

AIRLINES, TOUR OPERATORS AND TRAVEL AGENTS**Impact of the PRMs Regulations on You and Your Customers:**

- 1 Do you think the Regulation has improved access to air travel for disabled passengers and passengers with reduced mobility?
- 2 Has the introduction of the Regulation affected your business / organisation? If so, how?
- 3 How aware are the travelling public of their rights and responsibilities under the Regulation? Do you have any evidence of misuse of the regulation by passengers?
- 4 What advice do you provide to passengers on the assistance that they might require (i.e. distances at airports) or request (i.e. what mobility equipment they can take)?
- 5 How do passengers notify you of their assistance needs?
- 6 How have the number of PRMs requesting assistance changed since the Regulation was introduced? Have numbers increased over and above the levels of PRMs when airlines were responsible?

Experience of PRM Implementation:*Pre-Notification*

- 7 Are passengers who have pre-notified their assistance needs prioritised over those who have not pre-notified? If not, should they be? If so, how?
- 8 Since the Regulation was introduced, what percentage of your customers inform you of requirements for assistance at least 48 hours before the published departure times of the flight? How are you pre-notified? Does this pre-notification impose any costs on the passenger?
- 9 What measures have you taken to try to increase the number of pre-notifications for assistance from passengers?
- 10 Have you had any problems in passing on pre-notifications to airports? What problems have you identified? How have you addressed them?

Assistance provision

- 11 Have there been any specific problems concerning the arrangements for:
 - allowing assistance dogs to travel?
 - the carriage of mobility equipment?
 - lost or damaged mobility equipment?
 - provision or carriage of oxygen?
- 12 If so, how have you addressed these issues? [Please provide details of your policy on the above arrangements and data as to the frequency with which these problems arise.]

- 13 [Airline Only] What restrictions do you have on the number of PRMs you carry on each flight? Do you have a policy on where PRMs are seated (e.g. aisle or window) or how they are seated with companions?

Internal Changes

- 14 Have you had any problems delivering suitable training to your staff (including ground staff, cabin crew, flight crew)? Have you had to introduce training where none was provided before? Please provide details of your training policy and of the specific training provided.
- 15 What percentages of the complaints you receive relate to the PRM service and what are the key reasons for complaint?
- 16 [Airline Only] Do airports provide sufficient transparency on PRM charges?
- 17 [Airline Only] How involved were you in choosing the service provider and the standards for the PRM service at the airports you serve? Does the Airport provide a forum to discuss PRM issues with operators? If so, do you participate and find this effective?
- 18 [Airline Only] What has been the impact on your costs since responsibility for the service was passed to airports? Have you incurred any unexpected additional costs?

Government/Enforcement/Future Actions

- 19 Is there sufficient guidance on how you should interpret and comply with the Regulation?
- 20 Have you had any experience in dealing with the CAA, EHRC or DfT in relation to these issues? Please comment on this experience, clearly indicating which body you are referring to.
- 21 What should these bodies or other stakeholders do to improve the workings of the current Regulation?
- 22 The European Commission is planning to review the implementation of the Regulation in 2010. In what ways do you think could the Regulation be improved?