



Catalogue of PRM services

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1 General Information

1.1 Introduction

Regulation (EC) No. 1107/2006 concerning the rights of disabled passengers and passengers with reduced mobility when travelling by air became effective at 26 July 2008. These passengers are also known as PRM - persons with reduced mobility.

Due to this Regulation the overall responsibility for assistance services at airports has been transferred from the individual airlines to the airport operators. With this brochure we would like to familiarise you with the most important processes.

Fraport AG (owner and operator of Frankfurt Airport) has assigned the company FraCareServices GmbH with the provision of assistance at Frankfurt Airport. FraCareServices GmbH is a joint venture of Fraport AG and Deutsche Lufthansa AG.

1.2 Definition 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

Source: Regulation (EC) No 1107/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL Article 2 (a)

2 **Quality and performance standards**

2.1 **Classification of PRM passengers**

In civil aviation international and standardized service codes are used. Please inform your travel agent or airline when booking to which extent you need help.

Passengers may quote the service code they consider appropriate for themselves to the airline or travel agent.

WCHR Passenger can ascend / descend stairs, but cannot walk long distances

WCHS Passenger cannot ascend / descend stairs

WCHC Passenger who is completely immobile

BLND Passenger is partially sighted or blind

DEAF Passenger is hard of hearing, deaf or deaf-mute

DPNA Passenger with intellectual or developmental disabilities needing assistance

2.2 **Important Information for PRM passengers**

With the help of the following **checklist** passengers can check if they have made all important preparations for their flight.

- The need for mobility assistance has been reported to the airline at least 48 hours prior to departure
- At the time of booking, the travel agent or the airline was informed about your mobility restriction and the special requests were stated. These include e.g. the use of special facilities and services (e.g. pick-up with a wheelchair, taking a guide dog etc.)
- additional information, such as your own wheelchair and its dimensions were specified.
- Arrival at least two and a half hours before departure at the check-in counter or at one of the help points and report there as a PRM guest.

Important Information on arrival and departure by train at the long-distance or regional station:

In principle, it is always necessary to make a separate registration with Deutsche Bahn and the airline (see contact point 4.0).

PRM guests arrive at the long distance train station (or regional train station) by train. An employee of the Deutsche Bahn picks up the PRM guest on the train / track and takes him to one of the information desks of Deutsche Bahn. The employee of Deutsche Bahn then informs the Mobility Assistance Department (FraCareServices) that the PRM guest is on site and can be picked up. About 10 – 15 minutes later a FraCareS employee comes to the information desk of the Deutsche Bahn and picks up the PRM guest with a wheelchair or e-cart and assists him to the check-in or departure gate of his airline.

PRM guests traveling by train after their flight arrives will be greeted by an employee at the aircraft (or bus arrival, depending on the aircraft's position) and escorted to the long-distance- or regional train station. There the PRM guest will be handed over to the employees of Deutsche Bahn, who will then continue to accompany the PRM guest onto the train.

2.3 Arrival and Departure

Disabled parking spaces are located in Terminal 1, Parking Garage P 4, as well as in Terminal 2, Parking Garage P 8. Please follow the signs.

On the day of departure PRM passengers will go to the check-in desk of their airline or to one of the help points for mobility assistance.

Further information can be found in the Frankfurt Airport Travel Guides „Assistance at the airport” and “Arrival and Departure” or on the Frankfurt Airport website (<https://www.frankfurt-airport.com> or <https://www.fracareservices.com>).

2.4 Apply for assistance

The airline, tour operator or travel agency is to be informed at the time of booking, but no later than **48 hours prior to departure** with the indication of the required scope of care. Specify the degree of mobility restriction (see point 2.1).

This early notification, as required by the Regulation, serves the purpose of forwarding the information about your assistance needs to the service provider on time. **Please note that a direct booking with FraCareServices is not possible.** Without registration a longer waiting time might occur.

2.5 Designated arrival and departure locations

On departure day

Check-In, Infogates

On the day of departure PRM make their way directly to the check-in-counter of their airline, use one of the infogates marked with a wheelchair sign installed within the terminals or contact one of the service points. Infogates are dedicated spots within all terminal areas for passengers needing assistance. PRM can contact the assistance service from there.



Wheelchair sign

Locations

Terminal 1:

1. At Meeting Point, Arrival B, Level 1
2. Departure hall B, between door 4 and door 5
3. Departure hall B, next to door 7

Terminal 2:

Here, the central service point on level 2 in the middle of the terminal is available to PRM.

On the day of arrival

On the day of arrival PRM guests will be picked up at the aircraft (in case of remote positions at the bus arrival in the terminal or directly at the aircraft, depending on their registered service code) and accompanied to the Terminal exits. This can e.g. be the taxi or the bus.

2.6 Procedures according to service codes

In the following procedures for departure and arrival at building or remote positions for the various service codes are described.

