



GLASGOW
AIRPORT

PROUD TO SERVE SCOTLAND

Glasgow Airport

PRM Open Forum

30th July 2019

Welcome

Steven Cruickshank

RAP, Chairperson

Morven Cruickshank

RAP, Secretary



Paul Scott

Glasgow Airport, Terminal Compliance Manager



Matt Watson

OCS, Airport Services Manager

Jason Galbraith

OCS, Operations Manager



Agenda

0945 - 1000 Tea and Coffee

1000 – 1015 RAP

1015 – 1100 Overview of service

1100 – 1145 Alzheimer Scotland

1145 – 1200 Feedback

1200 – 1245 Lunch

1245 – 1315 Ramble Tag

1315- 1345 Break out groups

1400 - Close







OUR LAST 6 MONTHS

We have continued working on various projects such as:

- ❖ Paisley Town Hall Regeneration
- ❖ Paisley Library Regeneration
- ❖ Paisley Museum Regeneration
- ❖ Clyde Muirsheil Regional Park
- ❖ Accessibility Guide for our website
- ❖ Joined the Local Area Partnership meetings
- ❖ Empowering Communities
- ❖ and many more...

EMPOWERING COMMUNITIES

**WHAT IS
EMPOWERING COMMUNITIES?**



EMPOWERING COMMUNITIES IS?



Communities throughout Renfrewshire are enterprising, resilient and inclusive. Citizens are active in the development of personalised public services and participate in local decision making. Communities fully utilise the assets at their disposal, using their own knowledge, experience and skills to achieve their goals and aspirations.



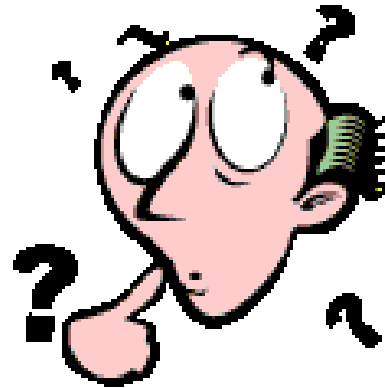


RENFREWSHIRE COUNCIL

- ❖ Planning
- ❖ Building Standards
- ❖ Chief Executive's Office
- ❖ Health & Social Care Partnership
- ❖ Renfrewshire Leisure
- ❖ Housing
- ❖ Recycling Services
- ❖ Councillors



QUESTIONS





THANK YOU FOR YOUR TIME AND PATIENCE



GLA PRM Service



GLA PRM Service

The host area is manned during all operational hours.

We have also signed up to the I Am Me – “Safe Place” initiative which is a partnership with Police Scotland to provide a safe haven for those with hidden disabilities or additional needs. This is for anyone regardless if they are travelling using the airport or not. If a member of the public feels threatened or at risk through disability hate crime they can check on an app for the nearest location and seek help. All of our staff have been trained on how to assist and contact a relative or police.



GLA PRM Service

- PRM Traffic
- EC1107/2006 changes
- Contract Management/KPI
- ECAC
- Engagement with Users
- Training and improvements
- Regulation and monitoring (CAA & Airlines, Users)
- CAA Report
- Next Steps



