

<p style="text-align: center;">PEOPLE WITH REDUCED MOBILITY</p>
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What this paper is about

To remind members of the arrangements in European Regulation (EC) 1107/2006 (Rights of persons with reduced mobility when travelling by air) for the assistance for people with reduced mobility (PRMs) when travelling by air and to describe recent developments including the reviews of the arrangements by the CAA (para. 9) and the European Commission (para 11). The report includes at Annex B comments sent in by member Committees

Points for Discussion

Members may wish to discuss some or all of the findings/recommendations of the CAA's review.

Member committees have been asked to share any comments they might have on the implementation of the European Regulation at their airports and on the report of the CAA's 2009 Review. The comments received to date are outlined in the Annex to this paper. Any further comments received will be included in a late paper which will be tabled at or just before the meeting. Members may also wish to discuss some of these local comments or concerns.

Points for Possible Action

It is suggested at paragraph 10 that member committees may wish to follow up at local level a number of matters highlighted in the CAA's report of its review. The Secretariat will continue to ensure that members are kept fully up to date with developments in this important field.

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

1. As previously reported this Regulation¹ was promulgated on 26th July 2006. It has two essential goals:
 - a) preventing unfair treatment, that is refusal of carriage on the basis of reduced mobility and,
 - b) guaranteeing the provision, free of charge, of the assistance that passengers with reduced mobility (PRMs) need to have for air travel.
2. The Regulation took effect on 26 July 2008, except for Articles 3 and 4, which took effect on 26 July 2007 - Article 3 makes it illegal to refuse carriage on grounds of disability except on the grounds specified in Article 4.
3. The Regulation provides that the managing bodies of airports should have the overall responsibility for providing assistance to PRMs. At most UK airports this meant a considerable change when compared to earlier practice which normally involved the provision of such services by the airlines.
4. On 3rd July 2007 the Department made the *Civil Aviation (Access to Air Travel for Disabled Persons and Persons with Reduced Mobility) Regulations 2007(SI 2007/1895)*² which provide for the enforcement of the EC Regulation in the UK by the *Civil Aviation Authority (CAA)* with complaints handling by the *Commission for Equality and Human Rights (EHRC)* for Great Britain and the *Consumer Council for Northern Ireland (CCNI)* for Northern Ireland.
5. In December 2008 the CAA issued guidance for UK carriers (*CAA Document FODCOM 49/08*)³ on the circumstances in which they might refuse carriage for a PRM pursuant to Article 4(1) of this Regulation, e.g. on safety grounds. This replaced earlier advice issued in August 2007.
6. In July 2008 following a period of consultation the Department for Transport (DfT) re-issued its Code of Practice *Access to Air Travel for Disabled People* which had been updated to reflect the new European Regulation⁴.
7. The Regulation requires an airport to publish quality standards for the assistance it provides for PRMs. In this connection the Regulation refers to the *Guidelines on Awareness and Disability Equality for all Airport and Airline Personnel dealing with the Travelling Public* drawn up by the Facilitation Group of the European Civil Aviation Conference (ECAC). These are to be found in Annex N to ECAC Doc. 30 on Facilitation⁵. The Guidelines provide practical guidance on best practice in meeting the needs of PRMs travelling through airports and set targets for service delivery. The Guidelines also provide useful guidance for airports in training the staff engaged in this work – another requirement of the Regulation .
8. The other document of importance in this field is *Access to air travel - guidance for disabled and less mobile passengers*⁶ issued by the Disabled Persons Transport Advisory Committee (DPTAC) although this appears to have been issued before the new European regulation took effect.

CAA Review

9. On 18th May 2009 the CAA wrote to stakeholders inviting them to share their experience of the Regulation⁷. The CAA's report was published on 1st March 2010⁸. A copy of the Report's Executive Summary is appended to this report at Annex A – the

¹ http://eur-lex.europa.eu/LexUriServ/site/en/oj/2006/l_204/l_20420060726en00010009.pdf

² http://www.ukaccs.info/uksi_20071895_en.pdf

³ <http://www.ukaccs.info/fod2008849.pdf>

⁴ <http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled.pdf>

⁵ <http://www.ukaccs.info/ecacprmguidelines.pdf>

⁶ <http://dptac.independent.gov.uk/pubs/aviation/access/pdf/air-access.pdf>

⁷ <http://www.ukaccs.info/prmscaconsultltr.pdf>

⁸ <http://www.ukaccs.info/caaprmsreport0310.pdf>

paragraph numbers have been added for ease of reference. It will be seen that the key findings of the review are the need for:

