



# Quality Standards

## PRM Service

(passengers with reduced mobility)

## 1. General

According to EU Regulation 1107/2006 Article 9.1 and ECAC Doc. No. 30 - Part I - Section 5 "Code of Good Conduct in Ground Handling for Persons with Reduced Mobility", every European airport is obliged to define quality standards for the assistance of disabled passengers and passengers with reduced mobility.

Every passenger with reduced mobility (PRM) departing from or arriving at Cologne/Bonn is to be provided with barrier-free travel. The service shall be respectful and non-discriminatory.

## 2. Definition of PRM

"Disabled person' or 'person with reduced mobility' 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 of EU Regulation 1107/2006.]

Services are classified according to the following IATA codes:

<b>WCHR</b> (wheel chair for ramp)	Passenger who can walk up and down steps and move about in an aircraft cabin, but who cannot walk long distances.
<b>WCHS</b> (wheel chair for steps)	Passenger who cannot walk up or down steps but who can move about in an aircraft cabin.
<b>WCHC</b> (wheel chair for cabin)	Passenger who can move about only with the help of a wheelchair or any other means. He or she requires assistance at all times from arrival at the airport to seating in the aircraft, the process being inverted at arrival.
<b>DEAF</b>	Passenger who is deaf, hard of hearing or a passenger who is deaf without speech.
<b>BLND</b>	Blind or visually impaired passenger
<b>DEAF/BLND</b>	Deaf-blind passenger who can only move around with an escort.
<b>DPNA</b>	Disabled passenger with intellectual or developmental disability needing assistance - Passengers with intellectual or developmental disabilities.

The following categories of service are not covered by the "PRM" regulation:

**STCR** Stretcher (lying ill passenger in passenger cabin).

**MEDA** Medical cases (unless booked in combination with WCH).

**OXYG** Oxygen required

### **3. Registration procedure**

PRMs are strongly advised to make a reservation in advance. According to EU Regulation 1107/2006, the deadline for the passenger to register is at least 48 hours before the scheduled departure time. The passenger registers exclusively with the airline or tour operator.

Airlines/handling agents must inform the Airport of the need for assistance and the scope of the service immediately, but no later than 36 hours before departure. At Cologne, the information goes to the service provider which is currently the German Red Cross (GRC),

### **4. Pick-up and set down points**

#### **Pick-up points at departure:**

- PRM Meeting Point Terminal 1 Departure B
- PRM Meeting Point Terminal 2 Departure Center
- Information Terminal 1 Departure
- Airport station - platform (only after prior registration)
- Bus stop Terminal 1 (only after prior registration)
- Cab stand Departure B (only after prior registration)
- Pick-up points in the parking garages (only after prior registration)
- Callpoints for assistance
  - T1; Departure first entrance B; (kerbside)
  - T1; Departure entrance C; (kerbside)
  - T1; level 0 (near the medical center, opposite toilets)
  - P2; level 4
  - P32 Long-distance coach station; terminal entrance
- Gates (registration with gate personnel)

#### **Set down points on arrival:**

Upon arrival, PRMs are requested to wait in their seats on the aircraft until GRC arrives on scene. Handover points to meeters and greeters or onward travel are as follows:

- Arrival level Terminal 1
- Arrival level Terminal 2 West
- Arrival level Terminal 2 East

- Information Terminal 1
- Train station
- Parking lots
- Taxi stand
- Long-distance coach terminal
- Bus stop

## 5. Scope of services

The services include assistance from the pick-up point to the seat in the aircraft (departure) and from the seat in the aircraft to the set down point (arrival) and are defined as follows:

Departure:

- Assistance with registration at check-in, check-in of baggage and bulky baggage
- Assistance with security processes, passport control and, if necessary, customs procedures
- Assistance in proceeding to the gate
- Transport of hand luggage to and in the aircraft
- Assistance on the way to the toilet, but not in the toilet

Arrival

- Assistance in the retrieval of baggage and customs processes
- Assistance up to the designated point of onward travel
- Assistance from/to connecting flights both for landside and airside

One accompanying person is allowed.

In case of flight delays or long transfer times (> 45 min.), the GRC may interrupt the assistance. The PRM will be informed how to reach GRC during that time.

Travel with own wheelchair: The PRM may use his or her own wheelchair until boarding; upon arrival he will receive it at the aircraft door.

## 6. Service times

### **Departure from Cologne/Bonn airport (for pre-notified passengers)**

Upon arrival at a designated point at the airport, once the PRM has made him/herself known:

- 80% of passengers should not wait more than 10 minutes for assistance
- 90% of passengers should not wait more than 20 minutes
- 100 % of passengers should not wait longer than 30 minutes

**Arrival at Cologne/Bonn airport (for pre-notified passengers):**

Upon arrival, assistance should be available at the gate or aircraft position for:

- 80% of passengers within 5 minutes
- 90% within 10 minutes
- 100% of PRM should not wait longer than 20 minutes for assistance.

Non pre-notified arriving customers must expect longer waiting times, assistance should be available for 100% of the customers within 45 minutes.

**7. Training**

In accordance with Regulation (EU) No. 1107/2006 and ECAC Doc 30 - Section 5 - all employees at the airport who are in direct contact with PRMs will receive appropriate training. The training focuses on special awareness for PRMs, proper handling, optimal assistance and non-discrimination.

After the initial training, a refresher training will be held every two years.

**8. Complaints, Praise, Recommendations**

Complaints, praise, suggestions and recommendations can be submitted to Cologne/Bonn Airport via the Customer Satisfaction Form by mail, e-mail or in person at the airport location. The e-mail address can be found on the website: <https://www.koeln-bonn-airport.de/serviceseiten/kontakte.html>.