

Keflavik airport PRM Service Quality Standards

1. General Provisions

1.1. Introduction

1.1.1. According to the provisions of Regulation (EC) No 1107/2006, Article 9, Point 1 and ECAC Document 30, Part I, Section 5 and related Annex 5-C “Code of Good Conduct in Ground Handling for Persons with Reduced Mobility”, every airport in Europe is obliged to implement quality standards for rendering services to persons with reduced mobility.

1.1.2. These standards are implemented by Keflavik airport management (“the Airport”) jointly with the Airport users, organizations of disabled persons and persons with reduced mobility, and they are published on the Airport’s website (www.kefairport.is).

1.2. The Mission of the Airport – the Goal of the Quality Standards

1.2.1. The Airport acknowledges that each passenger with reduced mobility (“PRM Passenger”) should be perceived as a unique person with various individual needs and requirements for additional services. The Airport undertakes to provide the PRM Passengers with specially customized services rendered with respect and reverence, without discrimination and honoring the person’s desire for maximum independence.

1.2.2. Such services are provided in conformity with Regulation (EC) No 1107/2006 and ECAC Document 30, Part I, Section 5.

1.3. Validity of the Quality Standards

1.3.1. As of the year 2016, assessment and review of the quality standards will take place once every two years or as necessary.

1.3.2. The quality standards are assessed by using:

- a. Opinion polls of PRM passengers;
- b. Suggestions, recommendations and complaints addressed to the Airport on the Airport’s website, questionnaire form;
- c. Findings of internal and /or external auditors.

1.4. Compliance with the Quality Standards

1.4.1. Compliance with the quality standards set forth herein is mandatory to the Airport.

1.5. Definition of a PRM Passenger

1.5.1. A Passenger with Reduced Mobility – PRM – is any person whose mobility by using transport vehicles is limited due to some physical (sensory or movement, permanent or temporary) disability or age, and whose condition requires appropriate attention and adjustment of the services available to every passenger to this person’s needs.

2. Standards of Quality and Performance of Work

2.1. Classification of Services Required by PRM Passengers

2.1.1. In order to provide appropriately customized services for PRM passengers, they are classified applying the international codes of IATA (International Air Transport Association):

IATA Code Explanation of IATA Code

WCHR

Passenger who can walk up and down stairs and move about in an aircraft cabin, but 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 landside of the terminal.

WCHS

Passenger who cannot walk up and 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 landside of the terminal.

WCHC

A vast range of passengers belong to this category. Passengers who are completely immobile, who can move about only with the help of a wheelchair or other means and who require 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 includes passengers with disability of their lower extremities who require assistance while boarding the aircraft or disembarking, or while moving about in an aircraft cabin, but who are otherwise independent and can move about the airport in their personal wheelchair. Accurate ascertaining of a passenger's level of independence helps avoid mistakes in rendering assistance.

DEAF

Passenger who is deaf or a passenger who is deaf without speech.

BLND

Passenger who is blind or whose eyesight is poor.

DEAF/BLND

Blind and deaf passenger who can only move about with the help of an accompanying person.

DPNA

Passenger with intellectual or development impairments needing assistance. This category includes the passengers with mental disturbances, dementia, Alzheimer's disease or Down's syndrome travelling alone and requiring assistance at the airport.

2.2. Arrival and Departure Call Points

2.2.1. The Airport in its territory provides a call point for PRM passengers arriving at the Airport and departing from it, in the following places:

- a. Short time car parking north side of air terminal, departure side
- b. Meeting point inside departure hall

2.2.2. The locations of the call points were selected jointly with the airport users and representatives of the organizations for disabled people.

