

## Accessibility Steering Group

Wednesday 12 October 2023

Airport Meeting Room 1300

### In attendance

(KQ) Kelly Quirk, Head of Passenger Operations, Airport

(DG) Dave Georgeson, Station Manager, Bidvest Noonan

(DC) [REDACTED], Disability representative

(SU) [REDACTED], Disability representative

(KW) Keith Watterson, Public representative

(SP) Stu Peters MHK

(DK) Dawn Kinnish MLC

<b>1.</b>	<b>Introductions</b>  Attendees introduced themselves.
<b>2.</b>	<b>Actions from last meeting</b>  Leaflet is in draft and will be presented in the meeting. Blue Badge holder car parking draft has been produced requires agreement before the Airport promote. PRM videos still outstanding as require funding, commercial are working on this Disabled cords in the disabled toilet have been replaced to the required length and is not part of the cleaners checks
<b>3.</b>	<b>Third Parties</b>  Introduction to Dave Georgeson the manager of the security company at the Isle of Man, previous post included Airport Standards Manager so fully understands the importance of the meeting. DG discussed alternative screening methods that can be implemented to accommodate the passenger's disability. Passengers can request a private search (the same search but conducted in a private room away from other passengers) and can request the security officers to wear Personal Protective Equipment (PPE) if required. Medication was also discussed and the restrictions do not apply to medication however, doctors letters/medical label is required in order to allow through security. The Supervisors and Team Leaders are always available to discuss any concerns.
<b>4.</b>	<b>Airport Update</b>  Discussion around performance and delays attributed to Passengers with Reduced Mobility (PRMs). Questions were asked on reason of delays which are attributed to PRMs, KQ advised due to the current set up the handling agent have an ad-hoc contract we are hoping

	to secure funding to ensure this can be put to tender and these delays will become substantially less.
<b>5.</b>	<b>Complaints</b> The airport had not received any complaints attributed to the service offered to PRMs
<b>6.</b>	<b>Improving Education</b> It was discussed the Airport offer visits to all potential passengers who may find the airport/security a daunting experience. This was welcomed by DK who advised this should form part of the promotional focus moving forward.
<b>7.</b>	<b>Project updates</b>  <b>N/A</b>
<b>8.</b>	<b>Questions and Any other Business</b> PRM handout discussed. Initial feedback bigger font required when online, hyperlink from content list to area required.
<b>9.</b>	<b>Date of Next Meeting</b> 04/01/2024@13:00

	<b>ACTIONS :</b> Leaflet PRM videos Blue badge holder car parking Disabled toilet red cord to floor
	<b>Attachments :</b> <b>Power point presentation</b> <b>CAP 1411</b>