

Manchester Airport Accessibility Forum Meeting Minutes

Date: 23rd January 2024

Location: Hilton Double tree & Remote Participation

A recording of this meeting session has been archived. A brief summary of key points is documented below and we'd like to thank participants for all the constructive dialogue throughout the 2 hour session.

Attendees

Charles van Berckel	Chairman – Independent	Alison Loose	MAG – Independent Participant
Ed Kibblewhite	PRM Contract Manager - MAG	Steve Kane	Airport User
Matt Austin	Special Assistance Experience Lead - MAG	Emma Roberts	National Autistic Society
Jennifer Milner	Consumer Enforcement - CAA	Chris Bright	JDRF
Michelle Baxter	General Manager - ABM	Jessica Luke	Guide Dogs
Donna Platt	Contract Manager – ABM	Jacob Luke	Guide Dogs
Samantha Saunders	Head of Assisted Services - ABM	David Lodder	MS Society
Isabella Mcquillan	MAG - Independent Participant	Kelly Barton	Thomas Pocklington Trust
Lisa Birtles	Deaf Support Network	Louise Hughes	Head of Customer Communications - MAG
Brian Cadwallader	Deaf Support Network	Julie Hemmings	Airport User
Jon O'Brien	Training Manager - ABM		

Apologies

Jen Byrne-Smith – T1 Director, MAG

Ryan Mclearnon – Security Technical Training Manager, MAG

James Freemantle – Manager, Consumer Enforcement, CAA

Gill Reeder – Interim CEO, DSN

Agenda

- Introductions
- Introduction to the CAA and ABM
- Overview of the refreshed Accessibility Forum & strategic priorities
- Review of recent service performance
- Review of recent customer feedback
- Group Consultation
 - Website content including AccessAble
 - Wheelshare initiative
- Upcoming workstreams
- AOB

Recent Service Performance

The group was presented with this table of recent regulatory performance results.

	Oct-23	Nov-23	Dec-23	What's This?
PRM Volume	50,334	37,220	38,282	Total number of assistance requests in the month. This figure includes 'No Shows'
Penetration Rate	1.92% (1.79% 2022)	2.00% (1.90% 2022)	1.89% (1.85% 2022)	The percentage of total passengers who requested assistance
Pre-notification Rate	70.32%	67.59%	70.00%	The percentage of PRMs with notification requests received by the airport more than 36 hours prior to the time of their flight (includes arriving and departing flights)
Departing Passengers				
Pre-notified Departing PRMs <30 mins	99.37%	99.82%	99.37%	The percentage of departing PRMs notified to the airport more than 36 hours before STD met by the assistance team within 30 minutes of arrival at the airport.
Non pre-notified Departing PRMs <45 mins	100.00%	100.00%	100.00%	The percentage of departing PRMs notified to the airport less than 36 hours before STD met by the assistance team within 45 minutes of arrival at the airport.
Arriving Passengers				
Pre-notified PRMs <20 mins	99.73%	99.96%	99.92%	The percentage of arriving PRMs notified to the airport more than 36 hours before STA met by assistance at the arrival gate within 20 mins of the aircraft arriving on stand.
Non pre-notified PRMs <45 mins	100.00%	100.00%	100.00%	The percentage of arriving PRMs notified to the airport less than 36 hours before STA met by assistance at the arrival gate within 45 mins of the aircraft arriving on stand.

Recent Performance Key Points & Actions

Item	Action	Owner
Steve – AENA (operator of Spanish airports) allows direct booking of assistance rather than through airline / tour operators. Ed explained the standardisation of current process and limitations in consistency of the information transfer by allowing direct booking.	Review of AENA's process to be undertaken by MAG. Update to be provided in February newsletter.	MAG – EK / MA

Recent Customer Feedback

The group was presented with recent PRM survey results. Matt explained the purpose of the survey and distribution channels (posters, business cards, on website and customers offered a link by e-mail on registration).

