

PRM CONSULTATIVE COMMITTEE MEETING



MINUTES

DATE:

10/01/24

TIME:

1100 -
1330

IN ATTENDANCE

Ian Sherrif, Leah Bryne, Jo Brady, Claire Chambers, Trish Sail, Paul Baldwin, Stephen Nott, Neil Henderson, Lindsay

APOLOGIES

Lisa McCullagh
Nick Worgan
Darren Kinsman-moore
Kate Turner
Richard Scher
Kim Suarez-Gonzales
Corey Ballman

INTRODUCTION

IS welcomed everyone to the meeting and explained how he has become involved due to his extensive work throughout his career working with various organisations and select committees within the government.

IS advised that the Brazilian government have now taken up the Sunflower lanyard scheme and this is now being used in 40 countries and 200 airports/airline.

IS also talked about a dementia trial which has gone very well and good things are on the horizon for dementia medication within the next 5 years.

He is also putting together an International Air Travel committee (which should last 2 years) and asked if members of the group would like to be involved. He will email **LB** details to forward onto member of this meeting if they would like to be involved.

LB did an overview of previous minutes and a mini update on the business and where we currently are in terms of passenger figures.

CAA VISIT UPDATE

LB recapped the most recent CAA visit/meeting. CAA focused on the customer points of contact. We continue to hold the rating of Very Good. Exeter Airport has been asked to try and increase the uptake of the CAA online survey. **LB** asked the group for any ideas on how to do this. **SN** suggested having a tablet terminal in arrivals with the survey loaded on. **TS** suggested having the QR code displayed in various locations around the

airport for people to complete whilst waiting, also adding the QR code sticker to the boarding cards. **NH** advised he could add the QR code to the virtual tour.

VIRTUAL TOUR

NH demonstrated his website which provides virtual tours for planning and conducting journeys. This is currently being used in various train stations and is going very well. **NH** has been asked by senior management to provide this service to sit on the EXT website. This virtual tour will provide potential passengers with information about the airport layout and how to navigate the different stages. Within the navigation tool it provides BSL, bigger text, dyslexia friendly font to make it accessible for as many as possible. After the presentation, **IS** was encouraged by what he'd heard which opened a general discussion. We talked about the colours on the website (such as yellow on black for contrast) and also the possibility of having a feature where passengers could hear what different stages of the journey may sound like, such as the noise of the aircraft, or the noise the security archway may make if it is activated. We also discussed that there could be different tours which could be customised to individual disabilities, for example the tour could be tailored for an autistic traveller.

IS asked that **TS, NS, PB** liaise directly with **LB** and **NH** to facilitate this further. **NH** would like to accompany a tour to see first-hand the information that we provide. **LB** to contact him when the next tour will be taking place.

NH advised this product should be live on the website by the end of April. **NH** advised that he will handout feedback forms to the group.

We felt as a group that a virtual tour would be extremely useful and very beneficial for our travellers. We look forward to working with them.

COMMUNICATION

Following **NH** talk and the conversation regarding feedback, we discussed the use of NaviLens and Hello Lamp post as another way of communicating with our passengers. This is primarily in the way of a QR code which can be scanned, with tailored information given to passengers about the airport. **LB** to investigate further.

TOURS

IS asked if we are still doing our tours, **LB** advised the tours are still extremely popular. **PB** asked if he can join a tour along with a few members of his group as they have arranged a holiday and some are anxious about the airport and flight. **LB** to organize.

CC advised that during the quieter months of the winter, we have been giving guided tours to travel agents so they are aware of the services we can provide and so they also have a good knowledge of their local airport so can advise passengers accordingly.

SOCIAL MEDIA/PUBLICITY

LB advised that there has been an improvement in our engagement with social media, however this is not quite at the level we would like. **IS** has a contact who he will put in touch with **LB**. The tours are now advertised on the website.

END OF MEETING

IS drew the meeting to a close as lunch arrived and thanked everyone for their time. He advised that the next meeting would be at the beginning of July. **LB** to contact for dates.

TERMINAL WALKAROUND

A terminal walkaround has been arranged with **PB**. He will ensure that a wheelchair user will attend so that we can have their opinions on the passenger journey and some of the challenges they may face.

From the previous walkaround we have implemented the following;

- Signage has been improved and made bigger.
- Exit signs are now on all toilet doors.
- New carpet has been ordered for the departure lounge in a more appropriate colour and pattern.
- FIDs is in the process of being updated and we have advised the group that the text colours will now be yellow on black.
- Stanchions were mentioned as being a trip hazard as they were not very visible. The first stanchion is now a different colour.
- Police signage (in security) was very overwhelming, some of it has been removed.

CONCLUSION

Although we were fewer in numbers than normal, the meeting was very beneficial. **IS** discussed how well we are doing and the positive impact it is having on people travelling, with the message being that 'We maybe small but our hearts are big!'

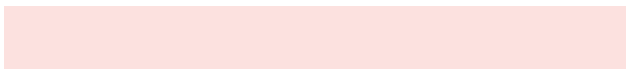
Keep up the good work was the overall message.

NEXT MEETING

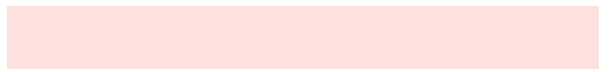
LB to arrange next meeting for 6 months time.

NEXT MEETING

July, **LB** to liaise with **IS**



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