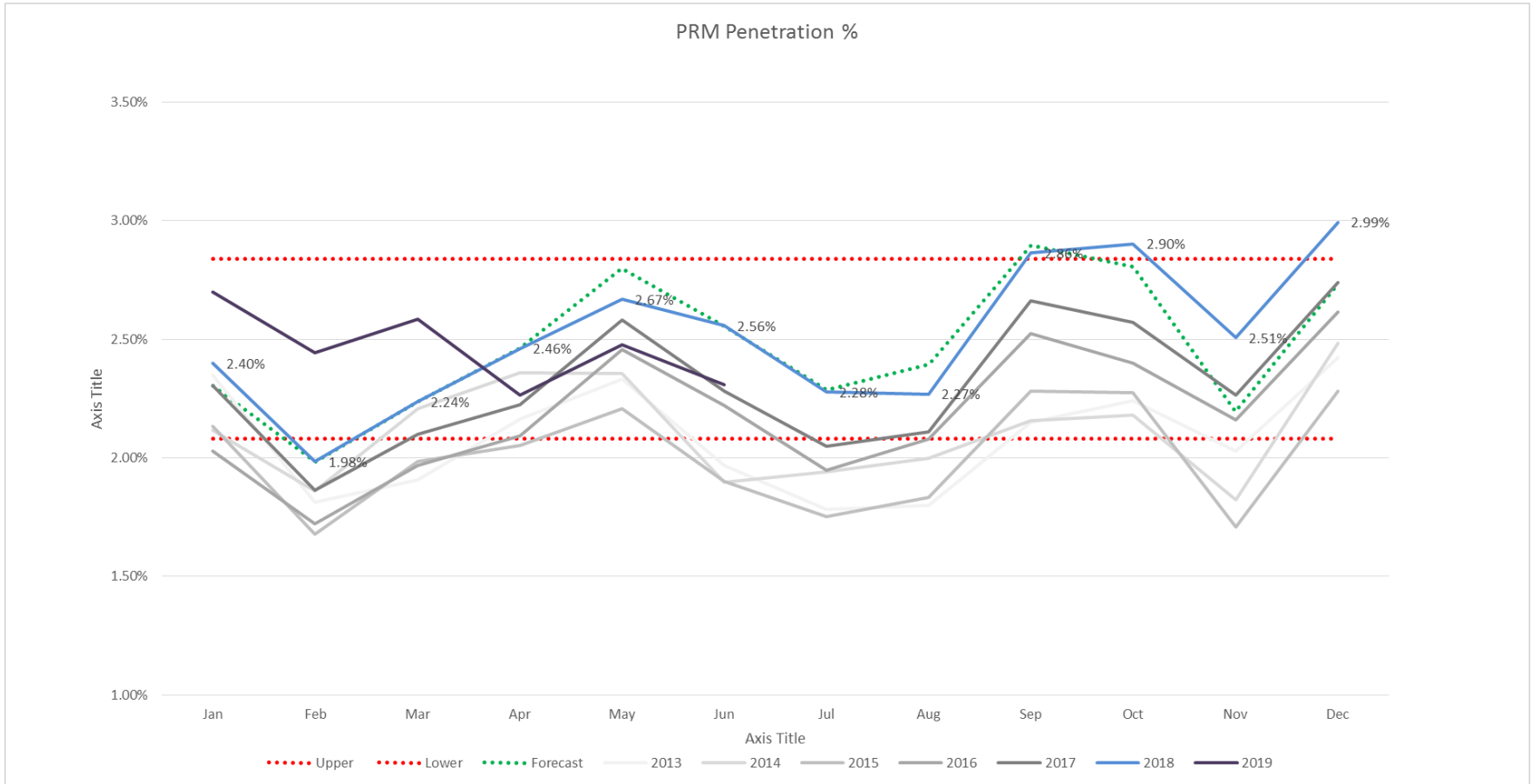
Overview

2019 (Jan-Jun)

- 4.2m passengers (9m Year end)
- 51,249 PRMs - 1.32% of all pax (112,916 Year end)
- Cost of the PRM service £2.3m per year
- Cost to airline is £0.512 per departing passenger
- We operated 41,276 Air Traffic Movements (ATM)



Current PRM Demand



EC1107/2006 CAA proposed changes

Improvement in consultation with Airlines and disability groups
Standards to meet good and very good raised
Passenger surveying and return rate



PRM SLA

Area	Service Level Agreement	ECAC	AIRPORT
Departing PRM	80% Pre Booked (36hrs Notice) departing customers collected upon arrival at the airport, once they have made themselves known.	Within 10 mins	
	90% Pre Booked departing customers collected upon arrival at the airport, once they have made themselves known:	Within 20 mins	Within 10 mins
	100% Pre Booked departing customers collected upon arrival at the airport, once they have made themselves known:	Within 30 mins	Within 15 mins
	80% Non Pre Booked (2 to 35hrs notice) departing customers collected upon arrival at the airport, once they have made themselves known:	Within 25 mins	
	90% Non Pre Booked departing customers collected upon arrival at the airport, once they have made themselves known:	Within 35 mins	Within 15 mins
	100% Non Pre Booked departing customers collected upon arrival at the airport, once they have made themselves known:	Within 45 mins	Within 20 mins
	Departing customers to reach aircraft in time to enable timely pre-boarding and departure (dependant on traveller reporting time)	100%	100%
Arriving PRM	80% Pre Booked arriving customers collected upon aircraft arrival, once the aircraft chokes on.	Within 5 mins	
	90% Pre Booked arriving customers collected upon aircraft arrival, once the aircraft chokes on.	Within 10 mins	Within 10 mins
	100% Pre Booked arriving customers collected upon aircraft arrival, once the aircraft chokes on.	Within 20 mins	Within 15 mins
	80% Non Pre Booked arriving customers collected upon aircraft arrival, once the aircraft chokes on.	Within 25 mins	
	90% Non Pre Booked arriving customers collected upon aircraft arrival, once the aircraft chokes on.	Within 35 mins	Within 20 mins
	100% Non Pre Booked arriving customers collected upon aircraft arrival, once the aircraft chokes on.	Within 45 mins	Within 25 mins

