

## E-Mail from the Civil Aviation Authority – 18<sup>th</sup> May 2009

Dear Sir / Madam

It has been almost a year since the full implementation of the EC Regulation concerning the rights of disabled persons and persons with reduced mobility (PRMs) when travelling by air, which provides an opportunity to take stock. The CAA is therefore seeking views on how effectively the Regulation is being implemented in the UK. This work is being carried out in close co-operation with the Equality and Human Rights Commission (EHRC), the Consumer Council for Northern Ireland (CCNI) and the Department for Transport (DfT).

The CAA envisages producing a report that will:

- raise awareness of the issues faced by PRMs;
- describe how the PRM regulation has been implemented in the UK;
- identify any issues or problems that have arisen since the Regulation was implemented; and
- provide advice or make recommendations where appropriate, as to how such problems should be addressed.

The European Commission has undertaken to report to the European Parliament and the Council by 1 January 2010 on the operation and effects of the Regulation (EC 1107 / 2006, Article 17). The CAA expects that its final report will inform the Commission's review. The Commission has overall legislative responsibility for the Regulation.

The purpose of this letter is to invite your organisation to share its experience of the Regulation with the CAA. We are particularly interested in your experience before the Regulation was implemented, since the Regulation came into force and how, if at all, this has changed. We have prepared sets of questions to help guide, but not limit, your response. The questions can be found on the CAA website at:

<http://www.caa.co.uk/default.aspx?catid=5&pagetype=90&pageid=629>

Where possible we would be grateful if you could substantiate anything in your response with evidence.

The CAA is allowing eight weeks for responses. During this period, the CAA would be happy to meet you. We would be grateful to receive responses by **31 July 2009**. The CAA may also follow-up with you after 31 July to explore issues raised in your response.

The CAA expects to make all responses available on its website unless advised otherwise. Any material that is regarded as confidential should be clearly marked and included in a separate annex, which subject to further discussion with the author, will not be published.

For further detail please contact me on my details below. I look forward to hearing from you in due course.

**James Mackay**

Head, Regulatory Implementation | Civil Aviation Authority - Economic Regulation Group | CAA House, 45-59 Kingsway, London WC2B 6TE  
t 020 7453 6233 e [james.mackay@caa.co.uk](mailto:james.mackay@caa.co.uk)