- The CAA to work with stakeholders to improve the accessibility of booking processes and information provided by travel companies to make it easier for passengers to pre-book assistance
 - Better information sharing between airlines and airports
 - Better awareness amongst airport staff of the range of impairments covered by the legislation as well as the extent of the airport's responsibility and the provision of appropriate assistance
 - Greater policy consistency across airlines on access to flights, assistance available to PRMs and what equipment may be carried onboard
 - Increasing the number of routes available for passengers travelling with assistance dogs
10. It will be noted that there are a number of matters to be followed up and where necessary consultative committees will want to ensure that appropriate action is taken at local level and to participate where it is helpful.

EU Review

11. Article 17 of the Regulation requires the European Commission to report to the European Parliament and the Council by 1 January 2010 at the latest on the operation and the effects of this Regulation. No such report has yet been published and from the EC it is understood the report "will be based on the ongoing studies and consultations on air passenger rights". The EC say they will have "a global picture of the outcome of these studies by July and a report [should] be ready for the end of 2011".
12. In December 2009 the Commission launched a consultation⁹ saying it was time to take stock of what had been achieved and what could still be improved on air passenger rights including the provision made for PRMs. The closing date for comments was 1st March 2010

Comments by Member Committees

13. Member committees have been asked to comment on the progress being made in implementing the new European Regulation and for any comments they might have on the CAA's review findings. The comments received to date – from the consultative committees at 11 airports - are outlined in Annex B to this paper. Any further comments received will be incorporated into a supplementary paper which will be circulated at, or just before, the meeting.

Conclusion

14. This is an important field of work on which Consultative Committees may like to keep a weather eye. The Secretariat will continue to ensure that members are kept fully up to date with developments both in the UK and at European level

And finally!

15. From a press report we hear that Esther Gläscher (26), who comes from Hanover, has come up with a seat concept aimed at improving aeroplane travel for disabled passengers. She designed the seat last year as part of her degree course. The concept, called the Com.pax system, means a disabled passenger can be wheeled in the seat from the departures hall, through security and onto the aircraft where it locks into place. This is in marked contrast to the cumbersome current system which sees disabled travellers being transferred from their own wheelchair into an airport

⁹ http://ec.europa.eu/transport/passengers/consultations/2010_03_01_apr_legislation_en.htm

wheelchair, then at the gate into a narrow aisle and finally helped into a traditional airline seat. Esther hopes to attract the interest of an interiors seating company to invest in the development needed to bring the concept to a prototype stage.

Stuart Innes
May 2010

CAA Report: Accessible Air Travel – Executive Summary

The aim of European Regulation 1107/2006 is to offer disabled persons and persons with reduced mobility (PRMs) access to air travel comparable to that of any other passengers flying from airports in the European Union (EU) or on a EU based airline.

1. The Regulation came into force in two stages, the first stage, in July 2007, ensured passengers were not refused air travel on the basis of reduced mobility. The second stage came into force in July 2008 and brought in passenger rights to assistance from airports in the EU at no extra charge.
2. The Regulation uses the term "PRM" to include 'disabled persons' and 'persons with reduced mobility': namely any person whose mobility is reduced due to physical disability (sensory or locomotory, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age. This document uses the term "PRM" in the same context and also refers to "PRM groups" as those representing the interests of PRMs.
3. In July 2008, the Department for Transport (DfT) revised its Code of Practice on access to air travel to reflect the requirements of the Regulation and to set out industry best practice.
4. Representatives from all aspects of the aviation industry participated in developing and endorsing best practice. The Code provides useful guidance for industry on all aspects of the passenger journey, and the CAA has noted that the Code is widely used within the UK and interest has also been expressed by other Member States.
5. In May 2009, the Civil Aviation Authority (CAA) asked the aviation industry and PRM groups for views on the implementation of the Regulation in the UK. This Report contains the CAA's findings on the progress made.
6. The Regulation represented a considerable change in the responsibility for the provision of assistance for PRMs. Airlines had previously provided the assistance to their own passengers based on the requirements of voluntary service commitments and the best practice set out in the 2003 DfT Code of Practice. This was generally very effective, as airlines were able to provide a service to meet the expectations of their passengers. The Regulation subsequently placed the responsibility on airports and they are required to provide assistance to passengers when they arrive at the airport for departure — this includes all assistance from a designated point of arrival at the airport through to the seat on the aircraft. Similarly, airports are responsible for providing assistance for arriving passengers — this includes assistance from the seat on the aircraft through to a designated point of departure. Because of this change of responsibility, the service provided to PRMs has been affected during the early stages.
7. Although the total number of PRM movements through UK airports is unknown, since July 2008 approximately 1.75 million passengers have used the dedicated PRM service provided by airports (around 0.8% of total passengers in the UK). Of this, 80% of PRMs travelled through one of the top 5 UK airports (Heathrow, Gatwick, Stansted, Manchester and Luton) and 33% travelled through Heathrow.
8. There were a wide variety of opinions presented in the responses to the review. Airlines and PRM groups typically suggested that the change of responsibility for service provision had reduced service quality. Airports, however, noted that generally the level of service was more consistent and saw benefits in the airport taking responsibility. CAA consumer research indicated that passengers have had both good and bad experiences since the Regulation came into force, but the overall opinion of consumers was that the quality of service had not markedly changed. PRM groups and consumers did, however, note the importance of the Regulation because it introduced statutory rights for passengers with reduced mobility to access air travel.
9. This Report provides an outline of the legal and policy framework that supports the Regulation and summarises the implementation activities by Government and industry.