ECAC performance 2019 YTD

Arriving							
Standard(time assistance available at gate from arrival on chocks)	Target	J(2803-855)	F(2340-755)	M(3410-982)	A(3206-896)	M(4769-1037)	J(4934-1170)
5 mins	80%	94.68(2654)	84.70(1982)	80.67% (2751)	87.33% (2798)	83.93% (4002)	87.78% (4331)
10 mins	90%	96.54(2706)	95.21(2228)	97.36% (3320)	97.94% (3138)	97.50% (4649)	98.46% (4858)
20 mins	100%	99.93(2801)	99.62(2331)	99.88% (3406)	99.88% (3200)	99.52% (4745)	99.61% (4915)
30 mins	100%	99.93(2801)	100.00 (2340)	100% (3410)	100.00% (3206)	100.00% (4769)	99.94% (4931)
45 mins	100%	100.00 (2803)					100.00% (4934)
60 mins	100%						
25 mins	80%	100.00(855)	100.00(755)	99.59% (978)	99.89% (895)	99.81% (1035)	99.23% (1161)
35 mins	90%	100.00(855)	100.00(755)	99.59% (978)	100.00% (896)	100.00% (1037)	99.57% (1165)
45 mins	100%	100.00(855)	100.00(755)	100.00% (982)	100.00% (896)	100.00% (1037)	100.00% (1170)
60 mins	100%						
75 mins	100%						

On Time Performance (OTP)



Total ATMs 41,276
OTP = 78.61%
Delayed aircraft 8,829
PRM delayed 21
PRM OTP = 99.95%

PRM Passengers



PRM 51,249 (down)
Delayed 41 PRMs
Complaints 22
Compliments 64



GLA PRM – Consultation & Engagement

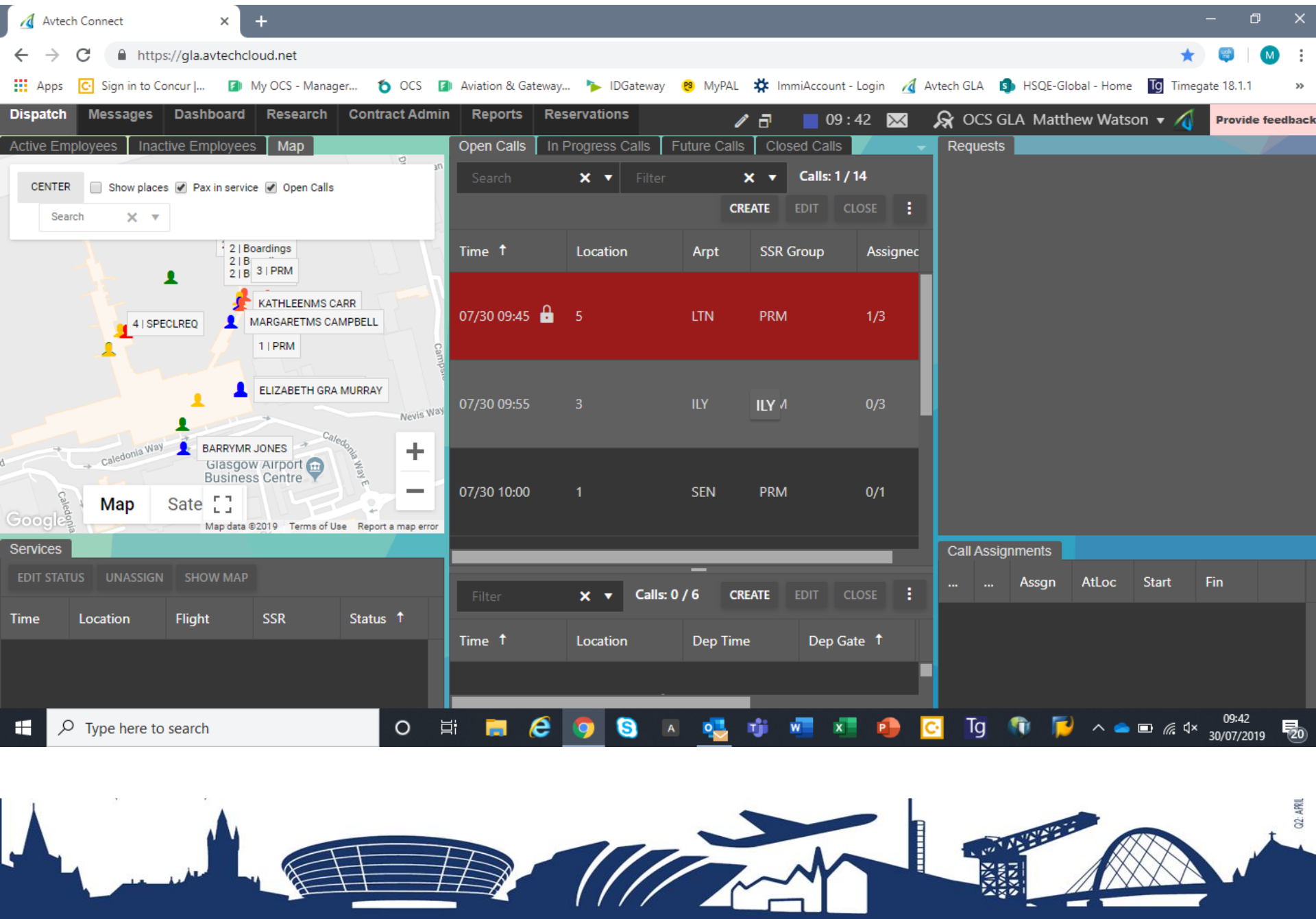
- Facilitated tour for Milldale
- M.A.C.S. tour and service review
- Glenton Travel – to improve booking awareness
- Transport Providers Accessibility Forum
- Transport Scotland accessible travel conference
- Disability Equality Scotland event in Renfrewshire
- Easyjet customer relations visit
- Autism Awareness champions - GCC
- Scottish Transport awards
 - Excellence in travel accessibility Award
 - Airport of the Year
 - Employee lifetime achievement award (Chaplain)



