

Manchester Airport Performance Forum - Meeting Minutes

Date	15th May 2019
Time	11:00
Location	Radisson Blu Manchester Airport

Attendees	
Name	Company
Andy Wright	Chair
Michelle Foster	MAG
Ashley Horsfall	MAG
Matt Austin	MAG
Marc Buckle	ABM
Gary Dawson	Spinal Injury Association
David Lodder	MS Society
Libby Herbert	Colostomy UK
Apologies	
Chris Carberry	Regular Traveller
Carrie-Ann Lightly	AccessAble
Jerry Ward	Regular Traveller

1 - Welcome

Andy welcomed everyone to the first performance forum

Andy explained that focus in these meetings should not be about complaining about numbers or results but focussing on service standards and complaints

2 – ECAC Results

Michelle presented ECAC results for October 18 to March 19 and also April and May month to date. We did meet targets for the last 4/5 months of the year (FY19) which was insisted upon by the CAA.

April was slightly below at 95.8% however good during transition as another airport during a similar transition had dipped into the 80's

3 – New Framework CAP1228

New/revised framework came into place on 1st April – we met with the CAA in London to discuss

All airports fed back that clarity on what they were being benchmarked on was needed.

Michelle advised that we now have to report on any passengers that falls outside of 45 mins wait time and reasons why, we will bring this into this meeting going forward to identify trends.

Andy questioned whether engagement can be measured as to what is good and what isn't just if you are meeting a basic standard.

4 - Discussion

Gary advised that he had never been asked to provide his email address for the survey - he does have good feedback he'd like to share.

Michelle advised that everyone should be asked for their contact details so please feedback.
David Lodder queried whether maybe this is because we travel so often and just meet at gate.

Michelle asked if they get told what time to get to the gate – Gary advised no, Michelle asked if they could trial this for us whenever they travel.

Gary reported that he is regularly being asked if he could manage steps even though he should be down as a carry - Lufthansa and Ryanair - is this an airline issue and are they being miscoded by them?

Both Gary and David said that easyJet were excellent - always have it down correctly and efficient.

Gary and David reported that they regularly hear the use of codes/jargon by staff in front of passengers which is unprofessional.

Special assistance phone number for Lufthansa on our website didn't work – MAG will look into this.

Jet2 website confusing - especially for passengers who are blind, David always follows up with phone call to them.

5 – Transition to ABM

Michelle presented an update on the transition to ABM Aviation, we have had some challenges as staff had been under invested in previously with gaps in training.

The staff experienced a technology upgrade overnight which led to some challenges.

ABM will be providing Service standards training to all staff.

Gary Dawson reported that he had received poor service from staff - chatting between them and swore - 1 CCA and 2 in training with them.

Marc showed the group the promise cards shown from service standards training.

There are still lots of the workforce to be trained - Sam Saunders is here from next week to carry this out. Management will audit out in the operation on customer engagement against each agents promises.

Gary Dawson reported that the new aisle chairs aren't great, and they struggle to do the straps - Marc - potential training issue

Michelle advised that we'll bring an aisle chair along to the next meeting.

Andy asked if the staff have name badges, Michelle advised that they don't currently however this is something that we are considering.

Libby asked if the group can have sight of the service standards training.

It was highlighted the importance of agents who are lifting to listen to the guest as everyone's requirements and disabilities are different.

The training for those lifting guests was discussed - are they lifting often enough to be proficient at it? Monitoring how often staff lift - if not often enough do they need refresher training?

It was discussed the potential to view equipment at the next meeting.

6 - AOB

David Lodder asked if an hour and a half was long enough for the performance forum and it was agreed that next time we would hold a performance meeting and a workshop so a whole day will be allowed.