Subsequent chapters in the report consider a range of themes and reflect stakeholders views on the implementation of the Regulation.

10. These include:

- consumer awareness of the rights and responsibilities set down in the Regulation (Chapter 4);
- issues around how passengers pre-notify their requirement for assistance and how requests are passed on to airports to enable them to plan their service provision (Chapter 5);
- the provision of assistance by airlines, including questions raised about seat allocation, safety limitations on the number of PRMs carried, the carriage of assistance dogs, carriage of mobility equipment, the provision of oxygen and requirements for doctors certificates (Chapter 6);
- the quality of service provided at airports (Chapter 7); and
- how airports contract and charge for the PRM service, (Chapter 8).

11. An important consideration is that whilst the term “PRM” is used to describe passengers who require assistance, all passengers are entitled to good customer service throughout their journey. A common theme in feedback to the CAA was that PRMs understand that mistakes can be made and problems may arise when the service to facilitate their travel is actually delivered. However, many of these problems could be alleviated through good customer service.

12. In most cases, PRM service delivery works relatively well but there are a number of areas where improvements can be made.

13. These include:

- increasing consumer and industry awareness of their rights and responsibilities under the Regulation;
- increasing the capture of passenger needs at booking, and to ensure these are effectively passed on to airports;
- ensuring that airlines/tour operators/travel agents provide sufficient information so that passengers can make informed choices about journeys;
- ensuring that airports are aiming at a service that covers all parts of the passenger journey (including points of arrival at the airport and their journey through the airport after arrival by air);
- increasing the number of routes available for passengers travelling with assistance dogs; and making airports simpler and easier for PRMs to navigate themselves or with assistance from accompanying passengers, e.g. by better signage and provision of audible and visual information to assist blind and deaf passengers.

14. In seeking to achieve these improvements, the Report makes a series of recommendations. These recommendations form an integrated series of activities over the following twelve months that are designed to raise awareness, improve compliance and drive best practice. The recommendations are summarised in Chapter 8 and include:

- the CAA will write to airlines asking them to demonstrate how they deal with a range of issues, including providing accessible guidance on the carriage of mobility equipment, providing written justification of refusal of carriage on safety grounds, the recording and management of complaints and seeking approval for the carriage of assistance dogs.
- following feedback on the recommendations in this Report, holding an event or series of events in 2010, to discuss best practice in service provision, identify ways of increasing awareness of the Regulation amongst industry and PRM groups, harmonise pre-notification procedures and discuss how industry can best engage with PRM groups to develop a pan-disability view;
- asking airports to demonstrate how they will deal with a range of issues, including the development and measurement of service standards, taking into account the needs of passengers with various disabilities, facilitating the use of assistance dogs in the airport, the pre-notification process and the recording and management of complaints.

