



The Forum discussed how there were often discrepancies between the categories used by the airline, and this meant that incorrect data was being transferred to the airport, this make is difficult for the airport to proactively provide the special assistance needed by the passenger.

The Forum discussed the requirements for power assisted wheelchairs, and that the standards differed by airline carrier, particularly for users wanting to travel by smaller aircraft.

Tom outlined EMA's 'Try before you Fly' scheme and how this was a very successful programme for passengers who have restricted mobility and families who may be apprehensive about flying. The programme is very popular and has great take up from EMA customers.

### **3. Improvement Plan Update**

The process of collecting customer satisfaction data was discussed by the Forum, and Tom confirmed that collection rates for emails at EMA are around 70-80% however response rates are still low. Leanne confirmed that the team are looking into ways to improve the response rate amongst customers, and that the team were looking to trial a card, to encourage customers to go online, and provide feedback.

Leanne confirmed that EMA had made improvements on the back of customer feedback, including changes to the departure lounge, improved wayfinding, and improved resourcing on the departures desk at peak times.

The Forum discussed the airside Quiet Room, and feedback from the Chair was that the ambience of the room could do with improving, including providing plants and beanbags – **ACTION EMA**

The Chair highlighted AIRA as a possible benefit for customers who were partially sighted. **ACTION EMA to investigate cost and carry out needs' analysis.**

ATS suggested that EMA carryout a secret shopper programme to review service provision with customers – **ACTION EMA**

Tom outlined some of the material used for PST training. The Chair suggested that both herself and Sarah review to consider for best practice – **ACTION EMA**

Improvement actions for EMA to consider are:

- Review of toilets and changing facilities
- Booklet on how to get to and from the airport – improve website information
- Improve information available on hotels with disabled accessible rooms
- Review of RDO for disabled access

### **4. Membership Review**

Previous members of the Accessibility Forum had been contacted prior to the session today, none had provided apologies therefore the Forum agreed to review the membership of the forum and seek assistance from the disability community, specifically seeking members with physical or invisible disabilities.

Sarah confirmed she would speak to a colleague whom she sat on various other forums with, in the hope that he may wish to support from the visual impairment community – **ACTION SARAH**

It was agreed that papers for future forums would be submitted prior to the meeting – **ACTION EMA**

It was agreed to invite members of the airline community – **ACTION EMA**

The Chair confirmed that the objectives of the Forum where:

- To focus on CAA Quality Standards
- Review performance
- Review performance management
- Annual Reporting
- Consultation
- Inspect service provision
- Review contracts
- Provide advice on accessibility
- Provide advice on accessibility and training

## **5. Next meeting**

Monday 2<sup>nd</sup> December 2019