

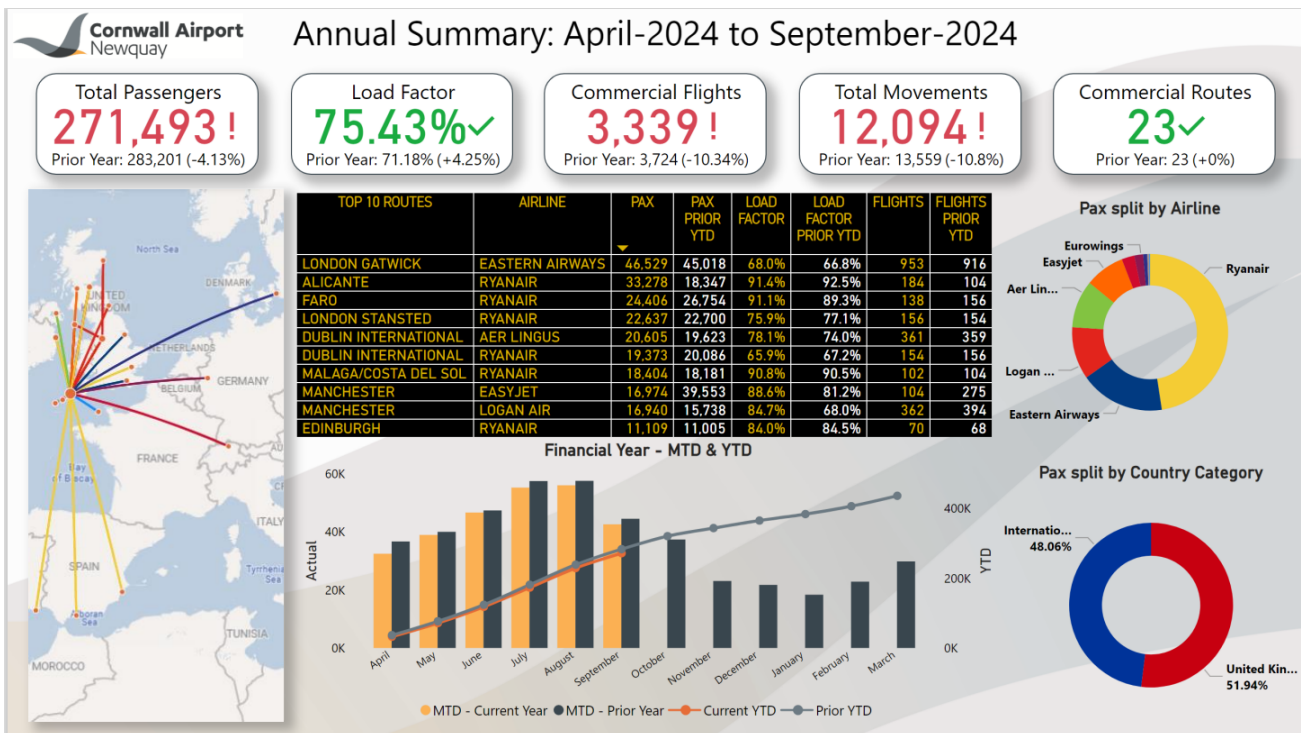
Cornwall Airport Accessibility Advisory Group - Vice Chair Report for 2024

2024 has been a significant year for accessibility at Cornwall Newquay Airport, marked by active dialogue, training initiatives, and facility upgrades. This year, the airport was proud to receive a "Very Good" rating from the regulator, underscoring its commitment to accessible and inclusive travel. Despite budget constraints stemming from long-term investment and ownership uncertainty, the airport has maximised its limited resources to achieve continued progress. As Vice Chairman, I am pleased to present this year's report highlighting achievements, addressing ongoing challenges and critical focus areas to enhance the airport's inclusivity and accessibility for all passengers, including those with disabilities.

This year, the CAAAG has hosted two virtual and one in-person meeting.

