

PRM Services at UK Airports

What this paper is about

This paper reminds delegates of the outcome of the CAA's 2015 performance monitoring results.

Points for discussion

- How ACCs and their airports have addressed the results from the performance monitoring in 2015?
- Are there any issues arising from the CAA's update that need to be pursued further/clarified with the CAA?
- Are there any issues of concern arising at individual airports?
- Are there any initiatives implemented at airports that could be promoted as best practice?

Points for possible action

Dependent on the discussion at the meeting.

Background

1. At last year's Annual Meeting a presentation¹ was given by the CAA on the results of its monitoring of the quality of PRM services across UK airports. Delegates were informed that PRM passenger numbers continued to increase and that numbers had risen twice as fast between 2010 and 2015.

2. UKACCs was also advised that pre-notification rates in the UK continued to rise and 74% of passengers pre-notifying compared with an average of 54% in Europe. The carriage of electric wheelchairs/buggies was also on the increase and posed a challenge for airlines and airports (16,000 items carried in 2015) which needed to be addressed due to capacity within aircraft holds, safety implications in the tying down of items, and the impact on the airport's operation and on time performance.

CAA's 2015 PRM monitoring results

3. The results of the CAA's monitoring revealed that generally overall the results were good with many airports measuring 100% every month. However:

- some airports marginally missed targets regularly, including Heathrow, London City, Leeds Bradford, Cardiff, East Midlands, Inverness, Birmingham and Stansted
- Glasgow and Bristol, missed targets by significant margins on 3 months
- Edinburgh, repeatedly missed targets by significant margins throughout the year
- Some airports did not measure and record sufficiently robustly (e.g. Cardiff, Luton, Exeter, Doncaster and Aberdeen). CAA intervened with these airports, requiring it to take immediate action to come into compliance
- All airports had reported for 2015/16 except Doncaster Sheffield

4. The CAA also reported that passenger satisfaction ratings on all areas of the PRM service were generally 60-80% satisfaction with a rating of 'excellent', 'good' or 'acceptable'.

5. The CAA published the compliance report in summer 2016².

CAA Update

6. The CAA 2017 report is due to be published in July. The CAA has continued to work with airports throughout the year, providing support where appropriate, and keeping relevant staff updated on how their airports are performing against the quality standards framework.

7. The CAA's recent update has been circulated to delegates for consideration. Delegates are asked report on how their airports have addressed the results from the performance monitoring in 2015 and to highlight improvements that have been made and to share initiatives that could be promoted as best practice.

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¹ http://ukaccs.org/resources/Belfast_papers/Item%207%20CAA%20PRM%20presentation.pdf

² http://publicapps.caa.co.uk/docs/33/CAP1438_AUG16.pdf