

# Plans to upgrade Terminal 1 toilets

We refer to Mr Tam Ah Hock's feedback, "Improve service, toilets for disabled at airport" (June 28).

When Terminal 1 (T1) was first built, facilities for the disabled were not available. Wheelchair-friendly amenities, such as toilets for the disabled, were progressively added over the years. These toilets were designed and constructed according to the building requirements at the point of installation.

Subsequently, with better understanding of the needs of the disabled, the designs of the toilets and requirements for barrier-free access have been enhanced.

We are pleased to inform Mr Tam that plans are under way to upgrade the toilets in T1, in conjunction with the ongoing refurbishment of the terminal. The toilets will be designed to meet the latest Building & Construction Authority requirements.

On the assistance rendered by ground staff, airlines are responsible for providing facilitation for wheelchair passengers during embarkation and disembarkation.

We understand from Mr Tam that some airlines offer arriving passengers their own airlines' wheelchairs. The airlines would then assign handling agents to assist passengers from the aircraft to the baggage-claim belts, while the passengers' personal wheelchairs are being transferred from the cargo hold to the claim belts concurrently.

We note that some passengers appreciate this facilitation but others would be more comfortable manoeuvring their own wheelchairs. We would like to encourage passengers to inform the airlines or their agents at the point of check-in should such facilitation be required upon arrival.

We thank Mr Tam for his feedback and would like to assure him that we will share his feedback with the airlines.

We will continue to focus on delivering quality services and facilities to our passengers and seek continual improvement to enhance our passengers' experience at Changi Airport.

**Yeo Kia Thye**

Director (Airport Operations)

Changi Airport Group