Assistance to Passengers with reduced mobility (PRMs)

Quality standards

PRM-Service (PSL-U)

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# Table of contents

2 Introduction 3

3 Definition of PRMs 3

4 Classification of Services Required by PRM Passengers 4

5 PRM service provider 5

6 Notification procedure 5

7 Designated points of arrival and departure 6
   7.1 Pick-up-points (departure) 6
   7.2 Drop-off points (arrival) 7

8 Service description 7
   8.1 (Carry-on) luggage 8
   8.2 Mobility aids 8
   8.3 Accompanying Person 8

9 Service times 9
   9.1 Pre-Notified Customers (48 hours before the published departure time) 9
   9.2 Non Pre-Notified Departing Customers 10

10 Service hours 10

11 Infrastructure 10

12 Exceptional Circumstances 11
   12.1 Flight irregularity 11
   12.2 Passenger irregularity 11

13 Staff 11

14 Safety regulations 12

15 Monitoring Service Quality 12
2 Introduction
Since 26 July 2008, the "Regulation (EC) No 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air" transfers the responsibility for certain assistance to disabled persons and persons with reduced mobility to European commercial airports.

Regulation (EC) No 1107/2006 and ECAC document No 30, Part I, Section 5, provide the framework for such assistance. These publications also call for the definition of quality standards, which Albrecht Dürer Airport Nürnberg publishes on its website www.airport-nuernberg.de.

These standards are intended to provide passengers with reduced mobility (hereinafter "PRM", passenger with reduced mobility) with exactly the assistance that is individually required to achieve maximum independent freedom of movement without discrimination.

This document describes the procedures and scope of services and also the facilities that Flughafen Nürnberg GmbH provides for barrier-free travel.

Flughafen Nürnberg GmbH is required to fulfil these quality standards.

3 Definition of PRMs
Regulation (EC) No 1107/2006 defines the term “disabled passenger” or "passenger with reduced mobility" (PRM) as follows:

“Disabled passenger" or "passenger with reduced mobility" means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotory, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and the adaptation to his particular needs of the services made available to all passengers.

The above-mentioned persons are entitled to free assistance under the PRM service.

Not included in the above definition are VIPs, families, pregnant women, passengers with small children, young passengers, unaccompanied minors, passengers unfamiliar with the area or language, and medical cases that do not require assistance as defined above.
## 4 Classification of Services Required by PRM Passengers

The tailored provision of services for a PRM is based on the following IATA Codes

<table>
<thead>
<tr>
<th>Classification</th>
<th>Description</th>
<th>Assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>WCHC</strong></td>
<td>(wheelchair for cabin seat) Passenger who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to their specific needs, the process being inverted at arrival.</td>
<td>The PRM will be accompanied, usually the passenger uses a wheelchair, preferably his or her own, which is made available to him or her as soon as possible and for as long as necessary. Special lifting vehicles or boarding devices are used to overcome differences in level. An boarding wheelchair is used for transportation in the aircraft cabin.</td>
</tr>
<tr>
<td><strong>WCHS</strong></td>
<td>(wheelchair for steps) Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.</td>
<td>The PRM will be accompanied, the passenger uses a wheelchair for longer distances, preferably his or her own, which is available to him or her as soon as possible or for as long as necessary. Special lifting vehicles or boarding devices are used to overcome differences in level.</td>
</tr>
<tr>
<td><strong>WCHR</strong></td>
<td>(wheelchair for ramp) Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.</td>
<td>The PRM will be accompanied, for longer distances the passenger uses a wheelchair, preferably his or her own, which is available to him or her as soon as possible or for as long as necessary.</td>
</tr>
<tr>
<td><strong>BLND</strong></td>
<td>(blind passenger) Blind or visually impaired passenger.</td>
<td>The PRM will be accompanied if necessary, individual needs will be respected. On request a wheelchair will be provided.</td>
</tr>
<tr>
<td><strong>DEAF</strong></td>
<td>(deaf passenger) Passenger who is deaf or hard of hearing or a passenger who is deaf without speech.</td>
<td>The PRM will be accompanied if necessary, individual needs will be respected.</td>
</tr>
<tr>
<td><strong>DEAF / BLND</strong></td>
<td>(deaf &amp; blind passenger) Blind and deaf passenger, who can move only with the help of an accompanying person.</td>
<td>The PRM will be accompanied if necessary, individual needs will be respected.</td>
</tr>
<tr>
<td><strong>DPNA</strong></td>
<td>(disabled passenger needing assistance) Disabled Passenger with intellectual or developmental disability needing assistance. This covers persons with disabilities such as learning difficulties, dementia, Alzheimer’s or Down’s syndrome who travel alone and will need ground assistance.</td>
<td>The PRM will be accompanied if necessary, individual needs will be respected.</td>
</tr>
</tbody>
</table>
The following classifications are not covered by Regulation (EC) No 1107/2006