- March 23rd 2024 - **virtual**
- August 9th 2024 - **virtual**
- November 8th 2024 - **in person**

CAL Annual Summary Apr 2024- Sep 2024



CAL Assistance stats APR 2024- SEPT 2024

Departing

		Departing						
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		215	214	278	287	275	298
	10 mins	80%	98.60%	100.00%	100.00%	99.62%	97.82%	99.32%
	20 mins	90%	1.40%				0.36%	0.68%
	30 mins	100%					0.36%	
Non pre-booked	Numbers of PRMs		1	94	109	172	162	177
	25 mins	80%	99.03%	98.94%	98.17%	98.66%	100.00%	100.00%
	35 mins	90%						
	45 mins	100%						

Arriving

		Arriving						
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		172	169	272	276	217	230
	5 mins	80%	100.00%	98.82%	98.17%	99.64%	100.00%	99.57%
	10 mins	90%		0.59%				
	20 mins	100%						
	30 mins							
	45 mins							
Non pre-booked	Numbers of PRMs		5	4	4	14	17	4
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%						
	45 mins	100%						
	60 mins							
	75 mins							

Month >	April	May	June	July	August	September
Penetration Rate >	1.53	1.24	1.42	1.36	1.2	1.67

Achievements and Progress

1. Terminal upgrades

Significant strides have been made in reshaping the airport terminal space to create a more welcoming and functional environment for all passengers. The opening of the new airside duty-free and cafe area has been the airport's biggest improvement. We now await feedback from travelling customers about their experience.



In addition, the airport is in the final stages of completing its expansion of the security and departure lounge areas. This will create a more spacious, secure and focused area for assistance and families.

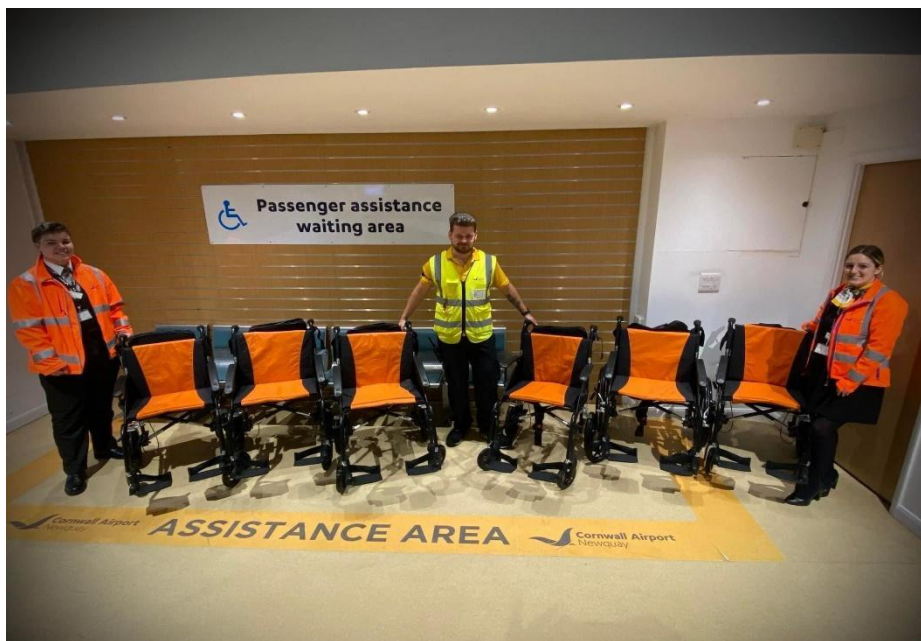
The landside assistance waiting has been 'temporarily' moved to adjoin the café, providing a more dedicated and confined area with positive feedback. However, concerns have been raised that it is somewhat 'too' close and 'noisy'.



Additional updates to car park signage and terminal navigation have been initiated, with interior terminal signage finalisation expected by the end of 2024.

2. Accessible Equipment and Technology

Cornwall Mobility wheelchairs have been widely appreciated by passengers. Six new wheelchairs are already in place, and four additional units are on order. An in-house maintenance contract has also been established to ensure these resources remain in optimal condition.



3. Training and Knowledge Development

Staff training remains a constant priority, with extensive sessions covering various disabilities and accessibility requirements.



