KEF KEFLAVÍKUR FLUGVÖLLUR

Quality Standards for PRM Service at Keflavík Airport



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1. General Provisions

1.1. Introduction

1.1.1.

According to the provisions of Regulation (EC) No. 1107/2006 of the European Parliament and Council, Article 9, paragraph 1, and the document "Code of Good Conduct in Ground Handling for Persons with Reduced Mobility" (No. 30, Part I, paragraph 5) and the related Annex 5-C issued by the European Civil Aviation Conference (ECAC), all airports in Europe must implement quality standards for the provision of services to persons with reduced mobility.

1.1.2.

The management of Keflavik Airport ("the airport") implements these standards following consultation with airport users, associations of persons with disabilities or reduced mobility, and they are published on the airport's website (www.kefairport.is).

1.2. Declared Policy of the Airport – Objectives of the Quality Standards

1.2.1.

The airport adopts the policy that passengers with reduced mobility ("PRM passengers") shall be regarded as individuals with varying special needs and service requirements.
The airport strives to provide every PRM passenger with personalised assistance, tailored to their needs, delivered with respect and without discrimination, and taking into account the individual's desire for independence.

1.2.2.

Such service is provided in accordance with Regulation (EC) No. 1107/2006 and ECAC Document No. 30, Part I, paragraph 5.

1.3. Validity Period of the Quality Standards

1.3.1.

From 2025 onwards, evaluation and review of the quality standards will take place every two years or as required.

1.3.2.

The quality standards are assessed based on:

a) Questionnaires completed by PRM passengers;
b) Suggestions, recommendations, and complaints submitted to the airport;
c) Results from internal and external auditors.

1.4. Compliance with the Quality Standards

1.4.1.

The airport must comply with the quality standards set forth herein.

1.5. Definition of a PRM Passenger

1.5.1.

A passenger with reduced mobility (PRM) is any person who, during air travel, has reduced capability due to physical disability (relating to sensory or motor function, whether permanent or temporary), intellectual or developmental impairment, or age, and who, because of that condition, requires facilitation and adaptation of the services to which all passengers are entitled.

2. Standards Relating to Quality and Implementation

2.1. Classification of Service Needs of PRM Passengers

2.1.1.

To ensure that appropriate special assistance is provided, PRM passengers are classified according to international IATA (International Air Transport Association) standards:

WCHR – Passenger able to walk up and down stairs and move within the aircraft cabin, but requiring a wheelchair or other device for movement between aircraft and terminal, within the terminal building, and through arrival/departure halls or other long-distance areas.

WCHS – Passenger unable to walk up or down stairs but able to move within the aircraft cabin; requires a wheelchair between the aircraft and terminal and for long distances inside the terminal.

WCHC – Passenger completely immobile who can only move in a wheelchair or with assistance devices. Usually requires help to board/disembark the aircraft and to move inside it, as well as varying degrees of help around the terminal.

DEAF – Passenger who is deaf or hard of hearing.

BLND – Passenger who is blind or visually impaired.

DEAF/BLND – Passenger who is both blind and deaf and often requires a specially trained assistant.

DPNA – Passenger with intellectual or developmental disability who needs assistance. Includes those with mental disorders, dementia, Alzheimer's disease, Autism, or Down syndrome requiring help at the airport.

2.2. Location of Arrival and Departure Assistance

2.2.1.

Assistance for PRM passengers arriving at the terminal may be requested at the following locations on airport grounds:

a) **At the short-term car park on the north (departures) side of the terminal;**
b) **At the PRM Service Desk inside the departures hall;**
c) **At the check-in counter of the relevant airline.**

2.2.2.

These service-point locations were chosen in consultation with airport users and representatives of disability organisations.

2.3. Description of Service

2.3.1.

The airport shall provide PRM passengers with high-quality, continuous assistance tailored to the individual. This includes:

a) **Reception by a service agent upon notification of arrival at a designated service point inside or outside the terminal;**
b) **Escort/assistance from the service point to the check-in desk;**
c) **Check-in and baggage drop;**
d) **Transfer from check-in to the aircraft (including help at passport control, customs, and security screening);**
e) **Assistance boarding the aircraft, using a lift, wheelchair, or other transport aid if necessary;**
f) **Transfer from the aircraft entrance to the seat;**
g) **Placing and retrieving hand luggage in the cabin;**
h) **Transfer from seat to aircraft exit;**
i) **Assistance disembarking, using lift, wheelchair, or other means if necessary;**
j) **Transfer to baggage reclaim, collecting baggage, and through passport/customs if needed;**
k) **Transfer from the arrivals hall to a designated point on airport grounds;**
l) **Assistance for transfer passengers between flights as applicable;**
m) **Escort to restrooms.**

2.3.2.

The airport shall ensure:

a) **If accompanied by an escort, that person may, if desired, assist the PRM passenger throughout the airport and during boarding/disembarkation;**
b) **Handling of essential mobility aids such as wheelchairs, if requested at least 48 hours before departure, subject to aircraft space and applicable dangerous-goods rules;**
c) **If a mobility device is damaged or lost, temporary replacement equipment shall be offered without guaranteeing identical functionality;**
d) **Acceptance of recognised assistance dogs if required;**
e) **Provision of flight information in an understandable format.**

2.3.3.

If a PRM passenger travels with their own wheelchair, the airport shall make the journey as comfortable as possible, allowing the passenger to use their own chair as long as possible — for departures, up to the gate, and for arrivals, the chair is returned at the aircraft door.

