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Airport Consultative Committee meeting
19 November 2021

**Civil Aviation
Authority**

19/20 results best since framework introduced in 2015

Rankings

Belfast City			
Bournemouth			
Bristol	Birmingham		
Cardiff	Belfast International		
City of Derry	Edinburgh		
Cornwall Newquay	Inverness		
Doncaster Sheffield	Leeds Bradford		
East Midlands	Liverpool		
Exeter	London City		
Glasgow	London Gatwick		
Glasgow Prestwick	London Heathrow		
Humberside	London Luton		
Newcastle	London Stansted	Aberdeen	
Norwich	Manchester	Kirkwall	
Sumburgh	Southampton	London Southend	
Very Good	Good	Needs Improvement	Poor

Assistance at UK airports in 2020

- In 2019 there were 3,772,543 assistance requests at UK airports
- 1.29% of passengers requested support at UK airports (up from 1.07% in 2014)
- In 2020 there were 725,534 requests, a decrease of 82% from 2019
- Penetration rate was 1% compared to 1.35% in 2019
 - Passenger numbers decreased 75% to 73m
 - Varies according to routes and airports
 - Passengers down 56% to 86%, with PRMs down 71% to 95%
 - Domestic routes focussed airports slightly less affected

Covid 19 and accessibility

- We identified some risks that could have a disproportionate impact on passengers requesting support
 - Changes to airport and airline processes
 - removal of seating
 - social distancing on minibuses and buggies
 - disinfecting of wheelchairs and buggies between each use, slowing recirculation
 - close person to person support
 - help completing passenger locator forms
 - face coverings
- The service provision to the thousands of passengers being repatriated in April and May, many of which were elderly passengers who had been stuck abroad visiting friends and family
 - on some flights more than half of passengers needed assistance
 - skeleton staff at airports
- The requirement to wear face coverings at airports and onboard aircraft
 - restrictive airline policies might unduly affect people with asthma, hearing loss and autism

Heathrow and 'repatriation' flights

- Total number of repatriation flights from 8th April to 29th September = 1386
- Number of passengers assisted = 16,404
- 63 flights with over 50 people per flight needed assistance
 - One flight had 138 passengers, of which 128 were transferring
- 85% of staff on furlough
- Heathrow met or bettered quality standards for the vast majority of flights

