

Bristol airport Inclusion Committee (BIC)
Minutes
Thursday 20th February 2020



Attendees:	Attendees:	Attendees:
Andy Wright - Chair	Piers Croft - Head Customer Ops, BRS	Tom McEwen - Customer Services, BRS
Verena Fuller - Customer Relations, BRS	Duncan Lowe - OCS Airport Manager, BRS	Leigh-Anne Borkar - Customer Services, OCS
Milton Rae - AOHL	Adam Mitchallat-Cox - BDAA	Sharon Cooper - Alzheimers Society
Gordon Richardson - BDEF	Mark Williams - BDEF	Geoff & Mandy Palmer - Guide Dogs
Simon Laken - Stroke Association	Sarah Allen - Stroke Association	Kinny Chinangwa - WECIL
Apologies:	Libby Herbert - Colostomy UK	Tony Hall - BDAA
Kay Libby - Age UK	Jennifer Shute - National Autistic Society	Josh Wintersgill - Able Move

Introduction

Andy welcomed the Committee and invited round-table introductions before running through the agenda for the day. He then introduced **Piers Croft**, Head of Customer Operations at the airport, who had recently taken over **Phil Holder's** responsibilities following his retirement.

Piers paid tribute to **Phil** for his commitment and contributions to the airport during his many years of service.

Action Points from previous Committee meeting

Andy then continued by running through the actions from the previous meeting.

Mystery Shopper Feedback to be shared with the committee

Piers advised the forum that the *mystery shopper* program had not been progressed as yet, due to a number of more pressing issues taking its place. **Verena** is currently working on a strategy with **Tom** to possibly implement a programme later in the year. **Andy** suggested consideration for the forum members service users who are currently flying to/from the airport and so could provide very useful feedback on service levels and their airport experience. He explained that this system had been adopted by other UK airports and had been very successful to date.

With that in mind **Piers** said he would investigate the possibility of creating a single point of contact, such as an email address, to enable service users acting as mystery shoppers to relay their feedback.

Form working Group to further discuss passenger feedback campaign

Tom advised that the BRS IT dept are now progressing data capture options, in order to aid with increasing the numbers of passenger feedback. **Tom** also said that a workshop on this subject will take place later in the forum.

Phil to contact "RoomMate" for a trial

Roommate is an automated voice control system designed for the blind and visually impaired, to assist navigating public toilets. **Piers** explained that this had not been instigated prior to **Phil's** departure, so **Tom** will take this forward as an action.

Piers then provided an overview of his role and his focus in the months ahead. Which included an update on recent activities, and numerous ongoing projects that were being undertaken at the airport. These included a refurbishment of the Airside Assistance area. As well as the creation of a new *Sensory Room* to support passengers with autism and the introduction of a new staff induction programme, which was specifically focused around customer service.

Action: Piers is to provide email address for forum service users to relay mystery shopper feedback

Action: Tom to provide update on RoomMate trial

OCS Service Performance update and CAA airport rating

Duncan provided an overview of OCS's performance over the last six months, which was good. However, he did explain that due to the strict performance measures imposed by the CAA - 97%. At certain times of the day on certain days of the week, it can be challenging to achieve this level of performance. This is because PRM assistance demand can be high during these peak periods, with a particular demand for ambulifts and assistance staff for relatively short periods of time. As these peak periods may only be anything between 2-4 hours, it is difficult to recruit staff for such short shifts. Or have spare ambulifts available when demand is high.

Duncan said that the airport was still anticipating a higher growth rate for PRM passengers in 2020. As a result, OCS was still keen to add an additional ambulift to the fleet, in order to meet demand during the busy periods. **Piers** explained that the airport is in discussion with the airlines with a view to procuring an additional ambulift.

Andy commented that as the CAA's ECAC scores will be raised from April by +1% to 98%. He felt that it was very important for the airport to add an additional ambulift to the fleet, in order to maintain its service standards. **Piers** admitted that risking the airport's CAA grading is a concern, so both the airport and OCS are working collaboratively to achieve the new target.

The forum discussed the impact on the airport of the Thomas Cook loss. **Piers** explained that it is hoped that many of the routes operated by Thomas Cook previously will be operated by Tui and EasyJet in the months ahead. However, this could cause an additional strain on the airport, as EasyJet favour a faster *turnaround* model i.e. 25 minutes. To allow all passengers to exit the aircraft, as well as new passengers embark. Not to mention cleaning the aircraft, refuelling etc. Therefore, the airport is currently reviewing passenger forecasts for summer 2020, including the impact of different airlines operating routes previously served by Thomas Cook. .

