

## **QUALITY STANDARDS**

to assist disabled and mobility-impaired passengers at Dresden Airport in accordance with Regulation (EC) No 1107/2006 ("PRM Service")

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*The Quality Standards in the German Language are binding.  
This version is a non-binding translation.*

## 1. Regulations for the provision of support and assistance to disabled passengers and passengers with reduced mobility

According to Regulation (EC) No 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, every European Airport with more than 150 000 commercial passenger movements is required to provide support and assistance to disabled passengers and passengers with reduced mobility.

The necessary assistance and arrangements are described in Annex 1 of the Regulation that are aligned to ECAC Doc. No.30 – Part I – Section 5 and its Annexes, especially the “Code of Good Conduct in Ground Handling for Persons with Reduced Mobility”.

## 2. Definition of a „PRM“

‘Disabled person’ or ‘Person with **R**educed **M**obility’ (PRM) means any person 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 [Art. 2, Regulation (EC) No 1107/2006].

The tailored provision of services for a PRM is based on and classified into the following IATA (International **A**ir **T**ransport **A**ssociation) Codes:

<b>WCHR</b>	Passenger who can climb and descend stairs and move about the aircraft cabin, but requires a wheelchair or other aid in order to move between the aircraft and the terminal or within the terminal or between the point of arrival in the terminal and the departure location within the publicly accessible area;
<b>WCHS</b>	Passenger who <u>cannot</u> climb and descend stairs but can move about the aircraft cabin, but requires a wheelchair or other aid in order to move between the aircraft and the terminal or within the terminal or between the point of arrival in the terminal and the departure location within the publicly accessible area;
<b>WCHC</b>	Passenger who is fully immobile and can only move with the help of a wheelchair or other aid, requiring continuous support from the moment of arrival until seated on the aircraft (where necessary in a specially adapted seat) or, for an arriving passenger, from the moment of landing until leaving the airport;
<b>WCBD</b>	Wheelchair – Dry Cell Battery
<b>WCBW</b>	Wheelchair – Wet Cell Battery
<b>WCLB</b>	Wheelchair – Lithium-Ion Battery
<b>WCMP</b>	Wheelchair – Manual Power
<b>WCOB</b>	Wheelchair – to be transported on board
<b>WCHP</b>	Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an onboard wheelchair;
<b>DEAF</b>	Passenger who is deaf or hearing impaired;
<b>BLND</b>	Passenger who is visually impaired or blind;
<b>DEAF/BLND</b>	Passenger who is both hearing impaired/ deaf and visually impaired/ blind and can only move about with the help of an accompanying person;

**DPNA** Passenger with intellectual or developmental disability, who is only able to move about with the assistance of an accompanying person, depending on the severity of disability;

**MEDA** (only in combination with WCH!) Passenger whose mobility is impaired, due to clinical cases with medical pathology in progress, being authorized to travel by medical authorities;

Not included are:

- pregnant women
- mothers with small children
- families
- Young Pax
- UM = unaccompanied minors
- Stretcher (STCR)
- Medical Case (MEDA, if not in combination with WCH)
- Oxygen required (OXYG)

### 3. Notification procedure

In order to plan the personnel and resources, knowledge of the need for assistance is absolutely necessary. This is the only way to ensure that the support services are provided in accordance with the passenger needs. Therefore, EU Regulation 1107/2006 requires a minimum of 48 hours before the scheduled time of departure to notify the airline for the need of assistance. This notification should take place by the passenger against the carrier or the tour operator only, ideally when the ticket is booked.

The notification is to be provided by SITA TELEX to the airport operator no later than 36 hours before departure by the airline. In the event of a shorter duration or in the event of a lack of notification, during a significant increase in volume, services will be prioritized. For ad-hoc care, the PRM Service must be informed immediately by the airline / handling agent for the need of assistance and the range of service required (category of disability).

A notification or booking of support services through the PRM directly with the airport operator is not possible and legally not binding.

### 4. Service description

In order to ensure appropriate service for PRM passengers, Dresden Airport assists them to:

- communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings,
- move from a designated point to the check-in counter,
- check-in and register baggage,
- proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
- board the aircraft, with the provision of wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft door to their seats,
- store and retrieve baggage on the aircraft,
- proceed from their seats to the aircraft door,
- disembark from the aircraft, with the provision of wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,

- proceed from the baggage hall to a designated point,
- reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,
- move to the toilet facilities if required.

Furthermore, Handling of all necessary mobility equipment, as well as recognized assistance dogs is to be ensured. Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis, is to be provided.