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>MEDA</td>
<td>(medical case) Passenger whose mobility is impaired due to a clinical case with advancing illness, who are, however, allowed to travel with the permission of a health authority or has been told by a physician they are fit for travel.</td>
</tr>
<tr>
<td>OXYG</td>
<td>(oxygen) Passenger who needs oxygen during flight.</td>
</tr>
<tr>
<td>STCR</td>
<td>(stretcher passenger) Passenger who can only be transported on a stretcher.</td>
</tr>
<tr>
<td>MAAS</td>
<td>(meet and assist) All other passengers in need of special assistance and who are not included in any of the other categories, e. g. pregnant women, passengers with small children, young passengers, unaccompanied minors.</td>
</tr>
</tbody>
</table>

The classification of mobility equipment is also based on the following IATA codes

<table>
<thead>
<tr>
<th>Classification</th>
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</tr>
</thead>
<tbody>
<tr>
<td>WCBD</td>
<td>(wheelchair dry cell battery) DryCell Battery.</td>
</tr>
<tr>
<td>WCBW</td>
<td>(wheelchair wet cell battery) WetCell Battery.</td>
</tr>
<tr>
<td>WCLB</td>
<td>(wheelchair lithium-ion battery) Lithium-Ion Battery.</td>
</tr>
</tbody>
</table>

5 **PRM service provider**

Albrecht Dürer Airport Nürnberg assigned AirPart GmbH (APG) with the provision of assisting PRMs.

6 **Notification procedure**

In order to be able to plan for a seamless procedure and to ensure the best possible service, Regulation (EC) No 1107/2006 requires a notification period of at least 48 hours before the scheduled time of departure.

The notification is to be provided directly to airline, its agents or the travel agency. The provider of the service at Albrecht Dürer Airport Nürnberg, AirPart GmbH (APG) must be informed immediately by the airline / handling agent for the need of assistance and the range of service required, but not later than 36 hours before departure. In case of late or missing notification, pre-notified passengers may be prioritized.

A registration through AirPart GmbH (APG) can also be made, but does not release from the obligation to register with the airline / handling agent or travel agency.
Registration with Albrecht Dürer Airport Nürnberg can be done

- by telephone at the airport information desk
telephone number + 49 (0) 911 937 00,
- by fax
fax number + 49 (0) 911 937 1650 or
- online via website https://www.airport-nuernberg.de/registration-and-contact-c07f766e937987e4 or
- by e-mail via info@airport-nuernberg.de

After registration and confirmation by the contractor (airline, handling agent, travel agency, airport information desk or Passenger Relations), the passenger is obligated to arrive at the airport at least two hours before the scheduled departure time.

The notification should contain at least the following information:

- name of the passenger
- flight number
- departure date / planned departure time
- passenger's telephone number / e-mail address
- classification of service needed (IATA code)
- type of wheelchair, if applicable
- additional information, if applicable

7 Designated points of arrival and departure

ECAC Document No 30, Part I, Section 5 defines pick-up and drop-off points as designated locations within the airport boundaries where PRMs can easily announce their arrival and assistance needs.

7.1 Pick-up-points (departure)

In order to ensure a seamless service, the PRM should arrive two hours before the scheduled departure time at one of the following pick-up points and contact the PRM service:

- Information desk in departure hall 2
- PRM service desk in departure hall 2
- Disabled parking spot or ticket office in car park 1
- Blue call box in front of departure hall 2 (taxi stand)
• Designated meeting points in departure hall 1 and departure hall 2 after registration by handling agents at the check-in counter

7.2 Drop-off points (arrival)
• Arrival hall / pick-up waiting area
• Information desk in departure hall 2
• Disabled parking spot in car park 1
• Subway station
• Bus stop
• Taxi stand

In order to ensure a seamless service on arrival, it is important that the PRM in the aircraft is waiting in his seat until the PRM service staff is on site.

8 Service description
According to Regulation (EC) No 1107/2006 following Albrecht Dürer Airport Nürnberg assists PRM passengers to

• communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in chapter 7,
• 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 lifts, 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 lifts, 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.
In case of flight delays or longer waiting times, the assistance can be interrupted after consultation with the PRM. The service is then continued at a fixed time at a specified pick-up point.

8.1 (Carry-on) luggage

Assistance, carrying and stowing of 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.

