



PRM update

James Fremantle, Civil Aviation Authority

9 June 2016

PRM numbers at UK airports for 2015

- 2,772,035 PRMs
- 1.2% of all passengers
 - PRM ratio varies significantly between airports (from 0.2% to 1.4%)
- PRMs numbers increasing twice as fast as passenger numbers between 2010 and 2015
 - passenger numbers have increased by 21.1%
 - PRMs have increased by 44.5%
- Average pre-notification rate of 74% (72% in 2014)
 - Pre-notification rates vary significantly between airports (from 48% to 100%)
- Approximately 16,000 Electric mobility aids were carried
 - Approximately 1 EMA per 170 PRMs

Airport PRM service quality standards

Airport Quality Standards

- PRM Regulation obliges airports to draw up and monitor “Quality Standards” in co-operation with Airport Operators Committee and local disability organisations
- EU National Enforcement Bodies responsible for monitoring individual airport’s performance against standards
- In October 2014 CAA published guidance for airports on how to meet obligations
- There are three key requirements for airports in CAA guidance
 - Set targets for timeframes for providing assistance – ECAC guidance (referred to in PRM Regulation) provides recommended targets for airports for providing assistance to passengers both on departure and arrival. Airports must publish, and submit to the CAA, data on performance against targets twice yearly.
 - Publicise and promote CAA PRM satisfaction survey
 - Consult with disability groups on setting, monitoring and publishing quality standards

CAA enforcement

- CAA Airport PRM compliance report to be published this summer
 - We will be reporting by individual airport and identifying, and passing comment on, the airports that are doing well and not doing well
 - This approach is consistent with the work we have done recently in terms of the compliance with Regulation EC261/2004 with airlines
 - However, as reporting is every six months, CAA can act at any time during the year and take action as appropriate with poor performing airports to discuss any remedial action they might be taking internally with service providers.

- Enforcement action will be taken if appropriate, for example for
 - not setting and monitoring standards
 - systematic poor performance

Setting targets for timeframes for providing assistance

- We asked airports to measure performance against targets and publish and submit to CAA data on
 - performance against the ECAC standards
 - performance against standard for waiting times in “holding areas” on arrival (if used – so far only Heathrow and Luton)
 - information on any PRMs who missed their flights due to a failure of the assistance service
- We provided a template for all airports to complete

“ECAC” Template

	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	Sept	Standard (time assistance available at gate from arrival on chocks)	Target	April	May	June	July	August	Sept
Pre- booked	10 mins	80%							5 mins	80%						
	20 mins	90%							10 mins	90%						
	30 mins	100%							20 mins	100%						
Non pre- booked	25 mins	80%							25 mins	80%						
	35 mins	90%							35 mins	90%						
	45 mins	100%							45 mins	100%						

Results for April 2015 to March 2016

- Generally good results overall 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
- Two airports, Glasgow and Bristol, missed targets on by significant margins on 3 months
- One airport, 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 now have reported for 2015/16 except Doncaster Sheffield
- CAA carries out rolling schedule of audits to ensure accurate recording against performance measures

CAA PRM satisfaction survey - results are encouraging

- CAA PRMs satisfaction survey running since 1 January 2015
- It includes questions on all aspects of PRM service
- 1500 responses so far (estimated 1 in 900 of all travelling PRMs)
- Ratings on all areas of the PRM service show generally 60-80% satisfaction (a rating of 'excellent', 'good' or 'acceptable')
- Respondents leaving detailed comments – this helps us to identify issues at individual airports
- Heathrow, Manchester and East Midlands do their own PRM surveys and submit results to CAA

Consultation with disability groups

- It is a mixed picture but after a slow start, there has been recent encouraging progress
 - some airports embraced this obligation and engaged in various types of consultation
 - others have not engaged sufficiently
- CAA guidance leaves significant flexibility for airports to meet this obligation
 - consultation should be pan-disability and local
 - dependent on a size of the airport and willingness of local groups to engage
 - potential methods include Consultative Committees, PRM Forums, PRM Open days, walk throughs, PRM surveys and market research

Hidden disabilities

Background

- Regulation EC 1107/2006 establishes rules that ensure access to air travel for disabled persons and those with reduced mobility (PRMs)
- It defines a PRM as a ‘disabled person’ or ‘person with reduced mobility’ whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers

Background

- Hidden disabilities can include such as autism, dementia, mental health and hearing loss
- 700,000 people with autism in UK (if families and friends included, estimated 2.8 million people affected).
- 1m with learning disabilities
- 850,000 with dementia (only estimated 44% have a diagnosis)
- 900,000 people are deaf, with 11m having some sort of hearing loss
- CAA research from 2015 suggests approximately 7% of people in UK may be reluctant to travel by air because of a non-physical impairment

What can airports and airlines do?

