

CONSUMER GROUPS**Impact of the PRMs Regulations on You and Those You Represent:**

- 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 organisation? If so, how?
- 3 How aware do you feel 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 expect or require?

Experience of PRM Implementation:*Pre-notification*

- 5 Accepting that services all reasonable efforts should be made to provide a service to all PRMs, there have been circumstances where, due to the high numbers of non-pre notified passengers, the service cannot be provided to meet all requests. In those circumstances, do you think that where passengers' needs have been pre-notified to the airport their assistance needs should be prioritised over those whose needs have not?

Assistance Provisions

- 6 Are you aware of any specific concerns that disabled persons or PRMs have had when travelling by air?
- 7 What is your view of the facilities provided at the airport for PRMs and the types of equipment available to assist passengers in boarding the aircraft?
- 8 Are there sufficient guidelines for passengers on the types of equipment they can take with them, both in the cabin and in the hold?

Management Issues

- 9 What is your view of the training packages provided to airport and airline staff? Have any companies in the aviation industry asked for your advice on training?
- 10 What is your experience of industry complaints handling? Are you satisfied with the way in which customer complaints are handled?
- 11 Has your organisation received complaints about air travel? What are the key reasons for complaint?
- 12 Have any companies in the aviation industry asked for your advice on the provision of services to disabled persons and PRMs?

Government/Enforcement/Future Actions:

- 13 Is there sufficient guidance on passenger rights and is it adequately publicised?
- 14 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).
- 15 What could these bodies or other stakeholders do to improve the workings of the current Regulation?
- 16 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?