building itself.

**Adrian** took note of all the comments raised, expressing his gratitude, and informing Forum members that all this information would be sent back to his design team for further consideration.

## AOB

There were no further questions from the Forum members. So, **Andy** thanked everybody for their attendance and continued support, saying that he would be in touch again soon to discuss next steps. Which would include further discussions about unifying airport staff training, review of current processes and procedures. As well as, looking at ways to improve Airline/Border Force/Security/Ground Handling Agents, PRM passenger interaction and service.

### Actions:

- **Andy** to liaise with **Martyn** to advance power chair and scooter aircraft embarkation equipment.
- **Andy** to liaise with **Martyn** for progress report on terminal inspection and website feedback sessions.
- **Richard** to update Forum on progress with PRM Assist.
- **Adrian** to advise Forum on next steps and progress development of MSCP2.

**Next Forum scheduled for Tuesday 24 October 2023**