

George Best Belfast City Airport Accessibility Forum

BILL DOOLE

23rd January 2020




Agenda

- Welcome
- Introductions
- 2019 Activities
- CCS PRM Stats
- Consumer Council Report 2019
- 2020
- ▶ Q & A
- ▶ Next Meeting

Belfast City Airport has been named
the UK's most punctual airport.

Thank you to our staff and partners
who made this possible.

UK'S MOST PUNCTUAL AIRPORTS	
Airport	Avg Delay
1  BELFAST CITY AIRPORT	8 mins
2 Liverpool	10 mins
3- Bournemouth	12 mins
3- Doncaster Sheffield	12 mins
3- Exeter	12 mins

2019 Activities

- Forum Airport Tour
- Awarded “Very Good” for the CAA annual review of airports.
- Stoma Training carried out.
- Dementia workshops carried out
- Autism familiarisation visits

2019 Activities Contd.

- Portable induction Loop
- Dog Spend area identified
- Radar Lock installed at the changing places toilet.
- Collect passenger Email addresses for Survey Monkey.
- Aviramp now on Site

CCS Update

- CCS have been successful in retaining the PRM contract at Belfast City Airport for a further three years.
- Initiatives include:-
 - Aviramp
 - Call Care
 - GTDS

AVIRAMP





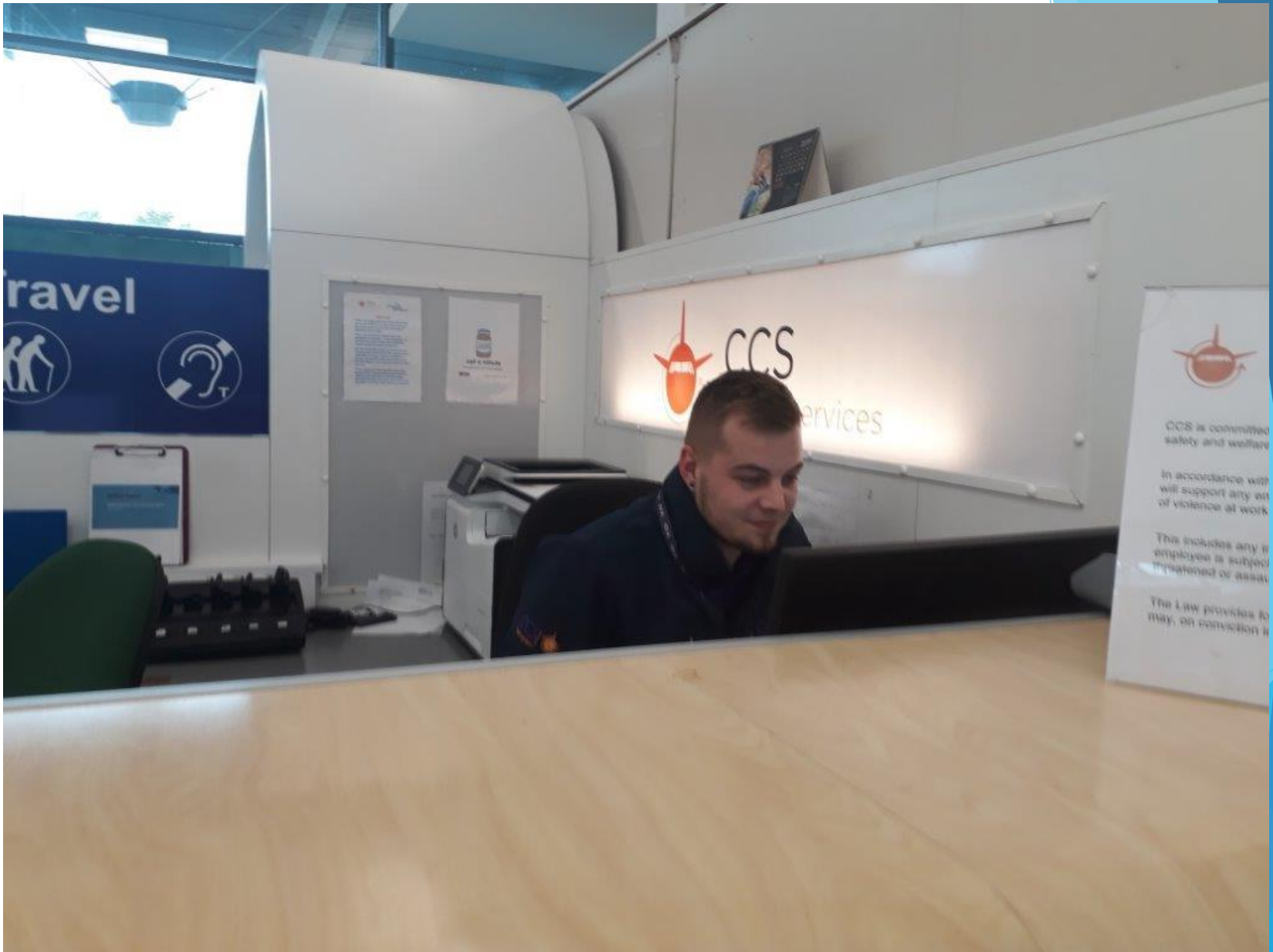
Two call modes of the pager system:
vibration + buzzer + flash,
vibration + flash.
Suitable for different environment.



