

Airporter Access Policy

About Airporter

- Airporter is the main public transport provider connecting Derry / Londonderry and both Belfast International and Belfast City Airports.
- We deliver approx. 24 departures daily throughout the year and travel over 2.5m kms per annum carrying approx. 160k passengers annually.
- Airporter was the first public transport company in Northern Ireland to use an online / real-time reservation system and over 80% of passengers book online at www.airporter.co.uk
- All passengers are advised to and must book a seat in advance of travel to ensure passage is guaranteed on the service they want.

Airporter's Accessibility Commitment:

- As a licenced public service provider, we are committed to making our service accessible to everyone.
- The Airporter Management Team is responsible for setting this policy, and carrying it out. We develop internal checks including a regular review of comments from disabled customers to ensure we are acting in line with this policy.
- We are committed to looking at ways we can continue to improve our services. We will continue to work with the Department for Infrastructure (DfI), Imtac and others when making improvements including booking arrangements, vehicle design and staff training.

Current Airporter Accessibility service levels

Airporter Booking arrangements –

- At all stages of the booking process, passengers are recommended to highlight any travel assistance that may be required.
- All Airporter passengers are recommended to make a booking to guarantee passage on the service they want.

- Booking online is the most preferred option by customers with over 80% of all bookings currently made this way.
- Bookings can also be made in person at Gallaghers Travel on Strand Road, Derry and at the Customer Information Point at Foyleside Shopping Centre.
- Bookings can be made by email at info@airporter.co.uk
- Bookings can also be made on the phone by calling 02871269996

Airporter Vehicles –

- Airporter operates a fleet of customised 16 seater Mercedes Sprinters. They are designed to offer the highest level of comfort and access for passengers with leather seats, air conditioning and USB connections at every seat point.
- All our drivers have been trained in customer service including providing assistance to passengers to access our vehicles.
- Guide Dogs and other assistance dogs are welcome on our services.
- Currently our vehicles do not have specific access for wheelchair users. Where it is possible drivers can assist wheelchair users to transfer to a seat and we can carry their wheelchair in the boot.
- Airporter recognises that some wheelchair users cannot or do not want to transfer from their wheelchair to a seat. In these circumstances we will provide a wheelchair accessible taxi, at no additional cost, as a reasonable adjustment to ensure we can fulfil the booking. To enable us to make the necessary arrangement we would ask that passengers who require an accessible taxi provide us with 24 hours notice.

Information & Feedback –

- We encourage feedback both positive and negative on all aspects of our service and these are all responded to.
- Airporter welcomes feedback using any format or media. Most comments arrive using email via info@airporter.co.uk and also

through letters addressed to Airporter, Unit 23 Springtown Avenue, Springtown Industrial Estate, Derry, BT48 0LY.

- We will use feedback from disabled people to measure the effectiveness of this policy and identify areas for improvement.
- We will also continue to speak to Dfi, Imtac and other groups to identify other ways to evaluate whether we are meeting all the policies

Plans for the future

Airporter is committed to the continual development of service and product delivery.

- We plan to invest in a specific Airporter wheelchair accessible vehicle which will replace the current chartered option which is provided for wheelchair passengers.
- We are committed to working with Imtac to identify opportunities to provide training around disability and equality for our staff.