2.3. Description of Services

2.3.1. The Airport shall provide PRM passengers with good quality, individually customized, permanent assistance including the following services:

- a. Acceptance by the airport service staff of the passenger's notice of arrival at specific call points outside and inside the Airport terminal;
 - b. Accompanying/assisting a passenger from the call point to the check-in desk;
 - c. Checking in for a flight and checking in of baggage;
 - d. Moving from the check-in desk to the aircraft (assistance at passport control, customs and security screening);
 - e. Boarding the aircraft, if necessary, providing lift, wheelchair or other appropriate means of transportation;
 - f. Moving from the aircraft entrance to the seat;
 - g. Depositing and retrieving carry-on baggage on board;
 - h. Moving from the seat to the aircraft exit;
 - i. Disembarking from the aircraft, if necessary, providing lift, wheelchair or other appropriate means of transportation;
 - j. Moving from the aircraft to the baggage reclaiming hall, picking up of baggage, if necessary, settling passport control and customs formalities;
 - k. Moving from the baggage reclaiming hall to a definite point in the Airport territory;
 - l. Assistance to a transit passenger in getting to a connected flight on the Airport's landside and airside;
 - m. Accompanying to a toilet room and if necessary, assistance in the toilet room.
- 2.3.2. The Airport shall take the necessary measures in order to ensure the following:
- a. If a PRM passenger is accompanied by an escorting person, such a person, upon his/her request, is allowed to render the necessary assistance to the passenger at the airport and while boarding and disembarking the aircraft;

- b. Ground handling services regarding all the necessary means of transportation, including wheelchairs, are provided if a notification has been given 48 hours prior to departure, considering the possible limitations of space on board the aircraft and the effective laws and regulations regarding carriage of dangerous goods;
- c. An option to replace a damaged or lost means of transportation, not guaranteeing that the replaced equipment will be equivalent;
- d. Ground handling services in case of necessity are also rendered to recognized assistance dogs;
- e. Information on flight schedules are provided to passengers in comprehensible forms.

2.3.3. If a PRM passenger travels in his/her personal wheelchair, the Airport shall provide the passenger with maximum possible comfort, allowing him/her to use their personal wheelchair as long as possible. In case of departure – up to the boarding gate, in case of arrival – until the delivery of the personal wheelchair to the aircraft exit.

2.4. Booking Procedure

2.4.1. Referring to Regulation (EC) No 1107/2006, it is in the interests of all the relevant parties that the services are booked timely. A PRM passenger should book the service at least 48 (forty eight) hours prior to departure of his/her flight in order to give the service provider sufficient time to render appropriate services with the specific equipment required by the PRM passenger.

2.4.2. In order to receive such services, the PRM passenger should arrive at the check-in desks at least 1 (one) hour prior to the scheduled departure. If the service has not been pre-booked, the passenger will receive the service classified as 'last minute' service. If the passenger has not notified the airline of the necessary assistance 48 (forty eight) hours prior to the flight, or if the Airport has not received the notification 36 (thirty six) hours prior to departure of the flight, The Airport will do the utmost to provide the PRM passenger with good quality service answering his/her specific needs.

2.4.3. The PRM passenger should book the services when booking a flight at the airline or at a travel agency.

2.5. Time of Accomplishment

2.5.1. The Airport shall provide assistance to PRM passengers according to the service level set in ECAC Document 30, Part I, Section 5 and related Annex 5-C "Code of Good Conduct in Ground Handling for Persons with Reduced Mobility".

Criterion Target DEPARTING PRM Passengers

Pre-booked (notice of service given 48 hours prior to flight)

Upon arrival at the Airport and application:

80% PRM passengers wait for assistance not longer than 10 minutes;

90% wait not longer than 20 minutes;

100% wait not longer than 30 minutes.

Not pre-booked

Upon arrival at the Airport and application:

80% PRM passengers wait for assistance not longer than 25 minutes;

90% wait not longer than 35 minutes;

100% wait not longer than 45 minutes.

ARRIVING PRM Passengers

Pre-booked

Assistance must be available at the arrivals sector/aircraft:

80% PRM passengers within 5 minutes after “on chocks”

90% - within 10 minutes;

100% - within 20 minutes.