GLA PRM Service

- Performance
- Avtech
 - Full GPS tracking
 - Reporting
 - SLA alerts
 - Wellness checks
 - Customer satisfaction





Map interface showing employee locations at Glasgow Airport Business Centre. Includes a search bar, map controls, and call count overlays for various employees.

- 2 | Boardings
- 2 | B
- 2 | B 3 | PRM
- 4 | SPECLREQ
- KATHLEENMS CARR
- MARGARETMS CAMPBELL
- 1 | PRM
- ELIZABETH GRA MURRAY
- BARRYMR JONES
- Glasgow Airport Business Centre

Time	Location	Flight	SSR	Status ↑

Open Calls Table: 14 total calls, 1 selected.

Time ↑	Location	Arpt	SSR Group	Assignec
07/30 09:45	5	LTN	PRM	1/3
07/30 09:55	3	ILY	ILY	0/3
07/30 10:00	1	SEN	PRM	0/1

Time ↑	Location	Dep Time	Dep Gate ↑

...	...	Assign	AtLoc	Start	Fin



GLA PRM Service

- Performance
- Avtech
 - Full GPS tracking
 - Reporting
 - SLA alerts
 - Wellness checks
 - Customer satisfaction
- Equipment additional 50 chairs (80)
- Replaced ambilift
- Self propelling chairs
- Additional PRM seating areas
- Pagers



CAA Report 2018/19

Rankings

	Belfast International		
	Birmingham		
Aberdeen	Bournemouth		
Belfast City	Bristol		
City of Derry	Cardiff		
Cornwall Newquay	East Midlands		
Doncaster Sheffield	Inverness		
Edinburgh	Leeds Bradford		
Exeter	Liverpool		
Glasgow	London City		
Glasgow Prestwick	London Gatwick		
Humberside	London Heathrow		
Kirkwall	London Luton		
Norwich	London Southend		
Southampton	London Stansted		
Sumburgh	Newcastle	Manchester	
Very Good	Good	Needs Improvement	Poor

*“We have classified 14 airports as very good, including **Glasgow**, working with their contracted service provider OCS;”*

“(Glasgow has) invested significantly in staffing, facilities and equipment and have provided a high quality service over the year. Glasgow has met the CAA’s waiting time standard for 99.9% of arriving disabled and less mobile passengers over the year and 85% of respondents rated Glasgow’s assistance service as good or excellent.

Hidden Disabilities

- Consultation with various groups
 - Autism, Dementia, Epilepsy, Hearing Impaired, Vision Impaired, etc.
- Updated all staff training, Awareness Events,
- New guides, Video
- Lanyard



Existing Equipment



SAM (x25) and Staxis (x80)
both can take luggage
underneath and auto brakes



Roma (transit & self
propelled) (x30) lightweight
and easier to use for
passengers who chose to self
assist



Existing Equipment



We have four Ambilifts which can service the height of all our based aircraft



Existing Equipment

S-Max Stair Climber
Alternative to Ambilift



Existing Equipment

Evacuation chairs
for all refuge
points



Innovation

Eagle Lift 4a



Innovation

Eagle Lift 4a
Changing Places Toilet



Innovation

Eagle Lift 4a
Changing Places Toilet
Mobi-loader






SOCIAL MEDIA FEEDBACK Q2 2019

 **Linda Scott** 6/19/2019, 1:31 AM
@LindaGlasgow22

People Make Glasgow! Just witnessed the most courteous, kind hearted and thoughtful encounter between Glasgow Airport Police and an asylum seeker who did not speak English. The humanity and professionalism (in true sense) was remarkable. @GLA_Airport #humanity

 **caroline osborne** 18h
@squealerdealer

@GLA_Airport GINORMOUS shout out to Sarah at The Fashion Place who offered to go above and beyond to help me (well, my boss) out of a tricky spot. Please do pass this on to her employers as she is an absolute credit to you and the airport! Thank you #SuperSarah!

 **Denise Taylor** 6/27/2019, 1:56 PM
@GLAAirport

recommends Glasgow Airport
The leading airport by far in autism awareness , we travel with our 2 autistic grandsons they were given lanyards to wear with there names on and we didn't have to que for anything brilliant service we will definitely be flying from Glasgow again . Thankyou

 **Marcus Buist** 6/28/2019, 12:04 PM
@marcus_buist


@GLA_Airport @Delta I have never had such a helpful and friendly check-in and boarding team. Well done!

