



The Journey of Persons with Reduced Mobility (PRM)



The Journey

In order to fully understand the service that our special assistance team provides to all passengers with disabilities or reduced mobility on behalf of the airport community, we would like to take you on a Journey.

Our Journey will highlight how our service operates, from our dedicated staff who pride themselves in being disability confident, to our vehicles and bespoke client handling equipment.

We believe there is a big difference in being disability aware and disability confident. Disability awareness all too often means that, we are 'aware' some people have disabilities, we may have thought about it for a bit, but really that's as far as it goes.

Being disability confident is much more than that; its knowing what to do, when to do it and doing it instinctively so that our passenger's individual requirements are met throughout their journey through the Airport.

Legislation

We are required to fully comply with the following:

EC 1107/ 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air states that a 'disabled person' or 'person with reduced mobility' means any person whose mobility when using transport is reduced due to physical disability (sensory, locomotory, 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.

The Equality Status Act 2000 - 2004 section 4 (1) states that "discrimination (on grounds of disability) includes a refusal or failure by the provider of a service to do all that is reasonable to accommodate the needs of a person with a disability by providing special treatment or facilities, if without such special treatment or facilities it would be impossible or unduly difficult for the person to avail himself or herself of the service"

Special Assistance Team

Duty Manager (DM)

The Duty Managers oversee the Movement Controllers and the day to day running of the operation, ensuring that any problems or issues that arise are dealt with quickly, effectively and efficiently. They work alongside the Movement Controllers in meeting and greeting our passengers and ensuring the beginning of their journey is as smooth and comfortable as possible. The role also includes working airside alongside our Customer Care Agents and Ambulift Drivers, ensuring that Health and Safety procedures are adhered to and the constant high level of customer service is given to all passengers that use the service.

Movement Controller (MC)

Our dedicated Movement Controllers are responsible for the effective allocation of Customer Care Agents (CCA's), Ambulift drivers and client handling equipment to ensure that both departing and arriving passengers are met within the Service Level Agreement, keeping disruption to a minimum and not affecting the aircrafts turnaround. They liaise with airlines and handling agents to ensure the operation runs smoothly. They are the first point of call for the PRM during their departing journey, collecting and collating all passenger information so a high level of service is accomplished.

Customer Care Agents (CCA)

A Customer Care Agent (CCA) is directly under the control of the 'MC'. They are responsible for carrying out all assignments given to them via radio contact and must complete all tasks in a timely manner. The CCA may well be the first point of contact a passenger has with OCS and the airport community; therefore it is critical that the CCA makes a good first impression. The CCA is quite often the face, voice and character of the passenger journey.

Ambulift Driver (AD)

Our highly trained and skilled Ambulift Drivers are also under the control of the 'MC'. They are responsible for the movement of passengers who need assistance to and from the aircraft. They take instruction from the Movement Controller for any relevant arriving and departing aircraft. They board the passengers onto the vehicle alongside a CCA and ensure that they all are secure for safe travel to and from the aircraft. It is essential that the driver and CCA create a good impression as they are the final process of the passengers movement and the last person the passenger will see on their journey.

Passenger Categories

All passengers mobility requirements are categorised according to the IATA definitions of passengers who require assistance:

WCHR

A passenger that can ascend and descend the aircraft steps and can move about in the aircraft cabin. Sometimes requiring additional assistance for travel to and from the aircraft steps.

WCHS

A passenger that cannot ascend and descend the aircraft steps but are able to make their own way into the cabin from the Ambulift. Sometimes requiring additional assistance for travel to and from the aircraft or aircraft cabin.

WCHC

A passenger who is completely dependent on assistance of a mobility or human aid. They need assistance to and from their aircraft seat, with the use of an aisle chair, or if necessary, in a special seat designed to their specific needs.

BLND

A passenger who is blind or visually impaired.

DEAF

A passenger who is deaf, hard of hearing or without speech.

MAAS

A passenger who is need of little or no assistance, generally help with baggage or guidance to and from the aircraft.

DPNA

A passenger with intellectual or developmental difficulties, who assistance varies depending on their disability.

