

Open For New Horizons.



**Assistance to “Passengers with reduced mobility” at
Vienna International Airport**

Quality standards



1. Definition

A person with reduced mobility (PRM) is understood to mean any person whose mobility is reduced due to a physical incapacity (sensory or locomotory), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of services made available to all passengers.

From 26 July this year the EU Regulation (EC) 1107/2006 will transfer to airports the responsibility for the assistance to **Persons with Reduced Mobility (PRM)** when travelling by air.

Vienna International Airport, Flughafen Wien AG assigned the existing provider VIAS with the provision of assisting **Passengers with Reduced Mobility (PRM)** according to the EU Regulation (EC) 1107/2006.

The assistance will be provided to the following passenger categories:

PRM category	Characteristics	Assistance
WCHR (wheelchair – 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.	The passenger will be accompanied. For long walking distances a wheelchair or club car will be offered.
WCHS (wheelchair – 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.	The passenger will be accompanied. For long walking distances a wheelchair or club car will be offered. Assistance with an ambulift will be provided for level entry boarding and deboarding.
WCHC (wheelchair – cabin seat)	This category covers a wide range of passengers. It includes those who are completely immobile, 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. This category also includes passengers with a disability only affecting the lower limbs who require assistance to embark and disembark and to move inside the aircraft cabin but who are otherwise self - sufficient and can move about independently in their own wheelchair at the airport. Specifying the level of autonomy at the time of booking will avoid the provision of inappropriate assistance.	The passenger will be accompanied. Passenger needs a wheelchair and special aids e.g. ambulift and / or boarding/aisle chair.
BLND (blind passenger)	Blind or visually impaired passenger. (only if assistance is expressly requested and prior notification is given)	The passenger will be accompanied. Individual needs will be respected. On request a club car will be provided.
DEAF (deaf passenger)	Passenger who is deaf or hard of hearing or a passenger who is deaf without speech.	The passenger will be accompanied. Individual needs will be respected. At the airport mobility counter the passenger may request help from specially trained staff in sign language.
BLND/DEAF (blind & deaf passenger)	Blind and deaf passenger, who can move only with the help of an accompanying person.	Individual needs of the passenger and the accompanying person will be respected.
DPNA (disabled passenger needing assistance)	Disabled Passenger with intellectual or developmental disability Needing Assistance. This covers passengers with disabilities such as learning difficulties, dementia, Alzheimer's or Down's syndrome who travel alone and will need ground assistance.	The Passenger will be accompanied. Individual needs will be respected.

2. Quality parameters for assistance to PRM

Passengers have to inform their travel agency or airline of their particular needs for assistance at least 48 hours before the published time of departure of the flight.

An air carrier shall transmit this information at least 36 hours before the published departure time for the flight.

Waitingtimes for departing and prebooked PRM passengers, who are at the „pick-up” point or check-in desk in time.

“Pick up” points	Average waiting times	% pre-booked PRM
“Pick up” points	< 10 Minutes	80%
&	< 20 Minutes	90%
Check-in desk	< 30 Minutes	100%

Waitingtimes for departing and non prebooked PRM passengers, at the „pick-up” point or check-in desk.

“Pick up” points	Average waiting times	% non pre-booked PRM
“Pick up” points	< 25 Minutes	80%
&	< 35 Minutes	90%
Check-in desk	< 45 Minutes	100%

Waitingtimes for arriving and prebooked PRM passengers at the gate or aircraft.

“Pick up” points	Average waiting times	% pre-booked PRM
Gate	< 5 Minutes	80%
&	< 10 Minutes	90%
Aircraft	< 20 Minutes	100%

Waitingtimes for arriving and non prebooked PRM passengers at the gate or aircraft.

“Pick up” points	Average waiting times	% non pre-booked PRM
Gate	< 25 Minutes	80%
&	< 35 Minutes	90%
Aircraft	< 45 Minutes	100%

ANNEX I

Assistance under the responsibility of the managing bodies of airports

Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

- communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in article 5,
- 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 air and land sides and within and between terminals as needed,
- move to the toilet facilities if required.

Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and within embarking and disembarking.

Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis.

Ground handling of recognised assistance dogs, when relevant.

Communication of information needed to take flights in accessible formats.