

Birmingham Sight Loss Council Visit

9th February 2018 10:00 – 12:30

Attendees: Birmingham Sight Loss Council representatives, Birmingham Airport and OCS

Tour of airport including car park, landside departures area north / south, assistance reception areas, assistance call points, passenger security & process, World Duty Free (including cut through), north departures area & facilities, international pier including standard gate and holding lounge gate, VCC, arrivals channel, immigration, baggage reclaim and landside arrivals.

Feedback

ENVIRONMENT

- Call points need high contrast border or full wrap as well as contrasting braille panel. Review tactile border around call button
- New style flooring (laminated) in south landside check-in good for white cane use
- Airline flexible branding screens behind check-in not ideal but colours are important
- Lighting changes between zones (e.g. south landside into arrivals landside)
- Consider approach / guidance line on floor to reception area from entrances
- Steel on white toilet symbols not suitable. Style of disabled placard on north landside ground floor is ideal, but not big enough
- Self service bag drop banner screens – Light blue on white too pale. Wording reads as though any airline can use area
- Tensator top signs at OBC north BCCP not clear & too similar to adjacent ones
- Grout lines in tiles at OBC north BCCP catches white cane & texture makes cane vibrate unusually
- WDF black path good for visual impairments apart from forks that can lead off the route to the exit
- Exit from WDF does not clear signage (especially for gates 1-20) – not just for visual impairments
- North departures assistance area – bin in way of call point. Enlarge wheelchair symbol on pillar
- Gate 54 area lighting darker than adjacent zones
- Yellow border around lifts is good idea (international pier arrivals level BF entry)
- Overhead signage in passport control should be more suitable
- Expansion joints in floor at immigration causing white cane to stick
- Baggage reclaim area – consider audio belt call outs, larger belt numbers
- Exit from baggage reclaim needs to be clearer. Current exit sign would be better moved left so directly under lighting
- Arrivals exit – limited signage for taxis, buses, station etc

OTHER

- Audio instructions should be included on P5 SSBD machines. Install in assistance reception area should have this as a priority
- ADi Roommate – volume too quiet, transcript too slow, needs instruction on how & where to activate automatic flush
- Standardise guide dog / customer process through screening point. Guide dogs anxious when separated and can make customer feel isolated
- Include on website recommendation for all assisted customers to attach coloured strap, tag or ribbon to cases to help agents collect

NOTES

- Queen Alexandra College (QAC) has braille services
- Soundscape app – waypoint driven audio description