

**Liaison Group of UK Airport Consultative Committees**

**Annual Liaison Meeting - Stansted - 13/14 June 2007**

**European Regulation (EC) 1107/2006 - Rights of persons with reduced mobility when travelling by air**

**NOTES BY AIRPORTS**

**Aberdeen**

1. As a company BAA Aberdeen are well prepared for the Legislation. Here is a summary of where we are to date:
  - BAA steering group established autumn 2006 of which Aberdeen is a member.
  - Monthly meetings held to determine and report progress on work.
  - Service specification compiled and agreed with Aberdeen Airport Operators
  - Committee (AOC).
  - Equipment analysis completed.
  - Tender notice issued by BAA group procurement.
  - Eight companies expressed interest in tendering for Aberdeen Airport.
  - Site visits facilitated for interested companies.
  - Tenders to be returned by 1st June 2007.
  - Evaluation group to review tenders.
  - Aberdeen Airport aims to go live on 1st April 2008.

**Birmingham**

2. BIA have implemented the Directive a year early. As the responsible body they formed a consortium with representatives of the of the airlines and disabled groups, devised a specification, put it out to tender and have appointed OCS as the service provider from 1<sup>st</sup> April 2007. The cost is recovered from a levy from each departing passenger of 26p.

**Gatwick**

3. A pilot project was conducted at Gatwick Airport during the summer of 2006 with the aim of informing BAA on how to effectively respond to EU legislation across its airports. Advice was taken from the Disabled Person Advisory Committee and work-streams set up to consider communication, process and infrastructure issues. In early 2007 the Service Specification Tender was drawn up and circulated to 11 different organisations that had expressed an interest in tendering for the contract. The tenders are due to be received in early June with the aim of making appointments in Autumn 2007 thus giving time for the appointed organisation to commence operation by April 2008.

**Heathrow**

4. BAA Heathrow has invited tenders from contractors to supply the necessary staff and equipment to undertake the responsibility for assisting PRMs from their arrival at the airport until they are seated in an aircraft. The airport management expects to make a decision on the tenders received in August.

## **Liverpool John Lennon Airport**

*Extract from minutes of January 2007 Meeting of Consultative Committee*

4. Andy Brown updated the Committee on the progress of arrangements to meet the requirements of the EU Regulations concerning the rights of disabled persons and persons with reduced mobility when travelling by air. The Regulations had come into force in July 2006 and would apply from July 2008. The Airport would be drafting a Service Level Agreement based on the Regulations and tender for a contractor to carry out the arrangements. This process would be overseen by a Working Group and a member of the Consultative Committee was invited to join this group.

*A copy of the report received by the meeting is available on request*

## **London Luton**

5. During the past 18 months LLAOL's Accessibility Manager has facilitated several discussion forums with Luton based airline carriers during which proposed operational procedures and resulting impacts following the introduction of the Enforcement of EC Regulation 1107/2006 - Access to Air Travel for Disabled Persons and Persons of Reduced Mobility: UK has been fully considered and discussed.
6. A subsequent discussion group was attended by airlines, the current disability assistance providers and handling agents. The objective of this forum was to define the strengths and weaknesses of current practices and to assess the degree of modification required to ensure compliance.
7. Suggestions and recommendations have since been presented and discussed with a group of disabled persons from a local forum. They provided valuable input about their aviation experiences and views of how the system could operate to benefit their needs.
8. All discussions and contributions have been minuted and considered by LLAOL's Accessibility Manager. An initial draft document responding to the airport communities recommendations has been compiled and disseminated to LLAOL's sister airports with a view to establishing a policy and a group standard.
9. Planned next steps include the presentation of the aforementioned draft document to LLAOL's Board of Directors for their consideration, followed by presentation at a TBI group forum.
10. Upon agreement of a TBI standard, it is planned that tender documentation will be prepared to achieve a satisfactory provision.

## **Manchester**

*Copy of May 2007 Press report*

11. Airlines and airport authorities at Manchester Airport have worked with OCS to become the first in the UK to put in place major changes in equipment and working methods aimed at ensuring passengers with restricted mobility (PRMs) have access to every possible assistance at the airport.
12. The changes have been completed one year ahead of EU legislation, which will place the responsibility for safe transit for the disabled on each individual airport. The airport's ground services manager, Claire Longden, said: 'The decision to implement the service early gives us a great opportunity to improve the service in order to meet our customers' expectations for the

future and to deliver an even higher quality service. It shows our commitment to putting the customer first.'

13. Nearly 200,000 passengers pass through the airport each year are either disabled, have reduced mobility, hearing difficulties or visual impairments. As a result of the project, which included help and advice from local disability groups, the airport is investing £500,000 on a wide variety of specialist equipment including modern wheelchairs, high-lift vehicles, specially adapted buggies and ambulances.

#### **London City Airport**

14. Arrangements of the kind required by the new EU Regulation have operated at London City Airport since August 2004. The costs of the service are recovered from the airlines through airport charges.

#### **Stansted**

15. In preparation for the new European legislation governing support for the disabled at airports Stansted Airport is looking for a partner to help improve its own services. They are currently engaged in the tender process and expect to make a decision in November to recruit a partner to help it ensure complies with the new regulations.