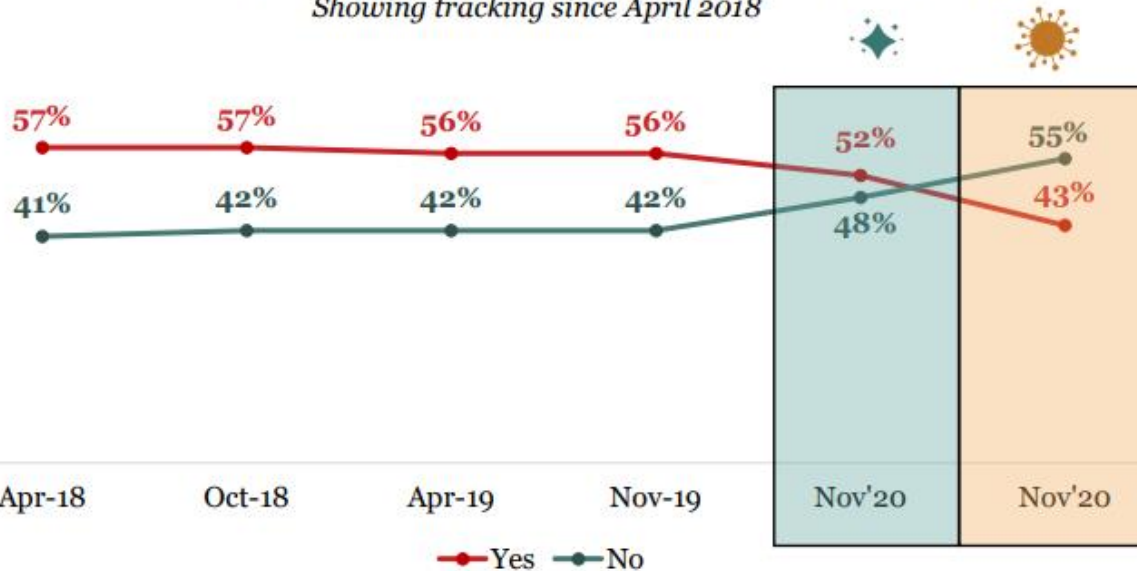
CAA response

- We provided support to Heathrow with repatriation flights
 - Kept in close contact with airport staff
 - Liaised with Home Office on flights, passing information to Heathrow on passengers' needs
 - Alleviated all requirements under our quality standards framework for these flights
- For non repatriation flights, we alleviated some of the requirements under our quality standards framework, allowing airports to focus on the key priority of providing timely assistance
- We delayed the introduction of enhanced minimum standards that were due to begin from April 2021
- We carried out a survey of airports and airlines
 - We wrote to all UK airports and top 20 airlines asking about key services
 - CAA staff carried out onsite visits to main airports
 - Positive responses which have given us reassurance that the impact of Covid was not having an undue affect on passengers needing assistance
- We published guidance for airlines on face coverings

Since the pandemic, disabled respondents are less likely to have difficulty at airports or when flying

Difficulty in accessing/using airports or flying

Showing tracking since April 2018



For the first time since the aviation tracker began, disabled respondents are more likely to say they do not have difficulty in accessing or using airports or flying, than they are to have difficulties.

The proportion of respondents with a disability who say their disability makes accessing and/or using airports or flying difficult has dropped by 9 percentage points from 12 months ago (52%), to since the pandemic started (43%).



