

# **Liverpool Airport Accessibility Forum**

**Meeting date: 19th April 2022**



# ABM Update

ECAC Performance & ABI (ABM Intelligence)

Health and Safety

Passenger Complaints v Compliments

Staffing levels and Recruitment Challenges

Training and Development

Questions



	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	YTD
PB Total	1,045	740	631	434	536	892	4,278
PB<5	74.64%	81.49%	73.38%	77.65%	86.01%	75.78%	77.61%
PB<10	89.57%	93.78%	91.60%	91.24%	95.71%	93.05%	92.26%
PB<20	● 99.43%	● 99.59%	● 99.68%	● 97.24%	● 99.81%	● 99.10%	99.25%
PB<30	100.00%	99.86%	100.00%	97.93%	100.00%	99.78%	99.72%
PB<45	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
PB<60	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
NPB Total	161	95	90	53	73	164	636
NPB<25	100.00%	96.84%	96.67%	98.11%	100.00%	99.39%	98.74%
NPB<35	100.00%	97.89%	98.89%	100.00%	100.00%	100.00%	99.53%
NPB<45	● 100.00%	● 100.00%	● 100.00%	● 100.00%	● 100.00%	● 100.00%	100.00%
NPB<60	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
NPB<75	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
PB Dep Total	915	617	665	399	547	846	3,989
NonPreBooked Deptures	219	153	183	124	158	268	1,105



## Health and Safety

Safe2day – All staff registered and receive twice weekly email to record their health status. Ongoing since Mar 20. Challenges still faced with COVID 19 absences

Lateral flow testing on site where needed to support staff due to removal of free NHS tests.

Moments of Safety – Weekly Safety Bulletin for all staff communicated via personal APP.

SWOP Audits – Safe Working Observation Programme. Management undertake audits in the moment – passengers using staxi chair, ambulift operation, Aviramp Operation.

Staff have coaching opportunities; we capture Good Catches and share within the team.

New Regional QHSE visits - Management support with Audits and Training.

LYTX – Installation of innovative fleet management technology. Support safer driving, monitor behaviour of drivers with instant event alert and real time tracking.



## What passengers are saying.....

This email is just to say Thank You to XXXX. My mum had to use assistance for the first-time last month. It was XX who helped her at the airport and on to the plane. He made the whole experience stress free for mum. She's flying to Spain next week to see my brother and we've booked the assistance again. I've also submitted a Ryanair Review and given you 5 Stars...

My wife and I flew from, and returned to, Liverpool Airport recently for the first time based on a recommendation from our daughter. I need assistance due to injuries received on active service and I wanted to let you know just how delighted we were with the support received. Everything worked like clockwork and the staff were both professional and full of good humour. As a result, when travelling again in June, we have booked to fly from your airport and look forward to enjoying the same care and attention we have just experienced. Incidentally, a special note of thanks goes to the young man who took care of us on our return on the 5th April. It was only his third day in the job but he was an absolute delight and took me in my wheelchair straight to our car – wouldn't hear of me walking! Please pass on my thanks to the shifts involved – the 31st March departing 0700 and returning 5th April at 13:10. We are actively spreading the word about what a gem Liverpool Airport is amongst our friends and family!



## Current challenges

Forecasting of PRM passengers.-No historic data – starting over again.

Staffing levels are at 70% pre Covid 19. 2019 v 2022

Recruitment challenges faced in the current jobs market. ABM have enhanced rates above NMW to ensure attrition.

New additional requirements for Airport Pass – delays encountered.

Getting new staff “ up to speed” quickly. Training and familiarisation of Airport.

Loss of experienced staff since start of pandemic.

Adhoc Passenger Assistance and non notification.

Ensuring performance standards are met – CAA ECAC targets.

New crew and airline challenges – non notification/ on the ground requests for assistance with 25 minutes turnaround.

Third party challenges – baggage delays and impact on assistance service.



## Training and Development

All new staff to ABM have attended full Company Induction for 3 days for CCA covering mandatory modules – Disability Awareness, Customer Service, People Handling etc

2 staff fully IOSHH Train the Trainer qualified to support the team development.

Ambilift driving specialist training undertaken with new drivers.

Drivers trained on new vehicle monitoring system - LYTX

All staff registered for Online Training Portal LITMOS for role specific courses.

New staff buddied with experienced staff for practical support and training

Training on handsets and correct use of passenger recording system- Avtech



# Thank You

[#ThinkSafe](#) [#StaySafe](#) [#InItTogether](#)

[www.abm.com](http://www.abm.com)

South Terminal Liverpool John Lennon Airport.