 **Graeme Coutts** 6/18/2019, 7:46 AM
@Graeme1422 To: @GLA_Airport

thanks to Alison and the team at security as made our daughter feel at ease and supporting us through the search and inspect area. 🙌👍

 **Lesley Cooke** 5/28/2019, 10:48 AM
@lesley777

@GLA_Airport Just want to say thank you to the lovely Safety Officer who looked after me yesterday. He advised me to go to hospital rather than fly to Luton. Good call, as I have torn ankle ligaments. He's a credit to you

 **GreatScot???????** 6/6/2019, 11:19 AM
@daz1985

@GLA_Airport Thank you to all the staff on the Support team & cabin staff on jet2 for making our holiday less stressful for my Autistic son.

 **Villa Pissouri** 7/24/2019, 10:15 AM
@pissouri_villa


@GLA_Airport some kind of record.. 1 min 34 secs to get through security beating the previous 2 mins 3 secs...Polite, professional staff- well done and thank u 🙌🙌🙌🙌🙌

 **Breeda Ojo** 7/18/2019, 4:08 PM
@BreedaOjo


@GLA_Airport thank you so much to the fabulous Staff @caledonian bar in Glasgow airport 4taking our forgotten bag to the gate . Absolutely overwhelmed at the good nature . Thank you 🙏🇬🇧🙌 going the extra mile thank you 😊

 **Jan** 7/18/2019, 9:09 AM
@Januarymist

@GLA_Airport hi guys. Friend flew from you yesterday. His partner has Alzheimer's so had a special lanyard. You gave them VIP treatment. Thank you ❤️ #Alzheimers

 **Stuart Alexander** 6/28/2019, 12:06 PM
@bigstu2528

@GLA_Airport I need to commend the customer assistance team at Glasgow Airport. My niece arrived into the airport in a distressed state following multiple delays and cancellations desperate to see her mother before she passed away.

 **Rebecca Pender** 6/26/2019, 12:06 PM
@HannahMeIDD8P

Massive thanks to the staff who moved heaven and earth to re route us above other passengers. I reckon it was Hannah's dimples that did it 😊 @VirginAtlantic @Delta @GLA_Airport

 **Suzanne Barrie** 6/12/2019, 10:30 PM
@Barrie1Suzanne

@GLA_Airport Thank you so much Barry and Phil for helping with my lost item. You were both fantastic.

Hidden Disabilities

02-UK

22:21

55%



Tweet



Jax T

@JaxThomson12

@GLA_Airport My son has Autism & we booked special assistance ... well done you made our start to our holiday so much easier, my VIP is a happy boy 🎉

11/10/2018, 15:31 from [Scotland, United Kingdom](#)