WCBD

A passenger who is travelling on an electric mobility aid. It is the responsibility of the staff member boarding the PRM to ensure that the mobility is safe for travel.

Pre-advised v Non-advised

Passengers who require mobility assistance at the airport are required to inform their air carrier no later than 48 hours in advance of their flight. As part of ECAC Doc 30 Part 1 section 5 it states that the air carrier should transmit the information concerned at least 36 hours before the published time of departure.

The airline will send a PAL (Pre-Advised List) to the special assistance team which is then transferred to our paperwork by the movement controller.

Passengers who have not advised their air carrier of their mobility requirements prior to their departure should make themselves known to the airline and special assistance team as soon as they arrive into the Airport. We will endeavour to facilitate the needs of the passengers as quickly and efficiently as we can, however priority will be given to those who are pre-advised.

We will also ensure a courtesy call is made to the relevant handling agent should the passenger be limited on time getting to the departure gate.

In addition to the above we have to ensure that the majority passengers are waiting no longer than the Service Level Agreement as agreed with Leeds Bradford International Airport. It is our aim that we exceed the SLA and in turn enhance the passenger's overall experience.

Departing Passenger process

Requesting assistance into the airport

A passenger may request assistance into the airport from the Help Point located in the pick up/drop off area. There are also call points located at all car park entry points and bus shelters across the long stay car parks. These call directly to the airport monitor room, who relay information directly to the Special Assistance team. Any passengers who are unable to make their own way to the Help Point, can call us directly on our dedicated phone located at the reception desk which is in operation 24/7. Our number is 0113 391 1607 and is also on the Leeds Bradford International Airport website.



Once a departing passenger who requires the assistance makes themselves known upon arrival at the our reception desk, our Movement Controller will confirm the passenger's mobility needs or requirements and if the passenger is pre-advised or non-advised. The flight details are obtained from their flight documents or boarding card.

Meeting the Passenger

At Leeds Bradford Airport there is one reception desk, located landside in check-in hall A, next to the Information Desk; this has a dedicated reserved seating area for all passengers.

Our reception desk is staffed by dedicated Movement Controllers who will ensure that all passengers are met promptly and professionally. They must also liaise effectively with all airlines, handling agents and airport authorities to update them on any matters arising.



Having greeted the passenger our Movement Controller will confirm the following details from their boarding card:

- Flight Number
- Passengers Name
- Assistance required through Airport and on to aircraft.
- Mobility Requirements

All of our staff are fully trained to assess each individual's mobility requirements - not all passengers who require assistance will need a wheelchair and it is important to recognise the diversity of disability. Only 1 in 10 registered disabled people are regular wheelchair users.

The passengers' details are then updated by our Movement Controllers who then pass on any changes to the Drivers and Customer Care Agents.

If the passenger wishes to make their way to the gate independently, the MC will give them all necessary details (boarding time, boarding gate, queuing process), they will then be arranged to be met at the boarding gate or special assistance seating area located by Gate 1.

This is a critical factor in the operation because if the passenger's mobility requirements change on the day of the flight our Controllers must plan to have the appropriate vehicles and or equipment ready for boarding so that the air carrier does not incur any delays. Our experienced Movement Controllers work efficiently and effectively to prevent and or limit any disruption to an airlines operation.

We provide a variety of wheelchairs from a standard 18 inch up to a 22 inch, most of which have detachable armrests, detachable swing away footrests and wipe clean fabric and all of which have weight restrictions for the safety of the passenger.



Check -in to Security

Whether the passenger needs assistance through to departures or they are independent in making their own way, the process through security is simple. Once the passenger is ready to proceed to the departure gate, our CCA's will take them through a dedicated lane. The CCA will assist the Security screening process by ensuring that the passenger is informed of the restrictions of hand luggage, prohibited articles and that they must remove all outer garments (unless unable) to aid in a efficient transfer from landside to airside. At all times the passenger will be kept informed regarding each process so that their journey is a seamless one.

Security to Boarding Gate

After clearing the Security search area, the CCA will transfer the passenger to the specified area given to them by the movement controller, however our CCAs will help the passenger to access any airport facilities if requested, which may include:

- Lavatory (the CCA must stay outside of the bathroom at all times)
- Yorkshire Premier Lounge access (if booked/requested)

Seamlessness is a concept which our special assistance team embraces; it involves providing a service which is easy, comfortable and safe.