Turn off all pagers with one button
After you finish the day's work, you don't have to pick up the pager and turn it off one by one.
Press the keyboard 99+√, all the pagers will be power off, pager can use no power and you can leave with no worried.



Adapter integration
the adapter and the wire are integrated into one, you needn't worry about loose connection. Safer and easier.



Travel



CCS
services



CCS is committed
safety and welfare

In accordance with
will support any act
of violence at work

This includes any if
employee is subject
threatened or assault

The Law provides for
may, on conviction if



...to e-off?

Te... fo...

International Organisation for Standardisation

- **ISO 9001:** sets out the requirements for a Quality Management System (QMS)
- **ISO 14001:** set out the requirements for an Environmental Management System (EMS)
- **ISO 50001:** sets out the requirements for an Energy Management System (EnMS)
- **ISO 45001:** set out the requirements for Occupational Health and Safety Management System (OHSMS)

What does this recognition mean?

- we are committed to continually improving Quality;
- We can demonstrate our commitment to the Environment
- undertake third party audits of our processes and procedures;
- provide confidence to clients that we are meeting regulatory requirements;

When these standards are combined into one Management System we call this an Integrated Management System (IMS)



Disability Awareness

Monday 13th May 2019

Pop-in to

Conference Room 1

anytime from 0900 to 1100

(giveaways & i-pad competition to enter!)



GTDS

We can monitor our performances daily, look at the pax journey and record stats in line with targets set by the CAA for Airports throughout the UK.

2019

Booked/Ad-hoc	Booked	Ad-hoc
Total PRM	21,395	5,168
%	80.54 %	19.45 %

Type	No PRMs	%
Departure	13,293	50.04 %
Arrivals	13,270	49.95 %
Total PRM	26,563	

PRE-BOOKED DEPARTURES

Departures	Target 10 mins upon arrival at airport	Actual
Jan	80%	99.25%
Feb	80%	97.83%
Mar	80%	99.12%
Apr	80%	97.83%
May	80%	98.97%
Jun	80%	99.38%
Jul	80%	84.77%
Aug	80%	83.42%
Sep	80%	81.10%
Oct	80%	85.02%
Nov	80%	83.91%
Dec	80%	86.00%