2.4. Booking Process

2.4.1.

Under Regulation (EC) No. 1107/2006, it is in everyone's interest that assistance be booked in advance. The PRM passenger should book at least 48 hours before departure to allow adequate time for arranging the appropriate equipment and service.

2.4.2.

To receive departure assistance, the PRM passenger must report to one of the points listed in 2.2.1 at least one hour before scheduled departure.
If assistance has not been pre-booked or the passenger arrives less than one hour before departure, the passenger will receive "unplanned assistance."
If the airline was not informed at least 48 hours before flight or the airport did not receive notice from the airline at least 36 hours before departure, the airport will nevertheless make every effort to provide quality service meeting the passenger's needs.

2.4.3.

The PRM passenger should book assistance when the flight itself is booked, via the airline or travel agency.

2.5. Time Benchmarks

2.5.1.

The airport shall assist PRM passengers according to service levels defined in Code of Good Conduct in Ground Handling for Persons with Reduced Mobility (No. 30, Part I, paragraph 5) and Annex 5-C issued by ECAC.

Time benchmarks for departing PRM passengers

Pre-booked (assistance request ≥ 48 h before flight):

- **80 % of passengers wait ≤ 10 min for assistance**
- **90 % wait ≤ 20 min**
- **100 % wait ≤ 30 min**

Not pre-booked:

- **80 % wait ≤ 25 min**
- **90 % wait ≤ 35 min**
- **100 % wait ≤ 45 min**

Arriving PRM passengers

Pre-booked:

- **80% have assistance available at stand/aircraft within 5 min of aircraft coming to a full stop;**
- **90% - within 10 min ;**
- **100% - within 20 min.**

Not pre-booked:

- **80% have assistance available at stand/aircraft within 25 min of aircraft coming to a full stop;**
- **90% - within 35 min;**
- **100% - within 45 min.**

2.6. Equipment

2.6.1.

The airport shall ensure that all equipment for PRM passengers complies with ECAC Document No. 30, Annex 5-D.

2.6.2.

The airport shall ensure that regular safety inspections and maintenance are performed on all PRM equipment.
The airport shall record the relevant information in each item's maintenance logbook.

2.6.3.

If necessary, the airport shall provide replacement mobility devices if one is damaged or lost, to the extent possible (see Regulation (EC) No. 1107/2006, Annex I).

2.7. Training of Staff Providing PRM Services and Other Airport Staff Serving Passengers

2.7.1.

In accordance with Regulation (EC) No. 1107/2006, ECAC Document No. 30, Part I, paragraph 5 and its annexes, as well as provisions of U.S. legislation (ACAA, 14 CFR Part 382), the airport shall provide appropriate training for staff who deliver PRM services and for other personnel who have direct contact with passengers.

This training, which all such staff must complete, places special emphasis on awareness of disability and equality issues concerning persons with disabilities.

2.7.2.

Participants who complete this training course receive a certificate from the training provider.
The certificate is kept with the employee's personnel file.

2.7.3.

The airport shall organise refresher courses once per year for PRM-service staff and every two years for other frontline staff in contact with passengers.

2.8. Information for PRM Passengers

2.8.1.

The airport provides all necessary information to PRM passengers in an appropriately adapted format, in brochures and on the airport's website.
Information is available in Icelandic and English.

2.8.2.

Required information includes:

- **Locations of departure/arrival service points (where assistance can be requested) and how the service is booked;**
- **Description of the assistance available to PRM passengers for both departure and arrival;**
- **Procedures for handling complaints, compliments, suggestions, and recommendations from PRM passengers.**

2.9. Complaints, Compliments, Suggestions, and Recommendations

2.9.1.

Passengers may submit complaints, compliments, suggestions, or recommendations to the airport in writing—by post, e-mail, or via responses to PRM service surveys where applicable.

2.9.2.

The airport confirms receipt of a complaint to the customer within five (5) working days.

2.9.3.

Within the following ten (10) working days, the airport carefully reviews the matter raised in the complaint.

2.9.4.

A full written response is sent within twenty-eight (28) working days.

2.10. Quality Management of PRM Service

2.10.1.

The airport uses the following methods to assess service quality:

a) **Questionnaires completed by PRM passengers, evaluating service quality and the adequacy and suitability of equipment.**
Response rate target: 10 % of all PRM passengers assisted annually.

b) **External audits covering:**
• PRM service delivery;
• Organisation of the service;
• Training regarding required equipment and its use;
• Service provision;
• Documentation of the quality standard.

2.10.2.

The outcomes of these activities are taken into account when revising the airport's quality standards.

2.11. Defined Objectives – Quality Management Benchmarks

- **Professionalism of staff**
  - **90 % of PRM passengers state that the service provided by the airport is excellent or good (services not booked in accordance with procedures are excluded).**
- **Courtesy of staff**

    - **90 % of PRM passengers state that the service provided by the airport is excellent or good.**
- **Quality of mobility aids/equipment**
    - **90 % of PRM passengers state that the mobility aids/equipment supplied by the airport are excellent or good.**
- **Punctuality of staff in providing PRM assistance**
    - **90 % of PRM passengers rate punctuality as excellent or good.**
- **Overall service quality**
    - **90 % of PRM passengers state that the service overall is excellent or good.**
- **Satisfaction level regarding the booking of the service**

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