- CAA is currently consulting on guidance on Regulation EC1107 and provision of assistance to those with hidden disabilities
- It has been speaking to UK charities which represent this section of society to help shape the guidance



Key themes have emerged

They want staff to be more understanding
People with these type of disabilities
They want better information on the
of their disability
don't necessarily need a one to one
airport and airline experience
service

Manchester Airport has information booklets and bracelets for parents of children with autism



London Southend is first UK airport to sign up to local dementia action alliance



ACT on Alzheimer's

24 October 2015 · 🌐

Dementia friendly airport in the UK.



Southend Airport first for local dementia action alliance

SOUTHEND Airport has become the first airport in the United Kingdom to sign up to a local dementia action alliance.

HALSTEADGAZETTE.CO.UK



London Gatwick has “dementia champions” and supports staff in gaining qualifications in dementia care



CAA Hidden disabilities guidance : background

- We have already consulted widely
 - We have held bilateral discussions with National Autistic Society, Alzheimer's Society, Anxiety UK, Mencap and Scottish Dementia Working Group
 - Themes have emerged from these discussions which have helped shape the guidance
- There is significant political momentum
 - Prime Minister's challenge on dementia 2020 has an air transport strand – CAA is part of air transport working group (along with academics, airports, airlines).
- It is therefore a priority issue for DfT
 - Robert Goodwill, Minister for Transport,
 - attended meeting of Dementia working group
 - made hidden disabilities key focus of recent AOA speech
- Plymouth University has secured funding into exploring impact of flying on people with dementia
- Autism and air travel in the news regularly with particular emphasis on travelling with autistic children

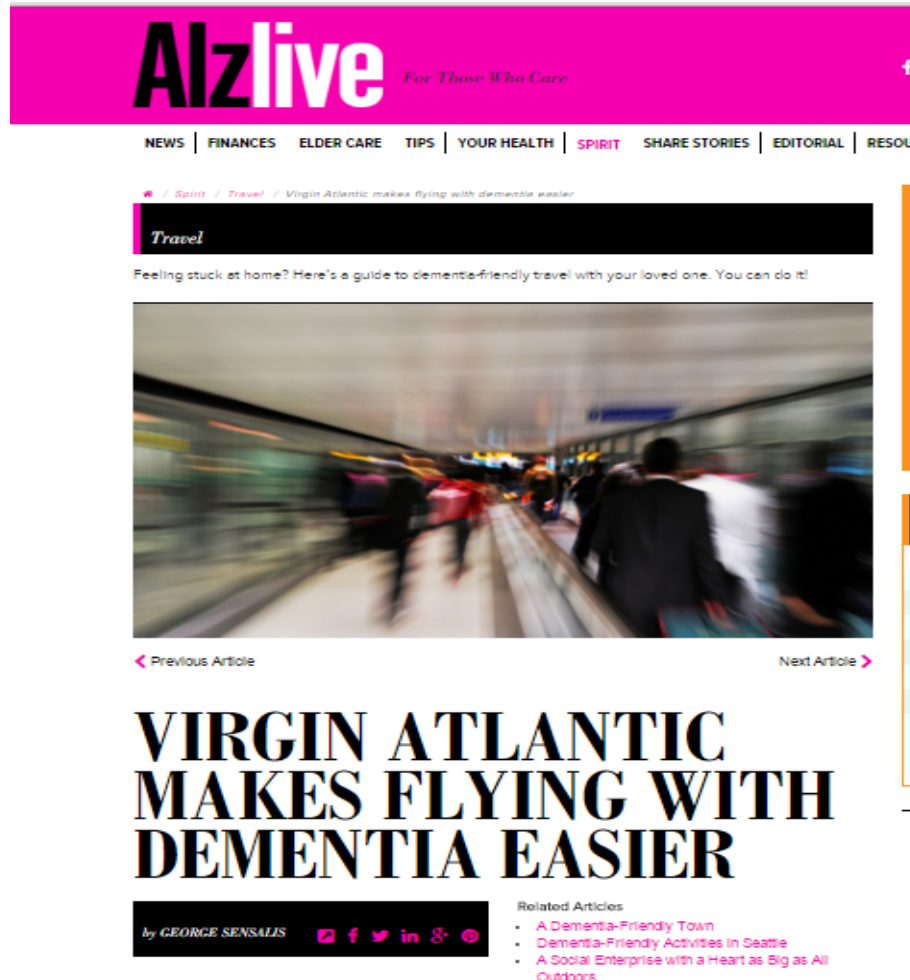
Hidden disabilities: key components of guidance