Issues for restart and CAA accessibility priorities



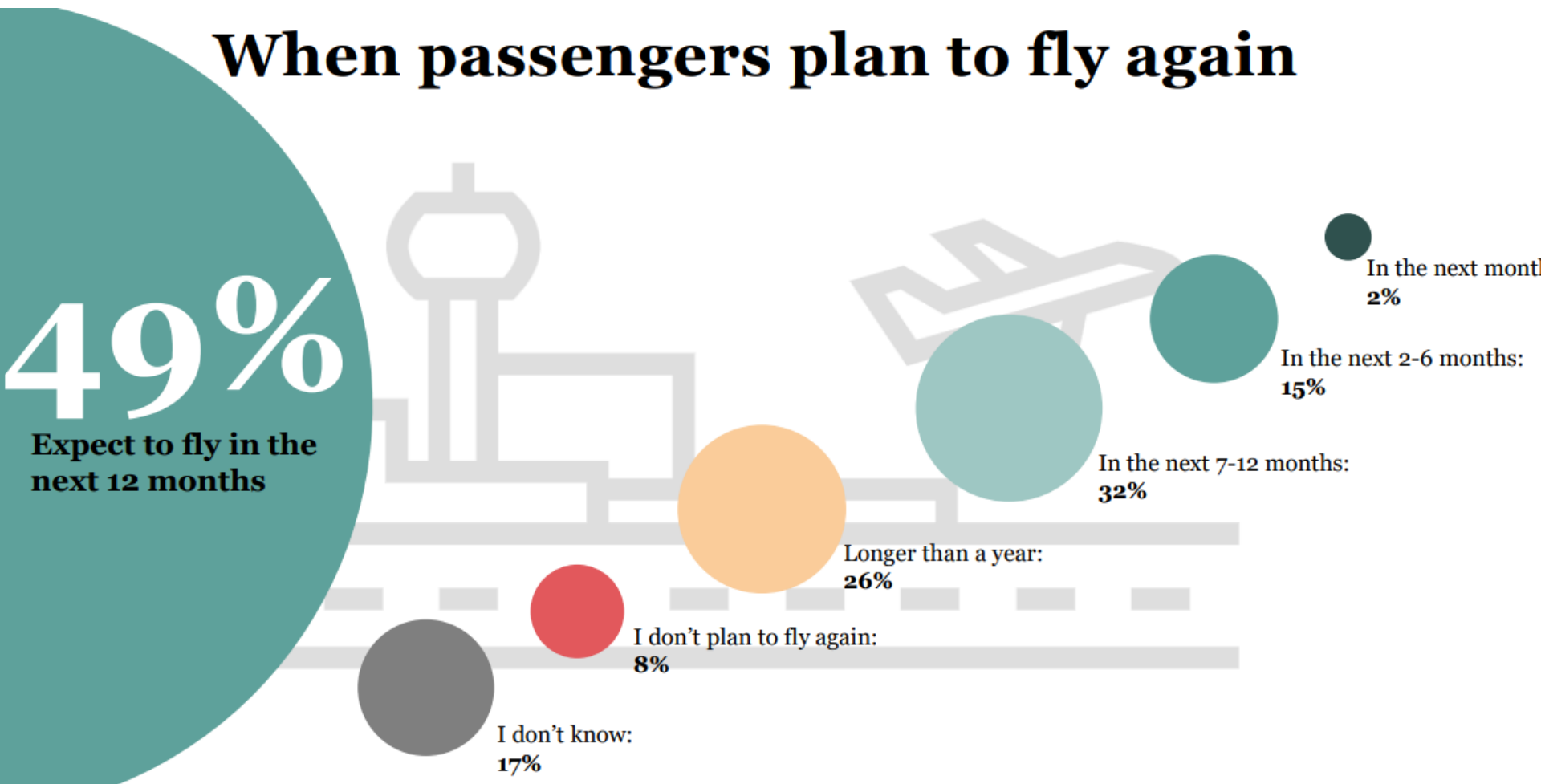
- Ensuring accessibility remains a top priority for airports and airlines
 - Reintroduce full set of quality standards from 1 October 2021
 - Commit to continued publication of airport reports from 22/23 year
 - Pre-notification project
 - Consult and publish airline framework
 - Consult on and publish assistance dogs proposal
- Ensuring airports and airlines retain knowledge of regulatory requirements
 - Maintain communication lines with industry
 - Provide support to industry as required
- CAA understands challenges facing airports. We have committed to
 - not publishing 21/22 report
 - suspending CAA accessibility audits until April 22
- However, we will continue to expect airports to submit data to us on performance and we will act if the impact on consumers is, in our view, unacceptable
- As the profile of quality standards framework has grown, scrutiny of how CAA carries out assessments has increased
 - Publish CAP1228a guidance for airports to supplement CAP1228 in order to help ensure airports consider they are being assessed fairly and accurately

Recovery September 21

- Building up confidence of disabled passengers to travel by air
 - Re-engage with key stakeholders
 - Support charities and disabled organisations in rebuilding confidence of disabled and less mobile passengers
 - Airports to reintroduce Accessibility Forums
 - Use CAA tracker surveys to measure confidence
- Evidence points to a recovery in PRM passengers in line with all passengers
 - September 21 PRM numbers at 25% of September 19 PRM numbers
 - Penetration rate back to pre-Covid
- Latest airport data shows some airports experienced service issues in September as passenger numbers increased
 - Waiting time for assistance on arrival increasing
 - Passengers missing flights

CAA Tracker survey June 2021

When passengers plan to fly again



One in five disabled respondents say they expect to fly more in the next 12 months, the same proportion say they expect to fly less

Expectations of flying compared to the last 12 months

All who have a disability

■ More ■ Same amount/ no change ■ Less ■ Don't know



Approaching half (46%) of disabled respondents expect that their level of flying will remain the same in the next 12 months compared to the past 12 months, while one in five (20%) thinking they will fly more and the same proportion (20%) believing they will fly less.