DEPARTURES	T1	T2	T3	OVERALL			
Responses	47	29	25	102			
Experience in Reception Point	3.96	3.58	3.78	3.85			
Assistance Boarding Flight	3.78	3.70	3.88	3.81			
Friendliness of Staff	4.02	3.96	4.09	4.06			
Overall Departure Experience	4.00	3.77	3.91	3.94			
ARRIVALS	T1	T2	T3	OVERALL			
Responses	35	19	15	73			
Disembarkation	3.32	3.58	3.36	3.50			
Assistance from Gate to Immigration	3.46	3.80	3.70	3.60			
Assistance in baggage reclaim	3.27	3.90	3.38	3.49			
Friendliness of Staff	3.44	4.07	3.64	3.73			
Overall Arrival Experience	3.36	3.80	3.18	3.48			
Overall	3.68	3.78	3.55	3.75			
Responses	82	48	40	109			

SURVEY SOURCE	TOTAL	SHARE
Staff Member gave me a card	27	24.8%
Manchester Airport Website	7	6.4%
Poster in the Airport	20	18.3%
I received an email	25	22.9%
Other	9	8.3%

October 2023

DEPARTURES	T1	T2	T3	OVERALL			
Responses	41	55	36	135			
Experience in Reception Point	4.05	4.22	4.29	4.19			
Assistance Boarding Flight	4.09	4.25	4.31	4.21			
Friendliness of Staff	4.13	4.43	4.52	4.37			
Overall Departure Experience	4.03	4.29	4.45	4.25			
ARRIVALS	T1	T2	T3	OVERALL			
Responses	29	41	28	104			
Disembarkation	4.19	4.36	4.20	4.22			
Assistance from Gate to Immigration	4.05	4.60	4.43	4.35			
Assistance in baggage reclaim	4.06	4.52	4.50	4.35			
Friendliness of Staff	4.18	4.62	4.48	4.42			
Overall Arrival Experience	4.05	4.58	4.33	4.29			
Overall	4.04	4.44	4.39	4.27			
Responses	70	96	64	148			

SURVEY SOURCE	TOTAL	SHARE
Staff Member gave me a card	60	40.5%
Manchester Airport Website	11	7.4%
Poster in the Airport	12	8.1%
I received an email	33	22.3%
Other	9	6.1%

November 2023

DEPARTURES	T1	T2	T3	OVERALL			
Responses	30	55	13	99			
Experience in Reception Point	4.31	4.14	4.08	4.19			
Assistance Boarding Flight	3.83	4.00	4.27	4.03			
Friendliness of Staff	4.52	4.25	4.42	4.36			
Overall Departure Experience	4.33	4.14	4.25	4.23			
ARRIVALS	T1	T2	T3	OVERALL			
Responses	26	35	8	72			
Disembarkation	4.29	4.00	5.00	4.25			
Assistance from Gate to Immigration	4.40	3.90	5.00	4.26			
Assistance in baggage reclaim	4.44	4.19	5.00	4.44			
Friendliness of Staff	4.75	4.05	5.00	4.49			
Overall Arrival Experience	4.75	3.91	4.75	4.37			
Overall	4.54	4.02	4.50	4.29			
Responses	56	90	21	113			

SURVEY SOURCE	TOTAL	SHARE
Staff Member gave me a card	63	55.8%
Manchester Airport Website	8	7.1%
Poster in the Airport	16	14.2%
I received an email	11	9.7%
Other	4	3.5%

December 2023

Recent Feedback Key Points & Actions

Item	Action	Owner
Brian & Lisa – Written English doesn't have same structure as BSL.	Look at BSL option for PRM survey	DSN & MAG
Steve – Trustpilot reviews, positive and negative, go unacknowledged by Manchester Airport. Louise explained that Trustpilot isn't currently monitored as standard, Facebook and Twitter channels are. Customers raising a claim often come directly via the website.	Consider opportunities to recognise customer feedback on other channels.	MAG - LH
Jessica – People with sight impairment may not see posters promoting survey and during the last trip Jessica was not given the e-mailed survey link option.	Continue encouraging concierge staff to offer e-mailed survey link.	ABM
Kelly – Receiving an SMS would be a good option. Ed advised that Whatsapp is being considered for general customer comms and could provide this solution.	Include this in Whatsapp business case	MAG – EK / LH
Ed – Response rates remain low proportionately but much higher than last year prior to a relaunch. Jen confirmed that Manchester's response rate for this survey was at the higher end compared to other UK airports. Ed asked the group to help raise awareness of this survey for future travel feedback.	Support awareness of this survey to help increase response rates	All

Group Consultation – Website redevelopment & content

Louise provided an introduction to MAG's group-wide redevelopment of the existing website.