1 Like



Glasgow Airport @GLA... · 11/10/2018

Tweet your reply

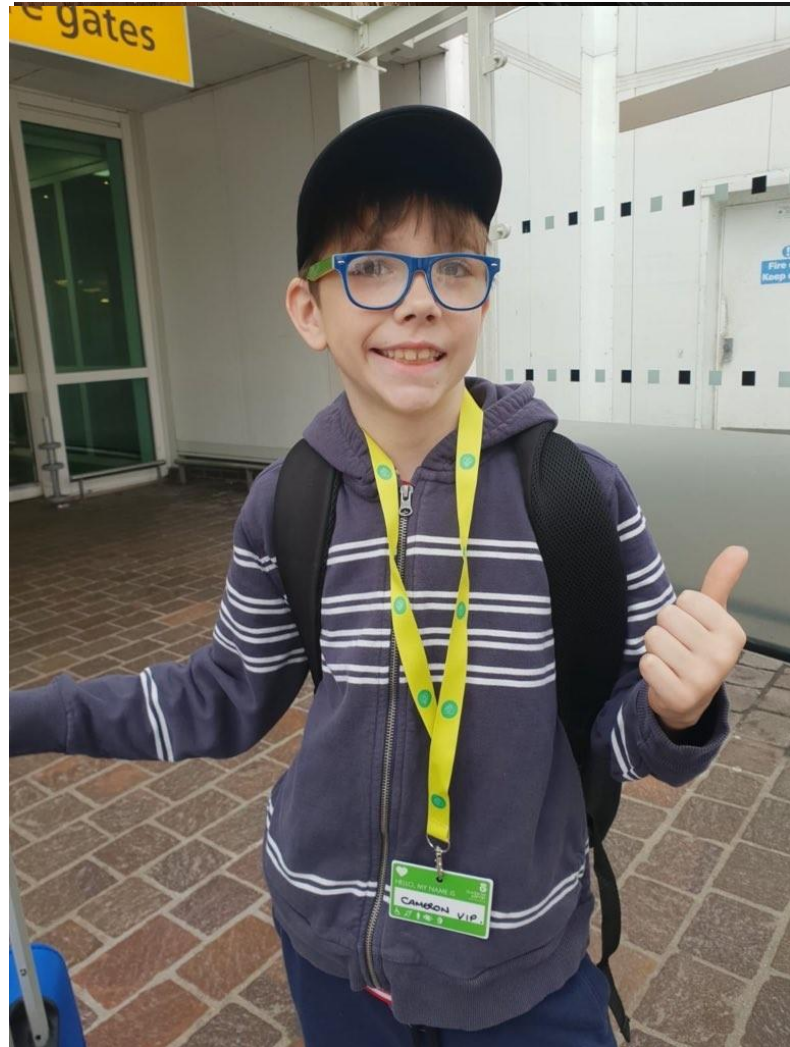


Hidden Disabilities

We liked the fact that all staff recognised the lanyard and badge, going through checking was so easy straight into priority line, staff treated us all well and made Cameron feel special, security was so smooth to everyone very attentive. Only suggestion for improvement is at the gate it was very busy and as much as we got on earlier you could see his anxiety rising a little, maybe a few quieter areas just for our little VIP's, we also used the upper deck lounge so we don't need to spend too long in the main airport areas but unfortunately the soft play is gone now and the Xboxes weren't working. Overall a good experience and it's improved from our last trip June 2017. Please feel free to use the pictures 🙌



12/10/2018, 16:15



Any Questions?





What is dementia?

Glasgow Airport PRM 30th July 2019

Carolyn Irvine, Dementia Advisor

0141 887 1289

cirvine@alzscot.org

Who are we?

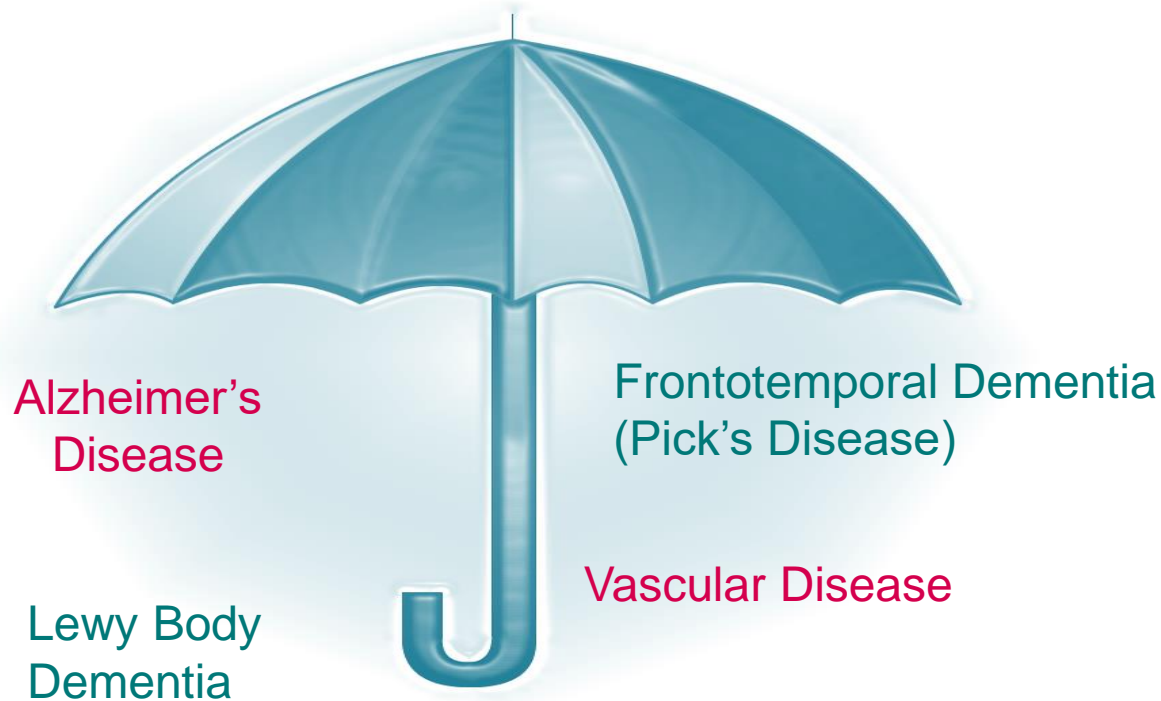
- Alzheimer Scotland is Scotland's leading dementia organisation
- We deliver high quality, dementia specific services and an array of community based support and activities
- We campaign to shape and improve policy, as well as being a national and local voice both of and for people with dementia and those who care for them
- We believe that nobody should face dementia alone.

What do we do?

- We support a network of Dementia Advisors
- Local dementia resource centres
- 24 hour freephone helpline
- Dementia Friends Scotland programme
- Community based groups and activities
- We support a wide range of dementia research through our fundraised income

Dementia is...

The word **dementia** is an umbrella term...