If any problems are identified, the CAA will work more closely with individual airports and in some cases may consider commissioning an audit of the airport's activities;

- assessing in greater detail the system that has been implemented to transfer assistance requests and the level of pre-notification at the top 5 airports. If the process is not working efficiently, or pre-notification levels are low or not improving, the CAA will engage with airlines, tour operators and the airport asking them to demonstrate collectively how the pre-notification process may be improved;
- explore the benefits of developing common policies on the carriage of mobility equipment and seat allocation across airlines, to minimise difficulties for passengers. This is particularly important for airlines which code-share or where passengers purchase a single ticket, but are travelling with more than one airline. The CAA will work with airlines and industry associations to consider this.

15. The recommendations set out above cover some of the key issues that have been raised in the consultation. The aim of the recommendations is to improve implementation of the Regulation, overall levels of compliance and drive best practice to ensure PRM passengers receive a good standard of service. The CAA intends to work with stakeholders to consider possible ways to improve the service provided to PRMs and agree projects that could deliver benefits for consumers and industry. The CAA will also continue to work with industry over the next year and will review the information provided by airports and airlines to inform its compliance priorities.

ANNEX B

Comments from Member Committees

Aberdeen

G4S has the contract for providing support to PRMs. A special seating area landside has been set apart for G4S's use, and this is staffed throughout the day to support departing and arriving PRMs. Two ambulifts have been bought by the airport operator for the transfer of PRMs to and from aircraft. Special telephones and seating are provided at drop off points and in the car park covered area for PRMs.

Reports suggest that more than 70% of passengers are now notifying their carrier at least 48 hours in advance of flying, easing the service provision. Even where PRMs arrive without giving advance notice, the handling agents, G4S, airlines and the airport operator have currently a 100% success rate at getting them to their flight on time and with appropriate support.

Aberdeen Airport also receives in-bound and out-bound many health service clients from the Northern Isles coming for specialist treatment at Aberdeen's hospitals. The relationship between LoganAir/Flybe, the airport, G4S and the NHS/St Andrew's Ambulance service means that these passengers receive an efficient unobtrusive service, which is a source of many compliments to the airport.

Belfast City

- Airport appointed a sub-contractor to supply the services. The supplier was selected in cooperation with the local airlines. This is a comprehensive service which covers all areas of the airport – i.e. from designated arrivals points to aircraft seat.
- The quality standards were established in conjunction with a group of representative PRM's selected by the Consumer Council (NI) and Inclusive Mobility and Transport Advisory Committee (IMTAC).
- Auditing the quality standards is not without difficulty but we have developed an IT system to measure this.
- Level of pre-notification from airlines – not good. 60%. This means that efficient planning is impossible. In times of significant increased demand, quality standards will, inevitably, suffer.
- Inconsistency of PRM categorisation – i.e. especially those who are not IATA.
- Some airlines not happy to pay for the service!
- BCA welcomed the updated ECAC doc 30 which expanded on equipment specification and training requirements.

- BCA are working to improve assistance for deaf and blind passengers

Birmingham

The PRM contract at Birmingham is working well. Our service provider OCS are meeting the published SLA and we are constantly looking at ways to improve or enhance the provision:

- A real time computerised management system is being developed which will help to allocate resources more efficiently and will save management time on the reporting front as currently reports have to be prepared from manual data.
- A working group meets every month with representatives from the airport company, airlines, handling agents, OCS and Enable-Solihull (who represent the local disability groups) to discuss procedures and any issues which need addressing.

Pre-advised notification from airlines has improved over the year. The main airlines who do not pre-advise are the non-European carriers (excluding American airlines) but we are trying to address this.

The types of classifications of assistance required can still be inaccurate. It is thought that this could be improved if more disability awareness training is given by airlines and handling agents to their staff.

Following the CAA review report following the introduction of the legislation Birmingham Airport have been invited to attend a workshop regarding the CAA recommendations on Consumer Awareness, Pre-notification and Service Quality. The airport will also be hosting a CAA roadshow later in the year.

Bristol

On the whole Bristol Airport concurs with the findings of the CAA Report.

Since the inception of the dedicated PRM service at Bristol Airport the number of PRM movements has increased by around 24% year on year.

During the first year of operation 40% or less of PRM movements were pre-notified and the Airport has worked closely with the airlines and their business partners OCS to increase this figure to 75-80% and are actively working to increase this percentage further.

Contrary to the report 'the change of responsibility for provision of the service' has actually enhanced the service the Airport provides in as far as it is now more seamless.

The service provider OCS has been able to commit to the Airport's service standards for at least 95% of PRM movements.

