

# Improving Passenger Representation at Airports

- What?
- How/Who?
- Resources

# Improving Passenger Representation at Airports: the “what”

## Factors to take into account

- Competitive market: airports as businesses
- Role of the regulator
- Pax Rep should add value

# Passenger Representation at Airports: Adding Value

## Possible range of criteria

- Addressing detriment?
- Defining the airport product?
- Cost-benefit?

## Improving Passenger Representation: at Airports: the “How & who”

- All airports are different
- Different requirements of pax rep?
- Airport-specific vs one-size-fits-all?

# Improving Passenger Representation at Airports: the “how & who”

Depends on the “what”: defining the issues

- Detriment → → complaints?
- Surveys?
- Comment/feedback cards?
- Observation?
- Combination of all?

# Improving Passenger Representation at Airports: the “how & who”

## Strategies for results

- Consultation responses (eg, price cap regulation process)?
- Engagement with service providers?
- Media?
- Lobbying (eg Government)?
- Combination of all?

## Improving Passenger Representation at Airports: resources

- Resources influences the “what” and the “how & who”
- DfT proposed Passenger Focus support individual airport panels
- Airport Consultative Committees

# Improving Passenger Representation at Airports: resources

**REMEMBER: THE PASSENGER PAYS**