8.2 Mobility aids

All necessary mobility equipment, such as electric wheelchairs (in case they are notified 48 hours before the scheduled time of departure and that there is sufficient space on board of the aircraft and the relevant regulations on dangerous goods do not prohibit this), including recognised assistance dogs, shall be provided.

Temporary replacements shall be provided for damaged or lost mobility equipment, which need not be identical to the original mobility equipment.

The PRM can usually use his own wheelchair up to the aircraft door. It may be necessary to check in heavy, motorised wheelchairs at the bulky baggage counter so that they can be loaded promptly and properly. In this case, Albrecht Dürer Airport Nürnberg provides a wheelchair for transport.

If you are travelling with a wheelchair operated by a battery, the battery type and capacity must be observed due to dangerous goods regulations. These required details must be communicated to the airline when the need for assistance is notified. The PRM is personally responsible for disconnecting or removing the batteries.

8.3 Accompanying Person

Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person is allowed to provide the necessary assistance in the airport and with embarking and disembarking. In general, the transport of accompanying persons (passengers) of the PRM and their (Carry-on) luggage is not part of the support service.
9 Service times

Albrecht Dürer Airport Nürnberg provides PRM assistance in accordance with the level of service specified in ECAC Document No 30, part I, section 5, annex C - “Code of good conduct in delivering assistance on the ground for persons with disabilities and persons with reduced mobility (PRMs)“.

The right to assistance at airports defined in Regulation (EC) No 1107/2006 and the scope of assistance described in chapter 8 apply on condition that the need for assistance has been notified in time (see chapter 6 Notification procedure) and that the PRM (in accordance with ECAC Document No 30, Part I, Section 5)

- presents himself or herself for check-in:
  - At the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
  - If no time is stipulated, **not later than one hour before the published departure time**, or

- arrives at a point within the airport boundary designated in accordance with ECAC Document No 30, Part I, Section 5:
  - At the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
  - If no time is stipulated, **not later than two hours before the published departure time**.

9.1 Pre-Notified Customers (48 hours before the published departure time)

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

- 80% of customers should wait no longer than 10 minutes
- 90% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes

Assistance should be available at the gate-room/aircraft side for:

- 80% of customers within 5 minutes of „on chocks“
- 90% of customers within 10 minutes of „on chocks“
- 100% of customers within 20 minutes of „on chocks“
9.2 Non Pre-Notified Departing Customers
Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 25 minutes
- 90% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes

Assistance should be available at the gate-room/aircraft side for:

- 80% of customers within 25 minutes of „on chocks“
- 90% of customers within 35 minutes of „on chocks“
- 100% of customers within 45 minutes of „on chocks“

10 Service hours
AirPart GmbH (APG) guarantees PRM support at Albrecht Dürer Airport Nuremberg 365 days a year in 24-hour operation.

11 Infrastructure
Albrecht Dürer Airport Nürnberg provides the following infrastructural facilities for PRM:

- pick-up and drop-off points
- wheelchairs for transport in terminal and aircraft
- Special vehicles for transport over the airport apron
- lifts and escalators
- designated parking areas
- specially designated ergonomic seating areas within the terminal buildings.
12 Exceptional Circumstances

12.1 Flight irregularity
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

12.2 Passenger irregularity
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.

13 Staff
The support staff always wear uniforms. The training of the support staff complies with the required and relevant standards:

In accordance with Article 11 of Regulation (EC) No 1107/2006, training measures are held at Albrecht Dürer Airport Nuremberg on a cyclical basis as initial and recurrent training courses, in which the service personnel deployed by AirPart GmbH (APG) are instructed in the needs of disabled passengers and passengers with reduced mobility and trained in issues of equal opportunities for disabled persons and sensitization to disability issues. Participation in the training measures is documented.
14 Safety regulations

Passengers must fasten their seat belts during transportation on the boarding wheelchair out of or into the aircraft. During transportation between Terminal and the aircraft or vice versa, the passenger is transported either in his/her own wheelchair or in the airport wheelchair if necessary.

Wheelchairs are secured in the accessible / lifting vehicle during the transport according to the regulations. Disability-friendly vehicle equipment with the necessary special installations according to DIN 75078, Part 1, as well as ECE 17 is guaranteed.

15 Monitoring Service Quality

Quality standards are monitored as part of customer management. Complaints, praise, suggestions or special incidents can be sent to Albrecht Dürer Airport Nürnberg by post, fax or e-mail. Otherwise, the complaint procedure according to Article 15 of Regulation (EC) No 1107/2006 applies. Please address your inquiries to:

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90411 Nürnberg

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