Monthly meetings are held with the Airline Operators' Committee and OCS where the majority of the issues outlined in the CAA report are discussed always with a view to improving the standard of service provided.

It has been very challenging for the Airport to recover the costs of providing the service especially with the down turn in passenger numbers and it is currently running at a loss.

On the whole the airline community at Bristol Airport is very responsive although there are definite challenges in meeting the requirements and not jeopardising the 25 minute turnarounds of the low cost carriers which make up approximately 75% of overall passenger numbers.

The Airport is a little disappointed that the report did not pick up a little more on the definition of PRMs under the regulations. The majority of its PRM customers are genuine and the Airport has never (and would not) refuse any requests for assistance. However, there are a minority who are obviously not 'genuine' and take precious resources away from the service provider diluting the service to others.

The Airport, in April, opened a new passenger walkway which has a dedicated PRM lounge, however, there are numerous staircases to the various gate lounges and for the more independent elderly passenger they may present a challenge. The Airport is looking to develop its website further as per the recommendations of the report to high light the travel time distance to the various departure gates.

Bournemouth

The PRM operation at Bournemouth is working well, with a total of 5,037 PRMs last year. The only aspect that could work better is the prior notification to the Airport of travelling PRMs. This would help with staff rostering, as only 57% of departing PRMs were pre-advised and 71% of arriving PRMs were pre-advised.

East Midlands

Arrangements were put in place in accordance with the new legislation following a tender process with which the Airport's principal airline customers were heavily involved. The service generally works well and has removed some of the previous uncertainties and potential gaps between service providers that could have occurred under the old system. The Airport has provided colour-coded, dedicated waiting areas both Landside and Airside for customers requiring assistance and this works well.

Edinburgh

This is going well. We have supported over 12K movements since Nov 2009 averaging greater than 99.5% against the SLA for both pre booked and non pre booked. 1620 of these movements have been done utilising the Ambulift . We are currently working with the airlines to improve their pre notification bookings; currently these are averaging just over 55%.

THS are currently installing a tracker system. This is comprised of a radio tracking system and a reporting spread sheet. The information is captured by beacons which are allocated throughout the Terminal.(airside/landside). reports can be produced daily, weekly and monthly to track performance and achievement of SLA.

Gatwick

How is PRM service provided by the airport

An independent contractor is appointed to provide the service which until January 2010 had been G4S. Notice was served on G4S, the contractor for the PRM service, to terminate the current contract. Gatwick Airport Ltd. is now re-evaluating the contract specification with a review being undertaken in close consultation with the airlines, ground handlers and representatives of the Passenger Advisory Group. Tender packs have recently been sent to interested parties and it is anticipated that the new PRM service will be operational by October 2010.

Extent of the CAA's findings/recommendations apply to the experience at the airport

The areas of improvement identified by the CAA are applicable to Gatwick particularly the need to ensure that the service provided covers all parts of the passenger journey. Passenger feedback has indicated that continuous special assistance service for the passenger journey through the airport is not always realised.

In terms of the recommendations proposed by the CAA of particular relevance currently is the development and measurement of service standards. The airport has recently proposed a new set of service standards for the airport which deal with the PRM service and will set ambitious new standards for the new contractor when they take over.

Other issues arising

We have received feedback and suggestions from PRM passengers regarding the service for PRMs and a summary of the issues raised is given below:

- The poor attitude of Special Assistance operatives has been raised on a number of occasions and greater levels of staff training have been suggested
- The lack of understanding about the range of conditions suffered by PRMs has been highlighted also with the suggestion that greater staff training should be undertaken
- The inadequate provision of services for PRMs with varying levels of disability; self-propelled wheelchairs not always available for those who can use them
- Upon late arrival in the baggage hall passengers often found that their luggage has been removed from the carousels and left on the floor

Where are the service standards published

Minimum standard levels of service to be applied to the handling of People of Reduced Mobility and Disabled Persons are published on the Gatwick website along with the enhanced services levels adopted by Gatwick Airport.

http://www.gatwickairport.com/assets/Internet/Gatwick/Gatwick%20downloads/Static%20files/PRM_special_assistance_agreement.pdf

Heathrow

Heathrow is currently tendering for the supply of support to PRMs. It recognizes that one of its main problems to date has been the lack of accurate assessment of the needs of the individual passenger. It has an SLA for the provision of support to PRMs, and this is published on the airport website.