- There are four key areas covered in the guidance
- Assistance
 - People should never be separated from accompanying persons
 - Airports should always offer a one to one escort if requested
- Information and communication
 - Airports must enhance websites to include better information for people with hidden disabilities
 - Airports must improve communication channels (eg. install hearing loops)
- Security
 - Better training of staff
 - Ensure staff are prepared to provide alternative options for searches (e.g. private room)
- Training
 - Airports should regularly provide specific training for helping people with hidden disabilities incorporated into existing training for all customer facing staff

Hidden disabilities: next steps

- CAA consulting on guidance from May to July
 - So far airports have been generally positive and many are already implementing measures
- CAA is to publish the guidance in July
- Airports will then have until the end of the year to make the necessary improvements
 - By March 2017 we will publish a Compliance Report setting out the changes made by each airport
 - Enforcement action may need to follow for any airports falling short of the required standard
- After this, the assistance provided to people with hidden disabilities will be incorporated in the overall quality standards performance framework
 - This will ensure ongoing monitoring of quality of the assistance (as already done with physical disabilities assistance)
 - The framework may have to be tweaked to incorporate this, e.g. by increasing emphasis on “soft” metrics (such as surveys)

Airlines are up next....




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easyJet, the short-haul budget British airline carrier with the long orange type, is the first airline to step in line with the dementia challenge issued by British Prime Minister David

Still some way to go.....

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Teenager with cerebral palsy and autism is kicked off a flight to Mauritius for 'not sitting properly'

- David Bysosa, 16, banned from Air Mauritius over trip to see grandmother
- His mother booked him a window seat but they moved him to the aisle
- Neighbour complained he was 'not sitting properly' and causing anxiety
- Airline refused refund and said he caused 'an uncomfortable atmosphere'

By MARTIN ROBINSON FOR MAILONLINE
PUBLISHED: 13:14, 25 September 2015 | UPDATED: 18:54, 25 September 2015

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A disabled teenager with cerebral palsy was thrown off a flight and banned from travelling alone for 'not sitting in his seat properly' and making other passengers nervous, it was revealed today.

David Bysosa, 16, from Surbiton, south-west London, was escorted from an Air Mauritius flight at Heathrow airport when he became upset after being moved at the last minute.

The teenager, who also has learning disabilities, was going to visit his grandmother on the Indian Ocean island and had flown there alone several times in the past.

His mother Vidulah had booked him a window seat to help with his anxiety but air crew moved him to the aisle and said there was no where else to sit.

After the woman in the seat next to the teenager complained he was removed from the long haul flight and taken back to his parents in the terminal.

His mother says her son's treatment is discrimination and has branded the airline's behaviour appalling.

Mrs Bysosa, who works for Kenyan Airways at Heathrow, today accused Air Mauritius of



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David Bysosa, 16, (centre) who has cerebral palsy and autism was kicked off a flight to Mauritius, pictured with his mother Vidulah Bysosa and stepfather Steve Lambert



Dementia-sufferer's four-hour flight turned into 14-hour nightmare after Southwest Airlines FORGOT about the 82-year-old woman

- Dolores Runnels was left sitting in her seat when the aircraft landed in Greenville
- She was seated on the plane by herself until more passengers boarded
- She then flew for 14 hours - to Baltimore, Chicago and then back to Greenville - adding another three legs to her journey
- Runnels suffers from dementia and is unable to care for herself
- Her daughter Melody Allega is demanding an apology from the airline

By COREY CHARLTON FOR MAILONLINE

PUBLISHED: 13:10, 10 November 2015 | UPDATED: 16:21, 10 November 2015

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An 82-year-old dementia-sufferer's four-hour flight turned into a 14-hour ordeal when staff forgot about her and left her sitting on board the plane after she arrived at her destination.

Dolores Runnels was supposed to travel from Dallas to Greenville via Houston in a four-hour flight, WYFF4 reported.

But after she was left sitting on the plane at Greenville, she continued on to Baltimore, Chicago and then back to Greenville.