

# Persons with Reduced Mobility

## Airside Operational Instruction 26

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AOI Owner – Customer Services



## 1. Introduction

- 1.1 EC Regulation 1107/2006 facilitates access to air transport for disabled persons and persons of reduced mobility (PRM) and to ensure they receive assistance, when travelling by air.
- 1.2 The provisions of the Regulations apply to disabled persons using or intending to use commercial passenger air services. It also covers persons of reduced mobility, including people who would not normally be classed as disabled, such as older people or those with a temporary mobility problem. The Regulations covers flights from, on transit through, or on arrival at an airport situated in the EU.

## 2. PRM Procedures and Check-In

- 2.1 All pre-bookings from the airlines arrive via SITA (a dedicated method of transferring information used by airlines) and email. This enables the service provider to prepare for the arrival of the passenger. Passengers are encouraged to provide at least 48 hours' notice to their airline and tour/holiday operator to guarantee the service.
- 2.2 On arrival at the airport, help points are situated in the car park and bus shelters, for passengers who require assistance to the check-in hall. The help points are connected to the Passenger Services operation office. PRMs may also be collected from the bus stops, taxi rank or National Express drop off point.
- 2.3 Passenger Services has 70 numbered wheelchairs on site of the Staxi Chair model. Anyone wishing to use a wheelchair must visit the Passenger Services reception desk to register the movement of the PRM so it can be monitored.
- 2.4 PRMs should then proceed to the relevant airline check-in desk and follow standard passenger check-in procedures. If the PRM is travelling with an electric mobility aid (electric wheelchair or scooter) the mobility aid should be checked in along with PRMs luggage and issued with an appropriate luggage label, at this point the mobility aid is to remain with the PRM.

## 3. Carriage of Mobility Aids

- 3.1 After check-in, the PRM is directed to the dedicated Passenger Services reception desk, located in the main check in hall. The desk is manned during the hours of check in until 1700hrs. After 1700hrs passengers are advised by a notice on the desk to use the help point. The help point is answered by the Passenger Services Operations Controller who will complete the check in assessment.
- 3.2 An assessment regarding the level of assistance required will be made and agreed with all parties, a small waiting area (26 seats) is available at this point.
- 3.3 Passenger Services personnel will facilitate the movement of the PRM (with mobility aid) to either 'out of gauge' hold baggage screening or through Central Search via the priority route to the Departure Lounge and onwards to the dedicated PRM waiting area.
- 3.4 Before the PRM leaves the mobility aid the battery should be disconnected or the electrical drive system disabled so as to ensure the device cannot be reactivated. An 'Electric Mobility Aid' checklist should be completed.

- 3.5 Passenger Services will then arrange for it to be loaded into the a/c hold in conjunction with the Handling Agent.

#### 4. Departure Lounge Procedure

- 4.1 All PRMs should be **assisted** to either **the** Passenger Assistance Lounge, or the area adjacent to their departure gate – depending on the PRM's preference. The telephone help points located in the Passenger Assistance Lounge are connected to the Passenger Services operation office. Hearing loops are available at both Passenger Assistance Lounges.
- 4.2 PRM's will be informed of the approximate time they will be collected for boarding.
- 4.3 Passenger Services will not assist with shopping, catering requisites and may only **assist** a passenger to the toilet door (they do not assist with toiletry needs).
- 4.4 Passenger Services staff are able to access the departure lounges from the apron areas via ID swipe points located at gates 1, 15 and 18.

#### 5. Arrivals Procedure

- 5.1 Passenger Services will receive an IATA standard message via SITA, e-mail, fax or by hand giving PRM details. These pre-booking details should arrive 48 hours prior to departure and are updated and confirmed -36 hours.
- 5.2 In addition, Passenger Services will receive details from the airport of departure (the departure signal). If there are unexpected PRM's on arrival at EMA the handling agent will radio their operations, who will in turn update Passenger Services.
- 5.3 Passenger Services will assist PRMs with baggage from the overhead compartment if required.
- 5.4 Wheelchairs will be off loaded from the hold and delivered to the a/c steps by the handling agent staff.
- 5.5 Passenger Services will escort PRM's through the Immigration procedures and assist with baggage reclaim if required. They are not expected to wait with a PRM should Border Force wish to speak to them.
- 5.6 The PRM will be **assisted** to an agreed point of departure – this could be Meet and Greeters area, Short Stay Car Park, bus stops or taxi rank.

#### 6. General

- 6.1 Accessible toilets are provided throughout the terminal building, Braille is provided on the toilet door signs for the visually impaired.