Service code WCHR

(Passenger can ascend/descend stairs but cannot walk long distances)

Gate position – arrival:

WCHR - passenger will be welcomed at aircraft door, accompanied up the bridge slowly walking, and then assisted through the airport (transit) or out with either electrical car or wheelchair.

Gate position - departure:

WCHR - passenger will be assisted from check-in counter or designated help points to the departure gate with electrical car or wheelchair. Passenger will be seated in the gate area and usually makes his way onboard on his own.

Remote position – arrival:

WCHR - passenger will walk downstairs and enter the passenger bus to be brought to the bus arrival. On bus arrival our service agent will welcome the WCHR passenger and assist him in transit or out as mentioned above.

Remote position - departure:

WCHR - passenger will be travelling with passenger bus to the aircraft and makes his way on his own to his seat.

Service code WCHS

(Passenger cannot ascend/descend stairs)

Gate position – arrival:

WCHS - passenger will be welcomed at aircraft door, with wheelchair and assisted up the bridge either in the wheelchair or walking, depending on his needs. Then he will be assisted through the airport (transit) or out with a wheelchair, or, if available and passenger is able to use e-car, assistance with e-car possible.

Gate position - departure:

WCHS - passenger will be picked up at check-in counter (or designated help point) and assisted usually with wheelchair to the departure gate. If passenger is able to step on an electrical car assistance also may be able with e-car. Passenger is seated in the gate area. If he needs assistance for boarding, a boarding order will be created.

Remote position – arrival:

WCHS - passenger will be picked up / assisted by the special service transport team, either with highlifter or carrying chair (after all other passengers left the aircraft) out of the aircraft to a special bus and then driven to bus arrival. On bus arrival one of our service agents will welcome the WCHS passenger and escort him through the airport (transit) or out with wheelchair, or, if passenger is able to step on e-car he will be assisted by e-car.

Remote position - departure:

WCHS - Passenger will be brought to apron with the special bus and then assisted into aircraft either with highlifter or carrying chair.

Service code WCHC

(Passenger is totally immobile)

Gate position – arrival:

WCHC - passenger will be picked up by the special service transport team (after all other passengers left the aircraft) and brought outside the aircraft. Normally passengers own wheelchair should be delivered at the gate directly and the special service transport team will seat the passenger into his own wheelchair. Our service agent then will assist the passenger with his own wheelchair.

Gate position - departure:

WCHC - passenger will be brought to the departure gate with his own wheelchair or with a FraCareS wheelchair, depending if own wheelchair is checked-in or available. Passenger will be preboarded with the special service transport team and the own wheelchair will be checked in at the gate.

Remote position – arrival:

WCHC - passenger will be assisted out of the aircraft by the special service transport team with highlifter or carrying chair (after all other passengers left the aircraft). Then he is assisted with the special bus and normally his own wheelchair, which should be delivered directly at aircraft, to bus arrival. On bus arrival one of our service agents will overtake and assist the passenger out or in transit with his own wheelchair.

Remote position - departure:

WCHC - passenger will be assisted to apron with the special bus and then assisted into aircraft either with highlifter or carrying chair, depending on availability.

The assistance for WCHS and WCHC passengers, arriving or departing on apron, is the same process.

The use of electric cars or wheelchairs in the terminals, as well as the use of highlifters or carrying chairs on remote positions depend on availability and infrastructure in all processes.

As a rule, PRM guests enter the aircraft first at departure.

At arrival, all other passengers get off the aircraft before the PRM guests are taken care of. Exceptions are possible.

During the arrival process, attention must be paid to the employees of the care service. The employees wear a red button on their service clothing and must be actively addressed.

3 *Scope of services*

3.1 *Service description and service times*

Assistance under the responsibility of the managing bodies of airports

Assistance and arrangements necessary to enable disabled 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 the 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 with 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 recognized assistance dogs, when relevant.

Communication of information needed to take flights in accessible formats.

Source: Regulation (EC) No 1107/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL Annex C

The following support cannot be provided by our employees:

- assistance in/on the toilet
- lifting/carrying passengers to the toilet
- assisting guests in taking meals

- administer medication or supervise medication

All medical or nursing services (for example, showering, washing, going to the toilet, etc.) are services of the airport clinic and will be billed separately to the passenger.

Frankfurt Airport offers the PRM service in the timeframe specified in ECAC Doc 30 - Annex C - "Code of Good Conduct".

In order for us to be able to offer you an optimal service, we depend on your assistance. Please allow enough time for your trip. Frankfurt Airport recommends arriving at the check-in at least **2.5 hours before departure** or at least 1.5 hours for connecting flights.

Carry-On baggage

The carrying and stowing of (hand) luggage can only be carried out within the limits of the current conditions of the airline. In principle, the luggage of the PRM should be transportable by a person of the care service, otherwise waiting times can be expected.

Accompanying Persons

Accompanying persons of the PRM and their (hand) luggage transport are basically not part of the scope of support. The number of escorts is limited to one.

