



Karlsruhe / Baden-Baden airport quality standards concerning the rights of persons with reduced mobility when travelling by air

Handling of persons with reduced mobility in accordance with the „Regulation (EC) No 1107/2006 of the European Parliament and of the council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air“, Article 9, 2. and in accordance with the guidelines of the „Code of Good Conduct in Ground Handling for Persons with Reduced Mobility“ of the European Civil Aviation Conference (ECAC)

Introduction

On 26 July 2008 the „Regulation (EC) No 1107/2006 of the European Parliament and of the council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air“ entered into force and became obligatory for all airports of the European Union.

Essential guidelines of the Regulation (EC) No 1107/2006:

- Disabled persons and persons with reduced mobility (PRMs) have the right of travelling by air.
- The managing body of an airport is responsible for ensuring the provision of the assistance (specified in the Annex) without additional charge to PRMs.
- All airports within the European Union are obliged to set quality standards concerning the assistance of PRMs.
- The managing body of an airport is obliged to ensure the implementation and the compliance of the regulation.
- The quality standards have to be published on the website of the airport.
- The quality standards ensure the protection of and provision of assistance to PRMs, protect them against discrimination and ensure that they receive assistance.



Definition of the quality standards

Assistance standard according to Article 9, 2. and according to the guidelines of the „Code of Good Conduct in Ground Handling for Persons with Reduced Mobility“ of the European Civil Aviation Conference (ECAC):

For pre-booked departing PRMs

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

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

For non pre-booked departing PRMs

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

- 80% of PRMs should wait no longer than 25 minutes for assistance.
- 90% of PRMs should wait no longer than 35 minutes for assistance.
- 100% of PRMs should wait no longer than 45 minutes for assistance.

For pre-booked arriving PRMs

Assistance should be available at the aircraft side for:

- 80% of PRMs within 5 minutes of on chocks.
- 90% of PRMs within 10 minutes of on chocks.
- 100% of PRMs within 20 minutes of on chocks.

For non pre-booked arriving PRMs

Assistance should be available at the aircraft side for:

- 80% of PRMs within 25 minutes of on chocks.
- 90% of PRMs within 35 minutes of on chocks.
- 100% of PRMs within 45 minutes of on chocks.

According to Article 7, 1. of the Regulation (EC) No 1107/2006 a PRM is classified as pre-booked, when the notification of the person's particular needs for the assistance has been made to the air carrier or its agent or the tour operator concerned at least 48 hours before the published time of departure of the flight.

Monitoring of the quality standards

The Baden-Airpark GmbH makes regular tests of the vehicles and equipment. The staff is regularly introduced in the PRM handling procedures. The compliance of the quality standards is monitored on the basis of PRM feedbacks and airline feedbacks. Complaints are quickly researched and responded in accordance with Article 15 of the Regulation (EC) No 1107/2006. If necessary, corrective measures are taken and coordinated.

Annex

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 of the regulation (EC) No 1107/2006,
- 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 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.



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- 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