Arrival at Departure Lounge

Once the passenger has been seamlessly transferred to the departure lounge, the passenger will be advised of the boarding process, what time to expect a boarding agent to arrive and will ensure all questions the passenger may have are answered and any reassurances needed are provided. The CCA will advise our Movement Controllers of any changes to the boarding requirements the passenger may have.



If there is no boarding gate available, the passenger will be seated in a dedicated assistance area, designed to be easily seen and to make the passenger as comfortable as possible while they wait for their flight. They will also have access to a dedicated phone located at the special assistance area by Gate 1. When picked up it directly calls through to our reception desk to deal with any questions and queries. Any passengers experiencing difficulty who have not pre-booked any assistance can also use this to ask if assistance is available. This is dependent on staff availability but we will use best endeavours to provide the service requested.



The reserved seating area is located within a short distance from the lavatories and shops so the passenger has the same access and facilities as other passengers.

Boarding Procedures

Our Movement Controllers will monitor all flight activity on the Airport's Flight Information Display Screen 'FIDS' to ensure our CCAs are dispatched in sufficient time to embark all passengers.



Our special assistance team is fully aware how crucial an on time departure is to each airline therefore the Movement Controllers are highly trained in time management and using all airside staff efficiently.

Our Customer Care Agents will inform the Movement Controller if any passengers require more mobility assistance than first anticipated e.g. assistance to ascend aircraft steps if it has not already been pre-booked.

They will advise the passenger of airline boarding procedures and what travel documents will be required by the airline or ground handling gate agents. Once the go ahead has been given by the flight supervisor will assist the passengers onto the aircraft.

Depending on location of the departing aircraft on the apron, a variety of activities may need to take place.

Ambulift Boarding Process

The majority of aircraft at Leeds Bradford International Airport require the use of an Ambulift for passengers who do not have the ability to walk up the aircraft steps.



All passengers requiring the Ambulift onto the aircraft will be boarded from Gate 1. This is due to the dedicated wheelchair access ramp located at this gate and to ensure a quicker and smoother boarding process.

All our Ambulift operators are trained to a very high standard and have a number of years experience operating the vehicles on the busy ramp environment, ensuring a smooth, dignified and safe transfer of the passenger is completed.

Our Movement Controllers will have updated the CCA's and Ambulift Drivers with the passengers boarding requirement.

The Movement Controller will liaise where necessary with the relevant airline to confirm a boarding time for all passengers. They will then confirm this time with the CCA's and Ambulift Drivers to keep them updates with any changes.

Our agents will ensure that all client handling equipment, where required, is safety checked and ready for usage.

The Ambulift operators will then prepare the Ambulift for boarding by following all safety guidelines as specified in the Standard Operating Procedure. Once safely transferred to the cabin of the vehicle, any wheelchairs are securely clamped to the floor and all equipment and baggage is safely stowed for the journey to the aircraft. All passenger and staff seated will have their seatbelts secured.

A CCA travels in the back of the Ambulift with the passengers to keep them informed of all of our and the airlines boarding procedures.

Once at the aircraft, our trained marshaller will guide the Ambulift up to the aircraft, ensuring there are no obstructions on the ramp. The vehicle is manoeuvred smoothly towards the aircraft. The Driver will then join the CCA and PRM's in the cabin and ascend the Ambi-lift to aircraft door level. The front platform is extended and safety rails secured. Once the Ambulift driver instructs it is safe to do so, all passengers will be assisted to their aircraft seat.

For passengers who require full assistance onto the aircraft all our Customer Care Agents are trained and competent to apply non invasive and discreet lifting/transferring and repositioning techniques to ensure the dignity of the passenger is always maintained.

To ensure the passengers transfer into their seat is a comfortable one, we provide a range of bespoke lifting and transferring equipment including

- Aisle Chairs,
- Pro-Move Slings
- Slide Boards

For any aircraft that may be too small to be facilitated by an Ambulift a manual carry chair or a specially developed stair climbing chair is ideal to transfer passengers up or down the aircraft steps. Both types of carry chairs are narrow in design so are ideal to transfer the passenger directly to or from their aircraft seat without having to lift the passenger into a separate Aisle Chair.