Other problems with the service, not entirely down to the airport or its supplier, are the lack of pre-notification (even from airliners inbound and already in the air) and those passengers who do not realise that they may need assistance until they are actually faced with the through-airport journey.

Liverpool John Lennon

The details about what the Airport provides for PRM's and the service standards are available on the Airport's website¹⁰. They are very similar to the London City details.

The way in which the contractor (Gate Aviation) receives notifications in advance is set out briefly below, however feedback from the contractor is that whilst the notification regarding the outbound (departing) passenger tends to work well, the inbound (arriving) passenger notification can be very hit and miss and there are well documented occasions when aircraft arrive with passengers requiring assistance that have not been advised either to the contractor or the handling agent.

1. Notification of assistance required by the airline to the PRM Welcome Service - Departing and Arriving Pax

PRM notification is passed by SITA message/email and fax to the PRM Welcome desk from midnight for the following day.

Notifications messages are generated by the airlines from existing SSRs (Special Service Requests).

SSRs are added to Amoss (the airport's information system) for departing flights when the departing passengers is confirmed as having checked in, which is monitored by the Gate Aviation PRM Controller.

Departing pax with pre-booked SSRs are priority 1

Departing pax with no pre-booked SSRs are priority 2.

2. Notification of assistance required by the airline to the PRM Welcome Service - Arriving Passengers

SSRs are notified to the handling agent from the outstations via SITA message - once the flight has departed from the outstations.

Arriving passengers with pre-booked SSRs are priority 1

Arriving passengers with no pre-booked SSRs are priority 2.

Priority 2 passengers will be assisted on a first come first served basis, subject to equipment and manpower constraints.

Priority 2 passengers - Last minute change requests on arrival are dependent on the airline/handling agent making the passengers' needs known either by radio ahead of arrival or in person when the flight lands.

PRM Controller completes a record card for all PRM passengers as soon as they check in or request assistance for departing flights, or the SSR appears in Amoss for an arriving flight..This is completed by the PRM Carer. Record cards are kept for a minimum 3 months.

For information we met with CAA representatives last year and took them through the processes in place here at Liverpool and explained how the service works. They were happy with the infrastructure and processes in place, recognising that it can be difficult to respond to last minute changes for both arriving and departing flights.

London City

LCY introduced a PRM service ahead of the time it was to be enforced, therefore when the regulation came into force we were already operating the service in this way. We therefore saw few changes as we had already been operating under the regulation. It is fair to say that our service attracts few complaints but many compliments and we have a dedicated team that delivers the service in an attempt to make it more personal. I don't believe we saw a reduction in our service levels as a consequence of the introduction of this regulation.

We have experienced a few issues with details being passed on to us from the airline, but generally speaking when these have been raised with the relevant airline, they have been resolved swiftly.

Our service covers all parts of the passenger journey for departures and arrivals and we facilitate the use of assistance dogs at our airport.

¹⁰ [http://www.liverpoolairport.com/airport-information/372/disabled-passengers.html#special assistance](http://www.liverpoolairport.com/airport-information/372/disabled-passengers.html#special%20assistance)

The PRM service is a service we are proud of and passengers have told us that they fly from LCY in order to use our service after unpleasant experiences at other airports.

Luton

We have not yet debated the CAA document on Accessibility having run out of time at our last Passenger Services Sub-Committee but intend to do so at our next meeting on 23 June. However, I have spoken with a regular traveller who has impaired mobility and is a councillor on our consultative committee. She felt that the CAA report was an accurate reflection of the situation at Luton. The general impression seems to be that transferring responsibility from the airline to the airport has worked in that it has produced a consistent approach for all travellers. Luton contracted out this service and after a mid-term review have terminated the contract early and transferred to another provider. Of course while the company may have changed those providing the service at the coal face as it were have all TUPE'd across to the new provider! It is too soon to tell whether this will ultimately achieve the Airport's goal of providing a good service.

One aspect we have recommended the Airport pursue is to bring together all of the information for PRM travellers in to a single place on the web-site. At present aspects of public-transport, car park access, security, travel to gates, on board procedures etc are all in different places and we felt a page on PRM would help set the scene and manage expectations.