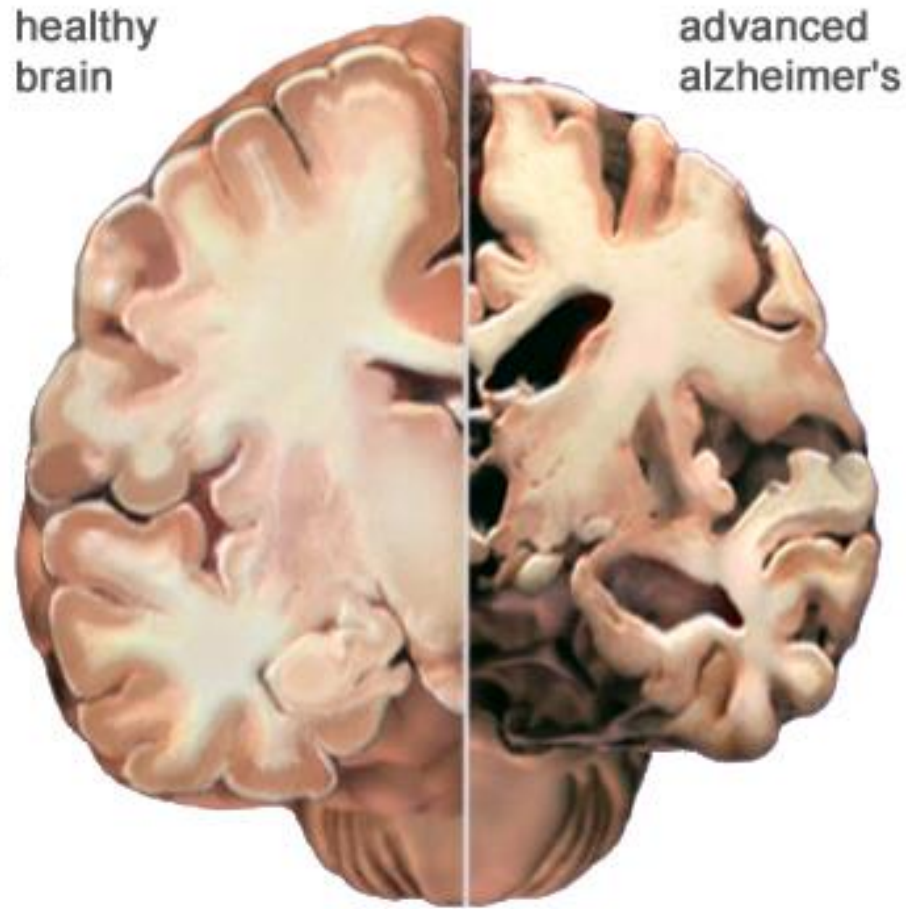


- Dementia occurs through **PHYSICAL DAMAGE** to the brain
- There are over 100 types of Dementia

Alzheimer's Disease

- The most common type of dementia in people aged 65 years and over
- Brain cells make large amounts of protein
- In Alzheimer's Disease these proteins build up and cells die
- They form tangles and plaques which makes cell communication difficult

Damage to the Brain



Vascular dementia

- The brain needs a good blood supply to carry oxygen to all the vessels and tiny capillaries in the brain
- Lack of oxygen causes cells to die which leads to dementia

How does Dementia affect people?

We are all individuals therefore we will all experience our dementia in a **different way**.

We all are different ages at diagnosis, have different lifestyles, medical histories and different living environments.

It can affect people in many ways, physically, emotionally, socially, and in their intellectual functioning

Frontal lobe

Executive functions, thinking, planning, organising and problem solving, emotions and behavioural control, personality

