

AIRPORT FORUM FOR ACCESSIBLE TRAVEL ACTION PLAN

GENERAL FEEDBACK			
COMMENT	ACTION	FEEDBACK FROM AIRPORT	UPDATE
Documentation	Large font required on all documents produced	All documents will be standardised in Arial 12 and above. Other documents produced by outside agencies may have to be produced in their original format	Completed
Meetings	All meetings to be held in an area without background noise. Meetings to be held in the departure lounge or quiet room without interference	First meeting held in landside café area but the noise from the fridges was distracting	Completed
Familiarisation Day	Members of the group were happy not to attend the familiarisation day on 9 th Feb 2019 to allow for other people to attend. Spaces limited to 30 people	Requested 9 th February as the date for this tour. Awaiting airline feedback. We can offer additional tours during the winter season based on requests and the success of the 9 th Feb tour	Completed
Next meeting	Planned for end of January 2019	Confirmed as 26 th Jan	26 th Jan 2019
Lighting	Strip lighting is not good for visual stress. Change all lighting to daytime bulbs		Airport currently has cool warm lighting. No plans at present to change the whole airport.

	all around the airport		<p>Are there any particular areas of concern where we can consider targeted installation when they fail</p> <p>We are going to concentrate on one area at a time and priority given to the overspill seating area for assistance passengers and families.</p>
Toilet signage	All signage on toilet doors needs to be in Braille. On some of the signage the Braille has faded	Added to facilities maintenance log	<p>Forms part of the signage review.</p> <p>Ongoing</p>
Flooring	<p>When the flooring is replaced it needs to be all one colour.</p> <p>Remove the signage on the floors showing number of steps. This is confusing as doesn't match everyone's steps and also faded</p>	<p>With regard to the new terminal design the airport forum will form an important part of the internal and external consultation works</p> <p>Floor signage replaced without the steps noted.</p>	<p>Update April 2019</p> <p>Completed.</p> <p>Step numbers have been removed</p>

Hanging signs	Make them wider	Passed to Marketing department as part of their signage strategy	Forms part of the signage review. All changed
Lip reading	For all staff – if a passenger is lip reading you must talk face on to them. Beards and moustaches must be neat and tidy as they can distort the reading	Makaton training planned for February 2019. This will be discussed with the trainer	Review by 31 st March 2019
Pipework around the terminal	These need to be covered as a distraction and overloading	Request noted With regard to the new terminal design the airport forum will form an important part of the internal and external consultation works	No current plans but could review as part of the terminal expansion

OUTSIDE AREAS

COMMENT	ACTION	FEEDBACK FROM AIRPORT	UPDATE
<p>Increase numbers of accessible parking in the East and West Car Parks</p>		<p>Not planned at present as we meet the criteria for the ratio required. Subject to review and is regularly monitored during the summer months</p>	<p>March 2020. Voucher now available to keep blue badge and place a voucher in the car.</p> <p>Ongoing works to the additional parking area P3 for the car hire companies to move to this area. This will then free space in the east car park for additional accessible spaces</p>
<p>Signage in car parks</p>	<p>Signage in the entrances and throughout the car parks – print is too small especially with the assistance telephone number.</p> <p>Signage required at the payment machines for the assistance button for payments and assisted travel</p>	<p>Additional assistance information signs are being added beneath existing.</p> <p>Assistance points have been updated</p>	<p>Completed</p> <p>Completed</p>
<p>Signage notifying of the automated door</p>	<p>Not large enough and needs to be in a different location. One at the bottom of the slope by the post box and</p>	<p>Signage is being reviewed ahead of the summer 2019 season</p>	<p>Completed but more will be added</p>

	one higher up at the top of the slope		
Side entrance doors	With the new terminal development what is the need for the side doors. If they need to remain install power assisted doors via a push button	This is required as a fire access. Due to adverse weather conditions on this side of the building, may limit doors being transferred to power assisted. Will review as part of the new terminal works	On going. Considering changing to power assisted doors. Due to prevailing winds difficult to install automated doors on this side of the building