PRE- BOOKED ARRIVALS

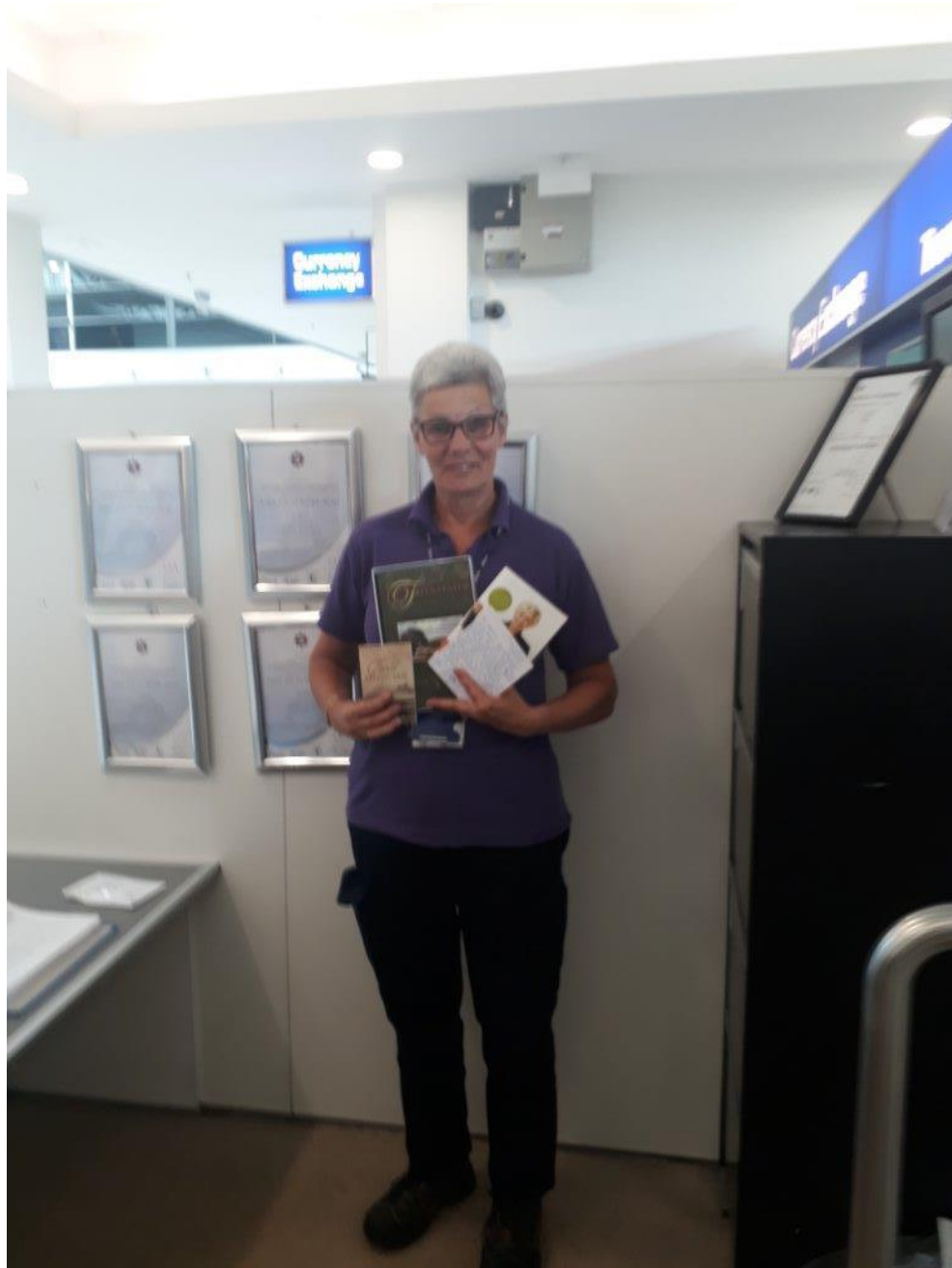
Arrivals	Target 5 mins of on chocks	Actual
Jan	80%	89.11%
Feb	80%	81.75%
Mar	80%	71.64%
Apr	80%	72.93%
May	80%	82.72%
Jun	80%	80.45%
Jul	80%	83.58%
Aug	80%	84.32%
Sep	80%	83.24%
Oct	80%	81.69%
Nov	80%	81.39%
Dec	80%	86.78%

