|  |  |
| --- | --- |
| PRM consultative committee meeting |  |
| minutes |

|  |  |  |  |
| --- | --- | --- | --- |
| Date: |  | Time: |  |
| 16.08.22 |  | 1000 -1300 |  |  |

|  |  |  |
| --- | --- | --- |
| In attendance |  | apologies |
| Leah Byrne, Darren Kinsman-moore, Nick Worgan, Jo Brady, Claire Chambers, Paul Baldwin, Lisa McCullagh |  | Ian Sheriff  Kate Turner  Kim Suarez-Gonzales  Amanda Crump |

|  |
| --- |
| Introduction |
| **LB –** Opened the meeting by introducing everyone, |
| **CAA VISIT UPDATE** |
| **LB** recapped the most recent CAA in April. CAA focused on the customer points of contact. CAA identified there was no seating in the bus shelter, the new seat is on order and will be fitted ASAP. The Ambulift was out of action at the time of the visit, but this has now been fixed and is in operation. We hold the rating of **Very Good**. |
| **POST COVID OPERATIONS** |
| **LB** explained that we have lost our dedicated PRM team and now all staff work on the desk. All are trained to the same level. Most airlines give us 48 hours notice of PRM numbers so we can staff accordingly. 2% of passengers are PRMs, with certain routes much higher. Flights are slowly building back but due to the loss of Flybe just before covid hit, the growth has been slow. |
| **TRAINING** |
| **CC** explained that our training has continued as before, although we are looking at introducing extra training from RNIB who hopefully will be coming in to meet with us and starting up some training sessions. We are also in talks with Dave Wellbeloved a new employee at Exeter Airport who will be able to do some deaf awareness training in the future.  LB added that training is continuous throughout the year. We are constantly looking at ways to add to the PRM training to give staff a wide range of skills to be able to deal with all situations and circumstances. |
| **TOURS** |
| **LB-** talked about the tours we offer to anyone who feels this would benefit them before travelling. The full passenger journey is gone through on an individual basis. We have had some amazing feedback on the tours, we hope to encourage larger groups to come see how we run. A member of the Passenger Services team is very committed to the tours and we hope to encourage him to do more and join our committee at the next meeting so that we can give a better understanding of how the tours work. **PB –** stated he felt these tours would very much benefit some of the people he works with daily and would pass on how to book a tour. |
|  |
|  |
| **FEEDBACK** |
| We are still struggling to gather enough feedback for the service despite handing out cards to all passengers. We are looking at ways to facilitate this for people that do not have access to the internet. |
| **GENERAL DISCUSSION** |
| **LB** advised that the Executive lounge and all catering outlets had reopened in 2022 which was great news.  **LB** discussed that the shuttle bus was unlikely to return to operation for the foreseeable future due to financial restrictions. The carparks have now been taken in-house so we work closely with them and collect the passengers from the carparks. This has taken staff away from the terminal and the assistance desk. All carparks do have a call bell so assistance can be arranged on arrival. |
| **END OF MEETING** |
| **LB-** closed the meeting and thanked everyone for their commitment to the group and said how now we are coming to the end of covid we hope to expand the group further for the next meeting. |
| **TERMINAL WALKAROUND** |
| The following points were raised as we conducted a walkaround the terminal, following the passengers journey. Due to some restrictions on the day, a landside walkaround was completed, at the next meeting a full passenger journey tour will be done including outside areas.   * The look of the assistance area was bright, clean and not cluttered. * The signage had been reduced since the last meeting which we all felt was much better and less confusing. * **PB-** asked for more seating within the terminal area for use in delays and cancellations. **LB-** to investigate this. * **DKM-** asked the next time the wheelchairs are serviced to ask that a hard wheel be put on instead of the blow-up tyre, as these are much harder to push, as they deflate quickly. **CC** to ask the servicing provider. |
| **CONCLUSION** |
| We are hoping that 2023 will be a much busier year for Exeter and we hope that we can develop this consultative committee even further. We are looking at other organisations that we can invite to have a wider input into how we can improve and become more inclusive. |

|  |
| --- |
| Next meeting |
| **LB** to arrange meeting for March 23. |

|  |
| --- |
| Next meeting |
| 13 October 2023| 6:00 p.m. in the cafeteria  Motion to adjourn was made at 9:00 p.m. and was passed unanimously. |

|  |  |  |
| --- | --- | --- |
|  |  |  |
|  |  |  |