

## Independent Gatwick Accessibility Panel (IGAP)

Meeting 22<sup>nd</sup> October 2021 (previous April 2021)

MS Teams – (virtual) and in person (Barcelona Meeting Room - Destination Place South Terminal )

### Attendees

#### IGAP members:

Ann Frye (chair) **AF**

Ross Hovey **RH**

Sue Sharp **SS**

Kamran Mallick **KM**

Geraldine Lundy **GL**

Neil Betteridge **NB**

Charlotte McMillan **CM**

Ann Bates (IGAP) **AB**

#### Gatwick and third parties:

Pete Coombes (GAL) **PC**

Adele Gammarano (GAL) **AG**

Adam Jones (GAL) **AJ**

Nick Gallé (Wilson James) **NG**

Wallis Harvey (easyJet) **WH**

Michelle Stanton (GAL – Station Project) **MS**

Samantha Williams (Gatwick Passenger Advisory Group) **SW**

Chris Banford (GAL - Forecourt Charging Project) **CB**

David Stronell (Station Change Manager - GTR) **DS**

#### Apologies:

Lewis Thorowgood (GGS) (British Airways) **LT**

Daniel Cadey **DC**

Sophia Warner **SW**

#### Agenda

Agenda Item
<b>10:30-10:40</b> Opening of the meeting and round table introductions
<b>1 / Looking forward – the next 6 months: Business and Operating environment.</b>
<b>10:40-10:50</b>
<ol style="list-style-type: none"> <li>1. Introductions and update on new staffing/responsibilities at GAL</li> <li>2. Update on GAL recovery plans/resumption of services</li> </ol> <p>(GAL – Adam Jones)</p>
<b>2 / Update on services to PRMs</b>
<b>10:50-11:15</b>

Adele Gammarano – Passenger Ops and service

1. Discussion on future strategy for promoting independent mobility and sustaining assistance services as demand increases
2. Performance against CAA framework - how can IGAP assist?
3. How do we ensure notified PRM are prioritised over non-notified and their journey/experience not impacted?

*(GAL – Pete Coombes) & (Nick Galle – Wilson James)*

**11:15 - 11:30** *Comfort break*

**11:30 - 11:40** Feedback on drop off charges

*(GAL – Chris Banford)*

**11:40 - 11:55** Station update upgrade- (accessibility overview)

*(GAL PM and GTR PM -David Stronell & Michelle Stanton)*

**11:55 – 12:15** Feedback from IGAP's members/Airlines and discussion of priorities

**12:15 – 12:30** AOB and next meeting

**12:30 – 13:00 Lunch** (Destination Place Barcelona Room 5<sup>th</sup> Floor) – Lunch provided by GAL

## Minutes October 2021

### 1 / Opening (AF)

#### Looking forward – the next 6 months: Business and Operating environment (AJ)

**AF** welcomed everyone and thanked Gatwick for the commitment in arranging the first hybrid event (virtual and in person)

**AJ** summarised the last 6 months and the next 6 months in terms of the operating environment and scenarios being planned for:

1. All flights are currently operating from North Terminal only and there is still uncertainty around the future traffic, however testing for our travelling passengers is getting easier, this will encourage more people to travel and hopefully the airport would be able to reopen the South Terminal by next summer
2. Looking at Eurocontrol data it is evident that air travel in Europe has recovered faster than the UK and that within the UK Gatwick is recovering slower than other larger airports. This is due to a combination of testing requirements, slots waivers and the differing approaches to the pandemic by airlines.
3. The impact of COVID had some devastating impacts and the airport has taken decisive action to reduce operating costs, the Airport have lost 46% of the workforce
4. Gatwick is striving to be one of the most accessible airport as per the 2020 second decade of change intent. In the new business plan, we have included to recruit an accessibility manager, potentially on a part time basis. **AF** noted that it would be good if recruitment for this post could particularly focus on candidates with lived experience of disability who could bring their own understanding to the role.

## 2/ Update on services to PRMs (PC and NG)

1. **NG** confirmed that Wilson James is in a good place and ready to respond to an aggressive demand, they are currently over resourced and kept all the staff during the pandemic. ECAC standards have been 99% for the departing and arriving paxs.
2. **NG** gave an overview of a new digital technology which bring passengers & assistance providers together, this is a personalised service to reduce anxiety amongst our PRM paxs, the trial will go live next week at Luton Airport. **AF** raised some concerns around other digital technology being launched before but not accepted by the CAA. **GL** was concerned that unless all airports and airlines adopted the system it would be of limited value and potentially cause confusion. **NG** confirmed that the CAA have been fully engaged in a working group and helped to the design the initial system, before the app will be released **NG** reassured the members that feedback will be asked from the members of this forum.
3. **PC** is leading operationally on the PRM contract, he is currently reviewing data integrity (appropriate reporting) with CAA and the operational model how paxs move through the airport, this model will be signed off at later date by the CAA. **NG** noted that in 2018 they had 2% audit regime with the use of IBeacon, they are going to look at automation of time stamp
4. **NG** updated the forum regarding the notified and unnotified paxs. WJ can clearly see the notified paxs (48 hrs prior), at all stages they prioritise notified paxs over the unnotified ones purely because of resources challenges, there were no issues during the pandemic. New airline carriers are posing some challenges, they have a far lower notification rate, especially FAA transatlantic flight

## 3/ CAPEX projects update: Gatwick Station redevelopment (DS & MS) and Forecourt Charges (CB)

1. **DS** updated on works at Gatwick Airport station to increase capacity, improve accessibility and transform the experience for passengers:
  - The rail station concourse will double in size to provide more space and facilities for passengers.
  - Connections to the terminals and passenger wayfinding will be upgraded.
  - A new special assistance desk will be placed in the main concourse for easy access, projected date for handover: 14<sup>th</sup> February 2022

2. **DS** noted that works have been delayed due to some issues encountered with the flooring and still remedial works need to be completed, presentation slides included areas hoarded off. Platform 3&4 will be back in service in March 2023
3. **DS** presented the next stage of the project: the ticket machines will be relocated, the current ones are in development trials, **DS** encouraged the members of this forum to go and use the machines to provide some constructive feedback. **AF** had previously raised concerns about the use of touch screen machines which are impossible for many disabled and older people.
4. **SS** has raised some concerns around lack of staff visibility in the station, **DS** has reassured **SS** that this will be discussed separately with the station manager
5. **CB** provided an update on the Forecourt Charging project:
  - Enforcement has been in place since 19<sup>th</sup> April 2021– currently issuing 400 PCNs per day
  - **CB** confirmed that wayfinding signage V2 have been implemented, this is following the initial feedbacks received by various parties to ensure that the signage was prominent, so passengers are aware they are entering a chargeable zone
  - **CB** confirmed that issues with the Blue Badge where passengers were having difficulty uploading their badge in order to get the exemption, this has now been resolved

#### **4/ Feedback from IGAP's members**

1. **GL** would like to find out more info from Wilson James prior the next meeting regarding the new App development
2. **AF** suggested that it would be beneficial for the members to do a site visit of the airport terminal facility to look specifically at wayfinding and information. This would feed into the strategic goal of making the airport more intuitive to use so that fewer people needed to call on the assistance services.

#### **5/ Meeting Close:**

IGAP members agreed to reconvene in January/February 2022, face to face. The agenda will include a tour of the North terminal.