Finally, **Duncan** reported that the recently introduced AVTech system, which OCS utilise to enable them to manage the allocation of staff to meet individual PRM needs and requirements, has been a great success. The system is providing more accurate working data and enables OCS to provide the airport with far more detailed management information. All of which adds to OCS's day-to-day efficiency improvements. **Andy** added that he had also seen a marked improvement in performance at other UK airports that had recently adopted the AVTech system.

Copy of OCS's Operational Performance statistics attached

Update on Website - Kirsty Broome:

Kirsty introduced herself to the forum and was then able to demonstrate the new look and format of the Bristol Airport website, which had recently undergone an upgrade.

The committee agreed that the new format, which included simpler links and clearer icons, was much easier to navigate. It also now included the accessibility application *Recite Me*, which provides a number of enhanced access issues to aid persons with a visual impairment for example. As well as the ability to translate website pages into a variety of different languages.

Forum members made a number of quick observations which included:

- To make more of the links section and create a specific BIC Forum page
- Promote the number of hearing loops at the airport and highlight where they are available within the terminal
- Ensure OCS guides and imagery are up-to-date and BRS relevant
- The introduction of a Virtual airport tour would support many users
- Consider enhancing Maps with flow arrows
- Reference AccessAble weblinks more visibly

Action: Tom to make sure the website is screen reader compliant i.e. MVDA or Jaws

Action: Andy to seek further website feedback from forum members once they have had longer to study the changes

How to improve Feedback and Passenger Survey responses:

Piers initiated a discussion around how to improve the response rate to passenger surveys and encourage greater numbers of feedback from passengers. There were a number of good suggestions put forward by the committee which included the following:

- Consider using return post envelopes
- Consider a donation to a nominated charity every time a questionnaire is returned
- Consider collaborating with airlines to share passenger data, whilst ensuring GDPR compliance
- Consider displaying posters by newly added facilities, explaining how feedback led to their introduction
- Consider incentivisation, as well as the wording and length of the questionnaire itself
- Consider the introduction of QR codes

Action: Piers to update forum at the next meeting on direction taken

Wayfinding and signage Workshop

Piers then asked the forum for feedback on the quality and functionality of the airport's current wayfinding and signage. Asking for suggestions and ideas on how improvements could be made. Again, there were a number of useful suggestions which included the following:

- Consider decluttering the array of current signs; there is often too much or conflicting signage
- Consider introducing better contrast to signage, which is different to the surrounding area – see RIBA chart
- Consider font size and the removal of capital letters from signage, as well as sign consistency throughout airport
- Consider the introduction of appropriate icons and symbols to avoid the need for staff intervention
- Consider linking the passenger airport journey to Beacons e.g. Blip track -soundscape app

Action: Piers to update forum at the next meeting on actions taken

How to improve the airport Security process?

Finally, **Piers** asked the forum for their views, and those of their service users, on travelling through airport Security and to highlight any issues they may have come upon. A summary of the points raised is as follows:

- Inconsistency of service - some days very good, other days less than good
- Attitude of staff, lacking in empathy and most notably disability awareness training
- Consider introducing *champions* with good interpersonal skills, who receive higher levels of equality training
- Ensure the disability champions are always working on the assistance Lane
- Ask forum members, or service users, to be involved with Security staff training
- Ensure better advance notification on which items should be put into a tray when moving through Security

Action: Piers to update forum at the next meeting on actions taken

AOB

Milton said that BRS has a better than average counter loop hearing aid provision, which shows a true commitment by the airport. So, felt BRS should put itself forward for a "*louder than words charter*" accreditation by AOHL, which would make it the first UK airport to be accredited.

Piers also acknowledged to the forum that the airport needed a separate *Quiet Space*, in addition to its Sensory Room. And therefore, was in the process of conducting a review of airport space currently available for this purpose

Simon added that the Stroke Association is launching a 2-hour free training awareness course and asked whether the airport would be interested in taking advantage of this.

Gordon asked if other airlines could be invited to present at future forums, as the previous EasyJet presentation had been very well received.

Mandy also requested the airport consider organising future *Open Days* for forum members and service users, as previous events had been very popular and beneficial.

Next Forum scheduled for Wednesday 5 August 2020