Manchester

- Appointed OCS (One Complete Solution) to supply the service. who are performing well against the agreed SLA
- Have designated blue courtesy phones/Help Point Totems to contact OCS - located in areas such as; entrance doors to the Terminal Building (Departure Level), Car Parks and the Bus and Rail Station.
- OCS will collect passenger and assist to the check-in desk.
- Reception Points for Assistance located in the Check in Hall of each Terminal
- Airside assembly areas provided
- January to March 2010 - 92% of assistance requirements pre-notified (risen from 69% March – June 2009)
- Concerns about the quality of information received – working with airlines and their nominated handling agents at a local level
- Help Point facilities - able bodied passengers are using the drop down seats provided at these points
- Complaints received concerning own equipment not being delivered to/from aircraft by the airline's handling agent
- Airside dog relief areas for assistance animals to be commissioned in each Terminal
- The Airport won the silver award for 'Access Excellence' at the Meetings & Incentive Travel Industry Awards 2009

Newcastle

Since the introduction of the new agreement for passengers with reduced mobility, we have promoted our department to deliver high standards with a reporting structure that measures actual performance.

Passengers requiring assistance into the Terminal are able to contact our service desk by using the designated courtesy phones. A team member will collect the customer and will give assistance to the check-in desk.

We encourage customers to pre book the services no later than 48 hours before the date of departures and it is imperative that we work closely with the Handling Agent and Airline to deliver an on time performance.

As a department, we believe it is imperative that we continue with the attitude that every second counts and that all passengers deserve the highest standards while maintaining a safe and secure working environment and we continue to promote the importance of delivering an on time service.

Prestwick

PRM arrangements when last reported to GPACC appeared to be operating adequately. Glasgow Prestwick Airport Consultative Committee are expecting an update from airport management at the

next meeting in June. The Consultative Committee have appointed 2 passenger representatives in 2010 with a remit to keep this matter under review.

Stansted

Please see the attached extract from the minutes of the *User Experience Group* of the Stansted Airport Consultative Committee, held at the Airport on 7 April 2010.

EXTRACT FROM MINUTES OF THE USER EXPERIENCE GROUP OF THE STANSTED AIRPORT CONSULTATIVE COMMITTEE, HELD AT THE AIRPORT ON 7 APRIL 2010

Services for disabled people

Introduction

The Group received a presentation by Gwyn Abbott and David Buckall of ISS Facility Services, which operates a range of services at the Airport under contract from BAA. Since 1 December 2009, this had included providing services for People with Reduced Mobility (PRMs) flying in and out of the Airport.

It was explained that this service was provided 24/7. The principles behind the operation were:

- service provided with respect to users.
- friendly customer service.
- strong interpersonal skills of staff.
- assistance given by same person from arrival at to departure from the Airport.
- provision of suitable equipment.

On a busy day, the service would cater for some 350 to 370 passengers.

PRM Improvement Group

ISS's representatives described how the lessons learned over the last four months were being followed through by a PRM Improvement Group. This was looking at what had worked well; what had not worked so well and could be improved; the nature of any improvements; training initiatives; auditing and monitoring progress; and looking at how the passenger experience could be continually improved.

Discussion

Members commented on a number of points. Issues raised included:

- the 'interface' (the point when responsibility for a passenger moved between ISS (as the airport operators agent)) and an airline).
- the booking process (about 60% of passengers 'pre booked' their requirement for assistance. There tended to be less pre booking with some of the airlines who made limited use of the Airport, rather than with the two main airline users).
- the challenge of tight turn round times and health and safety issues about the use of equipment on aircraft stands.
- involvement with local Disability Groups (Liz undertook to help facilitate this).
- how ISS received constructive feedback on the level of service it provided (with a possible extension of user feedback cards being suggested).
- the possible introduction of a dedicated NVQ standard training programme for ISS staff.
- the telecommunications systems available to ISS staff around the Airport.
- the location and signage of the ISS desk in the Terminal (where a possible change of name and differentiation between its desk and the main Information desk might be beneficial).
- the Pet Travel Scheme (Liz undertook to provide some more information on this in the July meeting update).

The Group was advised of work being undertaken between BAA's Disability Awareness Group and Richard Boyd (a Member of this Group) to carry out an access audit. A number of Group members indicated an interest in this subject and it was **AGREED** that (two Group members) would be kept up-to-date with the audit output and subsequent improvement work. It was also **AGREED** that, subject to any necessary consents, (a Group member) would spend half a day alongside ISS operational staff.

Mr Abbott and Mr Buckall were thanked for their presentation. It was **AGREED** that an update would be received in nine to 12 months time.