### **(Carry-on) luggage**

Assistance, carrying and stowing of (Carry-on) luggage is only provided within the scope of the valid conditions of the airline. In general, the luggage of the PRM must be transportable by one person of the PRM service.

### **Accompanying Person (Passenger)**

In general, the transport of accompanying persons (passengers) of the PRM and their (Carry-on) luggage is not part of the support service.

## **5. Designated points of arrival and departure**

### **Pick-up- points**

Dresden Airport Terminal (FDT)

- Check-in-Counter 1-32 Departure Level (Level 1)
- designated seats in front of boarding pass control
- designated seats opposite all Gates
- Airport Information Desk Arrival Level (Level 0)

For pre-notified individual cases, a pick-up from other points within Dresden Airport Terminal can be arranged.

### **Drop-off-points**

Dresden Airport Terminal (FDT)

- Airport Information Desk Arrival Level (Level 0)
- Train Station Dresden Airport
- Terminal forecourt

For pre-notified individual cases (no later than 36 hours before Arrival), a drop-off at the multi-storey car park can be arranged.

In addition, specially designated seats for PRMs are available for departures and arrivals.



## **6. Service times**

Dresden Airport shall provide PRM assistance in accordance with the level of service specified in ECAC Doc. 30 „Code Of Conduct in Ground Handling for Persons With Reduced Mobility“:

**Departure:**

*For pre-notified PRM (notification to the airport operator was provided no later than 36 hours in advance):*

Upon arrival at a designated point at the airport, once they have made themselves known:

- 80% of the PRM should wait no longer than 10 minutes for assistance
- 90% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes.

*For Non Pre-Notified PRM (none or late notification)*

Upon arrival at the airport, once they have made themselves known:

- 80% of the PRM should wait no longer than 25 minutes for assistance
- 90% should wait for no longer than 35 minutes
- 100% should wait for no longer than 45 minutes.

**Arrival:**

*For pre-notified PRM (notification to the airport operator was provided no later than 36 hours in advance):*

Upon arrival at the airport, once the aircraft has reached its final parking position:

- 60% of the PRM should wait no longer than 8 minutes for assistance
- 80% should wait for no longer than 10 minutes for assistance
- 100% should wait for no longer than 10 minutes for assistance.

*For Non Pre-Notified PRM (none or late notification)*

Upon arrival at the airport, once the aircraft has reached its final parking position:

- 80% of the PRM should wait no longer than 25 minutes for assistance
- 90% should wait for no longer than 35 minutes
- 100% should wait for no longer than 45 minutes.

**In General,**

- all PRMs should be satisfied with the assistance provided;
- departing PRMs who are at the designated point and/or check-in counter within the stipulated time must reach their aircraft in time to enable timely pre-boarding and departure
- the PRM Service staff responsible for the assistance, including the management, is trained in accordance with ECAC Doc 30, Annex K and has knowledge of the various types of disability and mobility restrictions

**7. Exceptional Circumstances****Flight Irregularities**

In the event of delays or flight irregularities, the following actions may be arranged in coordination with the Airline or Handling Agent on site:

- rebooking of flights
- catering voucher, as well as hotel accommodation
- accompanying the PRM to Hotel, Bus or Taxi
- transit visa
- documentation of the irregularities

**Passenger Irregularities**

Is it uncertain whether the notified PRM is eligible to fly for health or other reasons, the following actions may be arranged in coordination with the Airline or Handling Agent on site:

- medical report (consultation of physician)
- possibly organizing a transport to a clinic

- rebooking of flights
- catering voucher, as well as hotel accommodation
- transit visa or interim travel documents
- making contact with the contact person or relative of the PRM
- documentation of the irregularities

## **8. Safety Regulations**

During transportation on the transport chair from or into the aircraft, the PRM is to be strapped. While transporting the PRM in the PRM vehicle between the terminal and the aircraft or vice versa, the PRM is transported in his own or airport-owned wheelchair.

According to the regulations, wheelchairs are fastened to the vehicle while driving. An appropriate vehicle configuration with the necessary special fittings according to DIN 75078, part 1, as well as the ECE 17 is ensured.

## **9. Training**

According to Regulation (EC) No. 1107/2006, the airport operator shall ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and persons with reduced mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments. The training is aimed at issues of disability-equality and raising awareness of disability issues.

The training courses at Dresden Airport are held periodically as initial and refresher trainings - the participation is documented.

## **10. Monitoring Service Quality**

The quality standards are monitored as part of customer management. Complaints can be submitted to Dresden Airport by mail or by e-mail (contact form on the Internet site) and shall be answered within one month. In addition, the complaint procedure is applied in accordance with Article 15 of the Regulation (EC) No. 1107/2006.