

Headline	Improve service, toilets for disabled at airport		
Date	2009-06-28		
Media Title	The Sunday Times (Prime)	Section	Think
Page No	28	Size	N/A
Description	<p>Reader referred to last Sunday's report, 'After falling in rankings, Changi Airport cleans up its act'. Reader has always found it difficult to get Changi Airport's ground support staff to help take his wheelchair to the aerobridge upon his arrival at the airport. Reader hopes the fall in Changi Airport's rankings in the global survey will serve as a wake-up call for the Civil Aviation Authority of Singapore (CAAS).</p>		

Improve service, toilets for disabled at airport

I refer to last Sunday's report, "After falling in rankings, Changi Airport cleans up its act".

I have always found it difficult to get Changi Airport's ground support staff to help take my wheelchair to the aerobridge upon my arrival at the airport.

However, I do not have trouble getting similar requests met at airports in Hong Kong and Bangkok.

I also find that toilets for the disabled at Changi's Terminal 1 are inadequate for wheelchair-bound users. The cubicles are not designed for barrier-free access. For instance, the support bars are placed in an awkward position and joined to the floor. As a result, they hinder the turning of one's wheelchair inside the cubicle. The support bars around the basins also hinder wheelchair users.

I hope the fall in Changi Airport's rankings in the global survey will serve as a wake-up call for the Civil Aviation Authority of Singapore (CAAS). Cleanliness is just one part of it. The CAAS should look into other important areas, such as service and user-friendly facilities.

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