The PRM guest is responsible for his travel documents and necessary utensils (e.g. medicines). We therefore recommend that you wear them during your stay or until your departure / onward / pickup.

Service times

Departure:

(On arrival at the airport, as soon as you have reported to FraCareS at the Pick-up Point (PuP))

With pre-registration:

80% of PRM guests should not wait more than 10 minutes for assistance.

90% no longer than 20 minutes and

100% shouldn't wait more than 30 minutes.

Without pre-registration:

80% of PRM guests should not wait longer than 25 minutes.

90% no longer than 35 minutes and

100% no longer than 45 minutes.

Arrival:

(The assistance will be provided at the gate/bus arrival or aircraft position)

With pre-registration:

80% of PRM guests should receive assistance within 5 minutes of "on chocks"

90% within 10 minutes and

100% within 20 minutes.

Without pre-registration:

80% of PRM guests in 25 minutes after "on chocks",

90% within 35 minutes and

100% shouldn't wait more than 45 minutes.

3.2 Depature

- Pick up the departing passenger according to the service standards at the agreed pick-up-point
- Assistance for security control and, if necessary, for passport and customs
- Coordination of boarding times with the airline / handling agent
- Depending on the needs of the passenger and the design of the passenger's own wheelchair, transfer to the airport's own wheelchair or help with walking
- Assistance with the transport of hand baggage

Scope of services for remote positions:

- Transportation to the aircraft
- Use of elevators in the respective departure area
- Transferring the passenger from the passenger's own to the airport's own wheelchair
- Transfer of the passenger-owned wheelchair to the loading staff
- Accompany the passenger in the aircraft
- Assistance in stowing hand baggage at the request of the passenger

Scope of services for gate positions:

- Carriage / escort to the gate, as required transfer of the passenger's into the airport's own wheelchair and on the plane into the carrying chair
- Carriage / escort to the aircraft seat, assistance in stowing hand baggage at the request of the passenger
- Transfer of the passenger-owned wheelchair to the loading staff

3.3 Arrival

Pick up the passenger according to the service standards at the aircraft door

Scope of services for remote positions:

- Pick-up of the passenger including his hand baggage at the aircraft door (depending on the service code of the PRM guest)
- Transfer to the passenger's own wheelchair
- Transportation to the baggage claim area by bus
- If necessary, assistance for passport and customs control
- If the passenger-owned wheelchair is only delivered to the baggage belt according airline-specific regulation, the transfer must be carried on-site
- Help with hand baggage and if necessary, assistance with baggage tracing processes
- Transfer of the passenger to the collector(s) or basically to the Terminal Exits. This can e.g. be the taxi or the bus

Scope of services for gate positions:

- Pick up of the passenger including hand baggage at the aircraft door (depending on the service code of the PRM guest)
- Transfer to the passenger's own wheelchair
- If necessary, assistant for passport and customs control
- Accompany the passenger to the baggage claim
- Transfer of the passenger to the collector(s) or other service providers
- Return of the airport's own wheelchair to the depot

3.4 Transfer from flight to flight

For transfer guests the same procedure as for arriving and departing passengers is implemented. In addition, all transfer passengers, according to the valid legal provisions, will be accompanied through the designated control points.

3.5 Training of PRM employees

Air carriers and airport managing bodies 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;
- (b) provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public;
- ensure that, upon recruitment, all new employees attend disability-related training and that personnel receive refresher training courses when appropriate.

Source: Regulation (EC) No 1107/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL Article 11

FraCareServices GmbH and the employees of special transports (Fraport, BVD-TS1) take care to keep their own personnel and to train them according to § 11 of the EU-Regulation. The requirements and guidelines of ECAC, Doc. 30, Annex N and K are considered.

(see service contract, §7 trainings)

4 Contact

For general inquiries please contact the Fraport Communication Center

Phone: +49 (0)1806-FRAINFO (=01806-3724636)

Ideas and recommendations concerning the assistance services

E-Mail: fracares@fraport.de

Mobility Service Centre of the Deutsche Bahn AG (German Railways):

The Mobility Service Centre of the Deutsche Bahn AG provides support for passengers with reduced mobility when planning their journey and assistance when boarding, deboarding or changing trains in stations.

Phone: 01805-512 512

14 ct/min from German landlines; charges for mobile calls may vary.

Mondays to Fridays from 08:00 to 20:00 h, Saturdays from 08:00 to 16:00 h, closed on Sundays and national public holidays – exceptions: Easter Monday, Whit Monday, 3 October and 26 December from 08:00 to 20:00 h.

Fax: 01805-159 357

14 ct/min from German landlines; charges from mobile phones may vary.

E-mail: msz@deutschebahn.de

For pre-registrations of assistance, use the registration form at www.bahn.de/handicap. In order for the assistance to be reliably organized by the service employees of Deutsche Bahn AG, a timely registration via the Mobility Service Center (lead time of at least 1 working day) is advisable.

Frankfurt am Main, 25.11.2022