Complaints

1/1/19	comment card	non disabled pax in assisted area
23/9/19	airport	car park waiting area
28/10/19	airport	Staff held up getting to waiting area airside lady was anxious

Compliments

- ▶ 20 Compliments sent by various methods.
- ▶ Cards
- ▶ To CEO
- ▶ Contact us
- ▶ Email



Consumer Council Report

Area	Comments	Actions
Drop off area	Signage to be reviewed at the drop off area to ensure they are visible to passengers	Additional signage at the entry barriers to the area
Check in area	Improve the signage for the special assistance desk. Suggestions included directional signage at eye level when entering the main doors and a sign above the desk that protrudes from the wall e.g. the Travelex sign.	There is a new directional screen towards the check in area
	Ensure there is an operational 'Hearing Loop' system available at the special assistance desk	New Care Call system introduced Portable induction loop now available
	Review the signage of 'Changing Places' facility so that it is highly visible	New signage to be added
Security	Colour contrasting in central Search	No immediate plans to make any changes
	Consistent approach by all staff when assisting passengers with an assistance dog	All security staff briefed



CCS
airport services



Assisted Travel
Here to Help



10 May, 13:18

Consumer Council Report

	Consider including information on the website about processing through security	We already have information on our website
	Investigate possibility of introducing an alert system so airport staff are aware that bags may contain medical equipment and to be discreet when searching	We need more information on the types of equipment so that staff can be fully briefed
Departure	Introduce directional signage at eye level on the wall opposite the top of the escalator after going through security	No change at present
	Ensure surfaces are 'slip free'	No change at present
	When developing a quiet room consider the size to ensure it feels as spacious as possible	Room not yet available but have signed up with Learning Space
	Consider installing a flight information screen in the quiet room	This will be installed
	Consider a dedicated assistance dogs spending area	
	Ensure the assistance button with the disabled seating area is not blocked so that it can be easily accessed	Daily check to ensure it isn't blocked
Assisted Travel seating area	Investigate the possibility of a buzzer alert system for passengers	Care Call system now available

Consumer Council Report

	Ensure the assistance buzzer within the seating area is not blocked by seating so that it can be easily accessed	This will be checked daily
Gate area	Consider installing signage at the boarding gates advising passengers that there are no toilet facilities beyond that point	The 2 sets of doors from the walkway to departures are now permanently open allowing a return
	In the event of a delay in boarding the aeroplane ensure airport staff are aware of toilet facilities that passengers can access close to the boarding area	All staff are aware
	Improve directional signage throughout the airport, including having signage at eye level	Not planned at present
Baggage reclaim	Investigate alternative ways that passengers can alert baggage staff that they may require assistance	
General	Promote that the airport is 'JAM' card friendly throughout the terminal building specifically in customer facing areas	Improved signage and staff training to be completed
	Investigate the possibility of an alternative 'visual fire alarm'	In the event of a fire evacuation we have trained fire marshals who will ensure all areas (including toilets) are cleared
	The Consumer Council to raise the issue of multiple lanyards with the CAA where there is no consistent design being used across UK airports	To be advised by the Consumer Council

2020

- ▶ Staff Refresher Training
- ▶ CAA visit on 10th January
- ▶ Installation of the sensory room
- ▶ Installation of Dog spend area
- ▶ Autism familiarisation visits
- ▶ Full Airport tour by the Forum - Oct / Nov
- ▶ AccessAble link on our website
- ▶ New Airport website to be launched
- ▶ Portable induction loop available
- ▶ Call care purchased

AOB