Not pre-booked

Assistance must be available at the arrivals sector/aircraft:

80% PRM passengers within 25 minutes after “on chocks”

90% - within 35 minutes;

100% - within 45 minutes.

2.6. Equipment

2.6.1. The Airport shall ensure the compliance of all the equipment for PRM passengers with the recommendations of ECAC Document 30, Annex 5-D.

2.6.2. The Airport shall ensure that regular safety checks and maintenance of the equipment for PRM passengers are performed. The Airport shall make appropriate entries in the journals of equipment maintenance registration.

2.6.3. The Airport in cases of necessity and to the extent possible shall temporarily replace damaged or lost means of transportation (see Regulation (EC) No1107/2006, Annex 1).

2.7. Training of PRM Passenger Service Personnel and Airport Personnel Providing Services to Passengers

2.7.1. According to the provisions of Regulation (EC) No1107/2006, ECAC Document 30, Part I, Section 5 and related Annexes as well as the provisions of the US laws and regulations (ACAA, 14 CFR 382), the Airport shall provide appropriate training to the PRM passenger service personnel and the staff working in direct contact with passengers. At the training sessions with the participation of all the staff (the PRM passenger service personnel and other Airport personnel), the particular attention is paid to the disability awareness and equal rights of disabled people.

2.7.2. The participants who have successfully completed the training program receive a certificate from the training provider. This certificate is kept on the employee’s personal file.

2.7.3. The Airport plans to arrange repeated training once a year for the PRM passenger service personnel and once every two years – for the staff working in direct contact with passengers.

2.8. Information to PRM Passengers

2.8.1. The Airport provides the PRM passengers with the necessary information in specially adapted formats, booklets and on the Airport's website. The information is provided in Icelandic, English.

2.8.2. Necessary information:

- a. Specified departure/arrival points (call points); how to book a service?
- b. Description of services available to arriving and departing PRM passengers;
- c. Work with complaints, commendations, suggestions and recommendations of PRM passengers.

2.9. Complaints, Commendations, Suggestions and Recommendations

2.9.1. The passengers submit all their complaints, commendations, suggestions and recommendations to the Airport in writing by completing a satisfaction questionnaire (in a booklet or on the Airport's home page), and send them to the Airport by post, e-mail or on the Airport's website.

2.9.2. The Airport informs the client of receipt of his/her complaint within 5 (five) working days.

2.9.3. Within the subsequent 10 (ten) working days the Airport makes an in-depth check of the case described in the complaint.

2.9.4. Full answer to the complaint is prepared and sent within 28 (twenty eight) working days.

2.10. PRM Service Quality Supervision

2.10.1. The Airport uses the following service quality supervision instruments:

a. Questionnaire of PRM passengers regarding service quality and level and adequacy of equipment to ascertain the service quality. Regularity: 10 % per year (of PRM passengers provided with services).

b. External audit:

- Services to PRM passengers;
- Organization providing the service;
- Training regarding the necessary equipment and its use;
- Rendering of services;
- Quality standard documents.

2.10.2. The results of the above mentioned activities are taken into account when revising the Airport's quality standards.

2.11. Goals Set – Quality Targets to Be Achieved Criterion Target

Professionalism of personnel

90 % of PRM passengers rate the services provided by the Airport as excellent or good (bookings of services not made according to the instruction are not taken into account).

Politeness of personnel

90 % of PRM passengers rate the services provided by the Airport as excellent or good.

Quality of aids/equipment

90 % of PRM passengers rate the quality of aids/equipment provided by the Airport as excellent or good.

Punctuality in Cooperation of PRM service personnel with passengers

90 % of PRM passengers rate the punctuality as excellent or good.

General Service quality

90% of PRM passengers rate the general service quality as excellent or good.

Satisfaction level regarding the service booking

The Airport takes measures to increase the number of those PRM passengers who make a timely booking of services; the target of timely booking to be achieved by January 2017 is 80%.