Motor cortex

Movement

Sensory cortex

Sensations

Parietal lobe

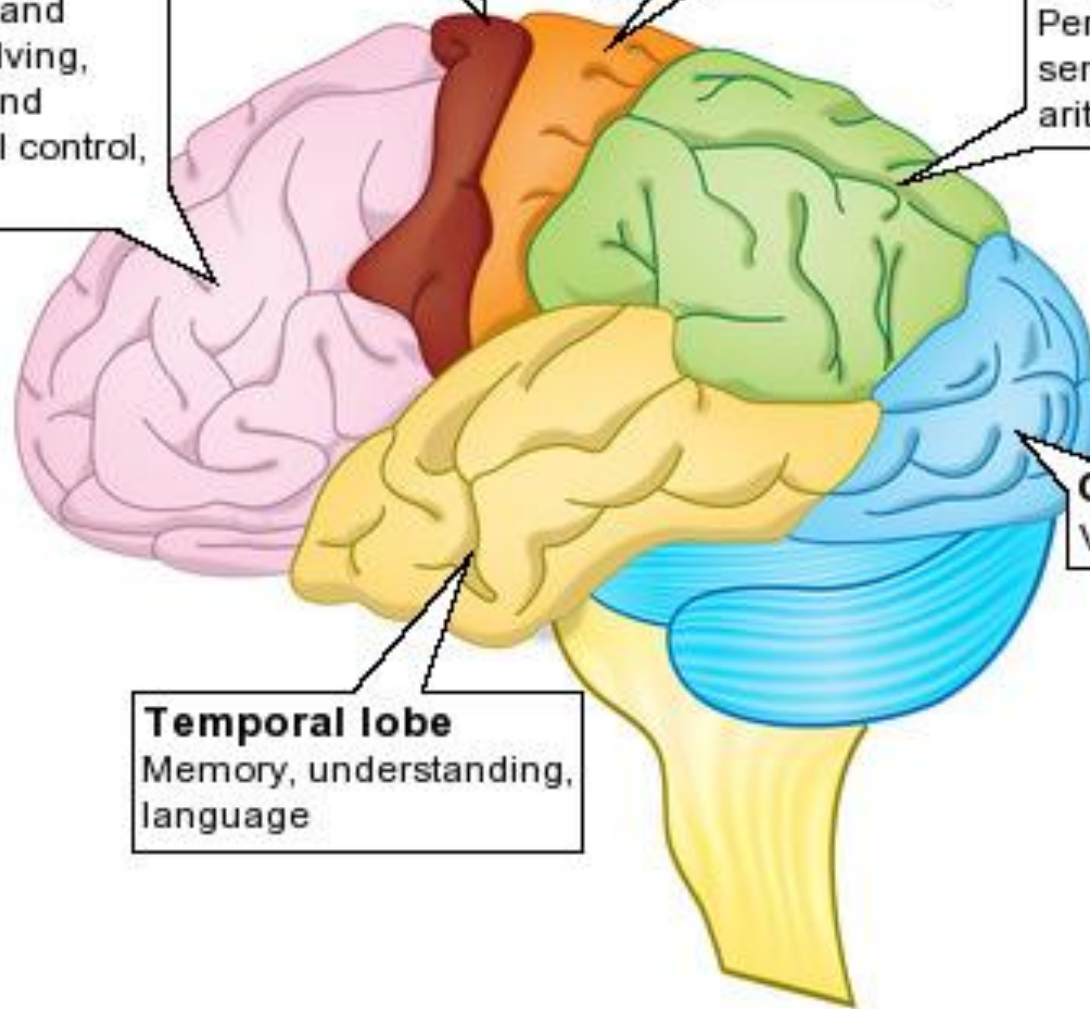
Perception, making sense of the world, arithmetic, spelling

Occipital lobe

Vision

Temporal lobe

Memory, understanding, language



Memory

- Dementia mainly affects the short term memory
- Emotional memories are powerful
- Positive experiences lead to better outcomes
- Attention, planning and reasoning

How we communicate

We tend to think of communication as talking but a large proportion is non verbal, this may take place through:

- Gestures
- Body language
- Facial expressions
- Touch

Only around 7% of the information we take in is verbal!

Common problems when out and about

- Making sense of the world around us, where we fit in
- Spatial awareness
- Misunderstanding or misidentifying people, objects or surroundings
- Movement: changes in the way a person walks, balance problems
- Difficulties with performing a task, knowing how to begin or what is required

In the airport

- Sensory overload
- Keeping up with the pace
- Security
- Access to disabled facilities
- Access to water
- Seating areas
- Flooring

Other people can help by...

- Being patient & respectful
- Face the person when speaking
- Eye contact will help the person to focus
- Make sure you have the persons attention, touching their arm can help
- Slow your pace
- Keep sentences short and to the point
- 1 idea at a time
- Minimise distractions, it will help the person to concentrate



Making sure nobody faces dementia alone.

How can we improve ?

OUR ASSISTANCE FOR PASSENGERS WITH REDUCED MOBILITY



Lunch 1200 -1245

After lunch – Ramble Tag
break out group

Review training, guides and discuss action from improvement



Ramble Tag





Walking aid invention for blind lands first major supply deal

◇ EQUIPMENT by JOE PESKETT on OCTOBER 24, 2018

f FACEBOOK

🐦

in



A walking aid designed to help blind people navigate without the potential awkwardness of holding onto a stranger has been successfully trialled and rolled out at Glasgow Airport.

The Ramble Tag is a lightweight harness that straps to the arm of a guide and features a handle for a blind person to hold onto.



Ramble Tag

15 mins • 🌐



I don't know how we missed this article... Glasgow Airport contacted us after Kickstarter, way back, and have given us loads of support since.



i

ACCESSANDMOBILITYPROFESSIONAL.COM

Walking aid invention for blind lands first major supply deal

How can we improve ?

OUR ASSISTANCE FOR PASSENGERS WITH REDUCED MOBILITY



How can we improve ?

Actions :-

- Dementia friends training for frontline staff.
- Ramble Tag training and rollout required.
- Web site to be reviewed and updated.
- Look at video for services provided.
- Provide details of equipment available.
- Engage with Diabetes UK to present at next forum.
- PRM assistance training for Glasgow Airport Taxis



Any Questions?