TERMINAL AREA			
COMMENT	ACTION	FEEDBACK FROM AIRPORT	UPDATE
Changing places	We must ensure the room meets the exact size and is fit for purpose. Staff must be trained to lift passengers into their seats if we have a changing places room	A changing places room is part of the scope for the new terminal development. Space is limited in the current terminal	Update April 2019
Lanyards and Wrist bands	Advertise in the terminal the assistance lanyards and wrist bands. Create a poster to advertise the assistance lanyards and wrist bands to make people aware they are available. other passengers aware of what these represent	Consider adding to the FID screens	Discuss wording for signage. Intermittent rotation. Portrait and landscape . This is still ongoing Airport considering moving to the sunflower lanyard in line with other airports and businesses

Assistance pin badges	All airports have their own lanyards. Passengers can wear the lanyard they have been given first but collect pin badges from other airports so the assistance is still easily recognisable	This would help other airport staff who aren't aware of all the different lanyard styles but they would recognise their pin badge. This may also show if passengers are regular travellers.	This has been passed onto the Civil Aviation Authority for feedback
Wall signs	No requirement for wall signage as will create too many signs	Feedback passed to the airport Marketing department	Completed
FIDS screens	Utilise the moving screen on entrance to security to advertise	Feedback passed to the airport Marketing department	Discuss wording for signage
Tensor barriers	Confusing having a zig zag queuing system	Subject to review subject to throughput of passengers	This pattern is required to allow as many passengers as possible to queue to the check in desks
SECURITY AREA			
COMMENT	ACTION	FEEDBACK FROM AIRPORT	UPDATE
Body searches	Don't touch unless you have asked the passenger or guardian. Security officer to ask the passenger or of a child their parent or guardian (child age is 25 for assistance passengers) if they are ok to be touched and	Existing regulation	Completed

	explain why.		
Talk to the passenger in the first instance	Direct all questions to the passenger in the first instance	Feedback passed to the security department and to be shared with the team	Completed
Security Signage	Make the walls whiter so the information signage stands out and there is a contrast. Passengers to be directed through the queuing system so they can see all information signage	To check with the Autism society Feedback on passenger queuing passed to the security department	Completed

DEPARTURE LOUNGE			
COMMENT	ACTION	FEEDBACK FROM AIRPORT	UPDATE
Not Wheelchair friendly	Too many seats and feel like the wheelchairs are blocking the aisles	We will re look at the seating arrangements	Completed
Preboarding	If the passenger needs to be lifted into their seat, it is undignified to board last when all other passengers on board	Boarding is an airline policy subject to refuelling	Completed
Signage	Lots of signage on the walls makes it difficult to differentiate between information signage and advertising	Commercial needs mean that advertising signs will need to remain	Asking company if the signage can be amended when up for review
FIDS screens	These need to	Noted	Quotation being

	be larger		reviewed
Aisle chair	The aisle chair needs a headrest and arms for support. Needs to be adjustable for adults and children and possible padding for a child like a car seat	All PRM aids to be reviewed 2 airport staff to visit Gatwick airport to review their PRM product and feedback on eagle-hoist	New wheelchairs received and 2 new aisle chairs meeting the requests
Overspill seating area	Look at adapting this area for a sensory and quiet area		Review during summer 2019

ARRIVALS AREA			
COMMENT	ACTION	FEEDBACK FROM AIRPORT	UPDATE
Heligan door sign	Confusing as looks like you have to walk across a bridge. Not evident what or who it is advertising. Looks like a dead end	Automated doors have been modified to open sooner. Subject to ongoing review and consumer feedback but is sold under contract for three years. Will consider artwork restrictions when next artwork change made.	Any future artwork changes will include transparent areas at the bottom of doors
Toilet signage	Signage on the doors need to be clearer and larger	Marketing department dealing with this as part of the signage review	Forms part of the signage review
Additional Exit sign in Arrivals A	An exit sign needs to be installed on the large white sliding door to	Feedback passed to airport Marketing department	Forms part of the signage review

	identify the way out		
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NEW TERMINAL PLANS FOR AIRPORT CONSIDERATION

Is there a need for the side entrance door

All the flooring needs to be the same colour

The changing places room must comply with the exact size required for the room

New Signage – to meet the requirement set out in the current action plan. Larger signs and Font

Ceiling – don't have visual pipework in the new build and cover up the existing pipework