

AIRPORT OPERATORS**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 do you feel are the travelling public are 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)?

Experience of PRM Implementation:*Pre-Notification*

- 5 Do you differentiate the service between pre-notified and non-pre notified passengers? If not, would you consider doing so?
- 6 Since the Regulation was introduced, what percentage of requests for pre-notification are passed to you by airlines or tour operators at least 36 hours before the published departure time for the flight? How are you notified?
- 7 How have the number of PRM assistance requests changed since the Regulation was introduced? Were your forecasted PRM numbers accurate?
- 8 What steps have you taken to increase the number of timely pre-notifications you receive?
- 9 Do you have any problems with the way in which airlines and tour operators pass on pre-notifications to you?

Assistance provision

- 10 Have you faced any particular difficulties in taking over responsibility for providing services to disabled persons and PRMs?

Internal Changes

- 11 Have you had any problems delivering suitable training to your staff (including security staff and ground handlers)? Have you had to introduce training where none was provided before? Please provide details of your training policy and of the specific training provided.
- 12 What percentages of your complaints relate to the PRMs service and what are the key reasons for complaint?

- 13 What was your per passenger charge in the first year of the Regulation (i.e. from 1 July 2008 to 30 June 2009). Did it cover the costs you anticipated? Did it change during the year?
- 14 In terms of your overall revenue from airport charges, what percentage does the per passenger PRM charge constitute?
- 15 How did you develop service standards for PRM services? Have any amendments been made based on your experiences since implementation? Please provide details as to where your service standards are published.

Government/Enforcement/Future Actions

- 16 Is there sufficient guidance on how you could interpret and comply with the Regulation?
- 17 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.
- 18 What could these bodies or other stakeholders do to improve the workings of the current Regulation?
- 19 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?