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| PRM consultative committee meeting  |  |
|  minutes |

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| Date:  |  | Time:  |  |
| 26/07/2024 |  | 1030 -1430 |  |  |

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| In attendance  |  | apologies |
| Neil HendersonNick WorganPaul Baldwin (C)Emma BaldwinMandy DarlingFiona HessShelly BennettAlison WarrenClaire ChambersJo BradyLeah ByrneLisa McCullaghPepsi the dog! |  | Ian SherrifStephen NottCorey BallmanTrish SailKate Turner |

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| Introduction  |
| **PB** welcomed everyone to the meeting and introduced the new members of the group, including our first Guide Dog to attend, Pepsi. **PB** did an overview of the previous minutes and an update on the business.  |
| **CAA/PRM FIGURE UPDATE** |
| **LB** ran through the last 6 months passenger figures. She advised the group of the increase in PRMs since 2021. For example in June 2023, TUI had 576 PRMs and this year for the same time period it was 778. We believe this is due to the demographic of our passengers and their confidence to travel now that it is more publicised in the media.The last CAA catch up was via Teams. They are still extremely happy with Exeter, we hold a rating of Good which we are very proud of. We have implemented an email out method for feedback and have put new signs with QR codes around the airport. We are pleased to say the rate of feedback had improved, although we still would like a higher uptake of people completing the questionnaires.**LB** advised that we had been in touch with Navilens and Hello Lamp Post since the last meeting and they are advising us how to improve the navigation and signage around the airport. |
| **VIRTUAL TOUR** |
| **NH** updated the group on the Virtual tour. He has added narration, BSL and ambient noises as a result of the feedback from this group and he thank everyone for their amazing input. After speaking to **PB** it was decided to use meterage instead of a timestamp to show the distance to reach various areas of the airport. As a group we felt a time stamp could be very ambiguous and doesn’t take into account other factors such as queues and peoples abilities. **AW** asked to possibly put time and distance to offer a choice. **PB** advised most people attending his group would understand distance rather than time. **NH** asked whether airlines would buy in, so that once they receive a PRM booking, the airline would send out a link to the tour so that more passengers would use this service. **NH** also said he has thought about the commercial benefits, and asked whether adding links to car park and exec lounge bookings would be something that they airport would be interested in. **AW** asked whether a QR code could be placed around the airport linking the tour so that passengers could scan and then find their way round.**NH** has asked all members of this group for further feedback on the tour so far and to email him direct. |
| **NICK WORGAN** |
| **NW** introduced himself to the new members of the group and explained the role he and his team play in the seamless journey of the PRM. We discussed manual handling and communication.  **AW** to discuss with paramedic training at the university to see if a lifting course could be held at the airport. |
| **AIRPORT TOURS** |
| Our tours have grown massively since they began in 2018. Over the winter we held tours for all local travel agents showcasing the airport and highlighting the work we do with PRMs. Since this we have seen a huge rise in travel agents booking tours with passengers feedback saying how helpful they have been and how they feel confident to travel.Recently we held a tour for Ellan Tinkham school. They loved the service we provided as they find it difficult to find places to take the children who have a wide range of complex needs. They said is was great to see them all smiling, and they loved the opportunity to get into the driving seat of a fire engine. We are looking forward to welcoming them back. |
| **THE ROLE OF A THERAPY DOG** |
| **SB** introduced herself and the role she could provide working with her therapy dog, Denzel. She explained that they have both had vigorous training and she would like the opportunity to bring Denzel in and work with the passengers and staff. She believes it has massive potential to create a calming environment and provide a welcome distraction to anxious travelers or passengers with additional needs.  **SB** mentioned that other airports (ABZ, LCY and STN) have all used therapy dogs in the past with great success. It was also mentioned that it would be a great benefit to staff during stressful times. **CC** advised **SB** to come into the airport with Denzel so that we could discuss further how his visits might look and for him to get a feel of the environment. |
| **SOCIAL MEDIA/PUBLICITY** |
| **MD** highlighted the power of social media as her husband, who is visually impaired, has become and MP for Torbay. Within a matter of weeks, his guide dog Jenny has gone viral with her own social media account. She asked how we use social media to promote our services. **LB** responded the engagement needs to improve. All EXT social media is sent to a central team which works across the RCA group.  |
| **OPEN FORUM DISCUSSION** |
| **PB** and **EB** discussed their recent trip to Lanzarote with their group of 30. This included passengers with various additional needs and their carers. Due to cost implications this time they travelled through BRS with Easyjet, but on previous occasions they have used Exeter. He advised as an airport the communication from car park to check-in was excellent, the flow through the assistance lane at security worked extremely well. They didn’t require the quiet room, but knew it was available. **AW** asked if every airport had a quiet room, **LB** reported no.  **PB** said that due to the size of EXT airport, everyone found it easy flowing and simple to navigate and that the staff were very attentive. |
| **TERMINAL WALKAROUND** |
| **LB** escorted **SB**, **MD**, **FH** and Pepsi over to the terminal. They advised everything looked open and inviting. Signage was useful, the assistance desk was clear to find and they knew where to attend if they were travelling. **LB** advised new carpet had gone down in departures and is a much more appropriate colour. **SB** enquired about facilities for assistance dogs if they were travelling, **LB** advised there are areas both landside and airside for the dog with facilities. |
| **CONCLUSION** |
| **LB** asked the group about new ideas for CAA feedback. Even though this has improved we would still like more uptake. **SB** spoke about an incentive, possibly a prize to get more engagement. **AW** asked about putting the survey link onto our social media pages. **LB** to look into this. **AW** suggested the possibility of having the survey uploaded onto an iPad so that passengers that don’t have email addresses or a smart phone can compete this whilst waiting for their flight.**SB** to bring Devon Insight to the airport for a tour. |

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| Next meeting |
| **LB** to arrange next meeting for January in 6 months time with an invite to be sent closer to the time. |

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