Website Redevelopment Key Points & Actions

Item	Action	Owner
Ed – Asked the group to review the Assisted Travel section of the website including the AccessAble third party information and provide feedback.	Return feedback using the short survey form that has been linked separately.	All
Charles – Having the link to accessibility information on the homepage / banner is critical. Steve added that the AENA website does this well. Louise advised that this is already a priority on the new website.	Promote / link to assistance information on front page	MAG
Jen – The CAA commissioned an independent review of airline website accessibility which may be of interest to the group.	The report can be found here	
Alison – I've worked at the airport and I can't find my way around the AccessAble website. Charles offered to engage with AccessAble to understand what the original scope was.		

Group Consultation – Wheelshare Initiative

The group was given a short presentation about a self-vending, manual wheelchair initiative to give customers another option to mobilise to / from the rail station or between terminals.

Wheelshare Initiative Key Points & Actions

Item	Action	Owner
Alison – Credit / payment cards will likely put people off. Number of users this would help is surely very low.		
Brian – 34% increase in 65-85 year olds over the next 20 years. Challenge is getting to the building from car parks. Ed advised ABM's assistance from help points or car parks would remain in place. David suggested that elderly would not necessarily be able to use these chairs as they can be heavy to push.		
Charles – The cost of this solution would probably be better put into other aspects of the infrastructure or ABM's operation.		
Steve – This has been in NHS sites for a while but doesn't work well. Wheelchairs are regularly abandoned. This could cause issues with customers getting charged the deposit. Users will be cautious about putting a card in.		
David – Introducing additional injury risks including finger entrapment from larger wheels if user isn't used to this type of wheelchair, falling out, brakes not being deployed. Group recognised that an injury / accident would undermine the system. It's a good system on paper but in reality it probably won't be.		
Anwar – Sometimes there are large groups self-mobilising using ABM wheelchairs who this might benefit		
Ed – Requested group feedback via a survey form and to be honest. Project is at a critical decision point and it needs to be fit for purpose.	Group to respond to the short feedback survey.	All

Any Other Business

Item	Action	Owner
Ed – Try The Airport Experience now available to book online. Requested participants support in promoting this.	Support promotion of these tours, found here	All
David – T2 security last summer was a shambles. One officer using a stick to point customers to security lanes, normal assistance lane out of service and PRMs with ABM overtaking non-escorted PRMs. Steve echoed this experience and frustrations. Ed advised security teams would have been encouraged to reduce ABM dwell time in these peak months but acknowledged the perception of others affected. Ed highlighted the new security equipment currently being installed will help reduce wait and processing times for all customers this summer.	Feedback to Security team re: process and prioritisation.	MAG - EK

Alison – Not just security or ABM assistance that's important to understand but also where to heat non-solid foods.	MAG to review food reheating options e.g. public microwave	MAG – EK / MA
Jessica – Guide Dog handling at Security is often inconsistent. It's not clear what happens with harness, scanning of the dog etc. Ed agreed to confirm the process and also add it to the website.	Confirm assistance dog process at outbound security & publish on website.	MAG - EK
Steve – Lack of dedicated disabled seating in T2 main departures area and space around food & beverage concession tables.	Additional seating to be considered & engagement with F&B team to create dedicated wheelchair spaces at tables.	MAG – EK, MA
Lisa – Security process can be difficult as she requires good eye contact and to watch everything closely but it can make officers suspicious. Deaf culture also involves physical tapping which isn't permitted. Ed shared his observations on a recent walkthrough with Lisa of how security officers engaged with Lisa and suggested an icon at interaction points for people to touch to indicate hearing impairment without requiring a sunflower lanyard.	Feedback / review security training for deaf awareness & look to deploy 'touch to tell' icons.	MAG – EK, RM
Charles – Thanked the group for their input and advised he'll contact members separately for more understand of their roles and opportunities for the group.	Engage with members independently from MAG & ABM	Charles

- End -