This year, training initiatives covered autism and tourette's, sight loss training, dementia training, the Sunflower Scheme eLearning refresher, and various airline e-Learning modules around accessibility. The agents who assist PAX transfers on and off aircraft successfully underwent new moving and handling training and are equipped with relevant moving and handling equipment. The airport is proud that almost all training sessions are provided by local charities or organisations, reinforcing the airports and CAAAG's commitment to community partnerships and ensuring training is specialised and locally grounded.

4. Improved PRM Data Management and Compliance

Cornwall Airport has developed a dedicated PRM team, supported by cross-trained staff during peak periods, to enhance response capabilities. The airport has also adopted a new system, Adecs, to help manage its PRM service alongside a dedicated data analyst. The airport aims to capture and audit PRM service data more accurately and efficiently.

Challenges and Areas for Improvement



1. **Investor support and financial limitations**

Cornwall Airport has yet to deliver a long-term, robust, actionable accessibility strategy aligned with the airport's broader goals to the CAAAG. The airport has committed to presenting this strategy once the airport's new investors have been confirmed, along with the future direction and budgets available from the investors. Adynton Asset Management LLP is the proposed new investor.

2. **Physical infrastructure and auditing**

The airport procured its first ambulift a year ago. It is disappointing that since its procurement, it has remained non-operational. This has been due to necessary modifications and logistical constraints. The airport has apologised to the CAAAG and hopes to have it operational in early 2025.

The airport does not appear to have received an independent accessibility audit by a disability-led organisation. In the CAAAG's view, the airport should engage with such an organisation in early 2025 to deliver an independent audit.

3. **Digital accessibility**

The airport has decided to revamp its website and present wireframes and the first initial examples to the CAAAG. The CAAAG has reported various digital accessibility enhancements, including user-friendly design features such as alt text, keyboard navigation, voice-over compatibility, colour contrast and text size adjustments. The CAAAG advised not to use accessibility widget overlays or pop-ups and to design to at least WCAG 2.1. The website is due for launch in early 2025.

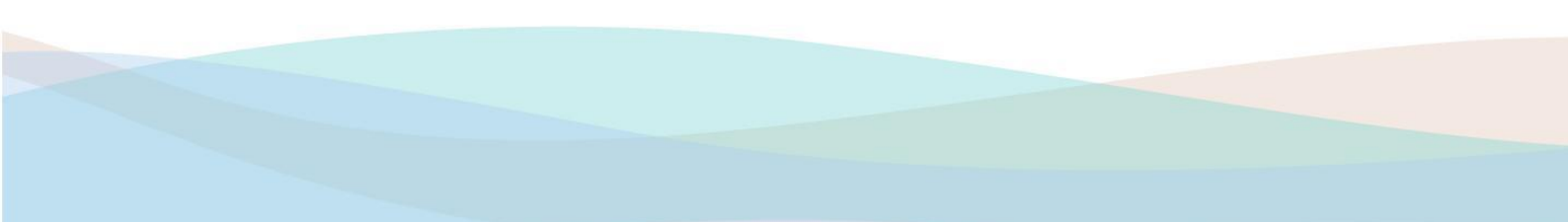
Looking Forward

1. **Expanded Training and Community Engagement**

The airport remains committed to new and refresher training. Colostomy, hearing loss, and further sight loss training are anticipated to be delivered by the end of 2024 or early 2025. To broaden community engagement, the airport, in conjunction with the CAAAG, will deliver familiarisation tours in 2025 and invite the local community to attend.

2. **Enhanced Data and Feedback Collection**

Integrating ECAC data protocols with improved data management via Adecs and direct PRM team feedback provides a clearer picture of passenger needs and areas for ongoing improvement. Regular mystery shopper initiatives are also planned to capture the passenger experience firsthand, but they are subject to budget approvals.



3. Implementation of ambulift and review of new terminal expansion

In early 2025, the airport will report back on the implementation of the ambulift in operation, and a review of passenger feedback will be collected on the new security and departure lounge expansion. This will allow the CAAAG to review and provide further feedback.

On behalf of the CAAAG, I extend our gratitude to the airport, its members, partners, and stakeholders whose dedication drives accessibility forward. I look forward to ensuring the CAAAG holds Cornwall Airport Newquay accountable and that it remains a welcoming place for everyone wishing to fly in and out of Cornwall.