For passengers that are using their own personal wheelchairs, including any electric mobility aids, will remain in their own wheelchair until the last possible moment for their own comfort and independence. Once the passenger has been transferred onto the aircraft, our CCA will hand the wheelchair over to the relevant airline or handling agent for loading in the hold of the aircraft.

A percentage of our passengers do not require the use of an Ambulift, when this is the case our CCA's will take the passenger out to the aircraft when instructed to do so by the airline's cabin crew. When at the aircraft the CCA will help the passenger with any assistance required for them to seamlessly board the aircraft.

For all our departing passengers with reduced mobility, our aim is that their Journey with our special assistance team ends with them having been assisted professionally, respectfully and seamlessly through the Airport from point of arrival to their aircraft seat, having taken in to account the air carriers specific operational requirements.

Arriving Process

For some passengers their Journey begins when they arrive into the Airport. Whether their trip is for business or pleasure, it is imperative that should they require assistance through the airport that we provide a positive first impression. For us this means attending promptly when an aircraft arrives on stand with our dedicated team ready with all assistive devices to meet the varied mobility requirements of our passengers.

Aircraft Arrival

Our Movement Controllers constantly monitor all aircraft activity in FID's to track the aircrafts arrival into the airport. It is critical

to every airline that our passenger

operation is adaptable in order to facilitate aircraft that may arrive before or indeed after their Scheduled Time of Arrival. Our Movement Controller's will liaise effectively with all airline and ground handling agents to ensure accurate information regarding flight arrival and the number of passengers requiring assistance is confirmed.



Once an aircraft is on approach in to the Airport with pre-advised passengers our Movement Controllers will allocate the tasks via radio to our Ambulift Drivers and Customer Care Agents. During the radio call they confirm the following:

- Flight Number
- Stand allocation
- Time of arrival
- IATA category of assistance

Our Ambulift Drivers or CCA's will make their way to the stand depending on the category pre-booked with all required assistive devices as per the IATA categories. Once the doors of the aircraft have opened our teams will confirm with the cabin crew that the information received regarding passenger numbers and expected assistance requirements are accurate. Any adjustments or additional passengers in need of assistance will be immediately communicated to the Movement Controllers

Where we have been informed that a passenger has their own mobility aid checked in, we will liaise with the ground handlers to ensure its prompt delivery to the aircraft door or Ambulift, depending on the assistance required. The exception to this is when the mobility aid is loaded into sealed containers, in which case, we will offer a mobility aid until theirs becomes available at the carousel.

Once our CCA has met the passenger they will assess the passengers' mobility requirements and provide assistance relevant to their individual needs.

The passenger may be tired, anxious, nervous, uncomfortable or in pain. They may be reliant on our special assistance team for our knowledge, care and consideration. Our agents are aware of the importance of being familiar with the airport environment and its facilities, so that we can provide instant advice as some passengers conditions may restrict them from availing of certain facilities on board aircraft.



It is important to us that we can provide a number of options to passengers with reduced mobility to make their journey as easy and comfortable as we can, whether having a wheelchair, or an arm to hold on to for support.



Our Customer Care Agents will ensure a seamless transit from the aircraft to their drop off location by continually advising and updating the passenger regarding the arrival processes, completing Immigration, assistance with baggage collection, through the customs channel and then continuing on to the agreed drop off location at the passenger's request. This can be baggage reclaim, the arrivals hall, taxi rank, car hire, pick up/drop off point or onsite courtesy bus which services long and short stay car parks, depending on the passengers' requirements.

Non-advised Arriving Passengers

Once the Movement Controller has received information regarding non-advised passengers who require assistance, they will then begin the process of acknowledging the airlines request and immediately seeking confirmation regarding the passenger's mobility requirements, as this can have a significant impact on the number of agents, vehicles and equipments which may be required.

Once all the relevant details have been obtained the Movement Controller will create a new docket for the relevant flight, then radio the important information across to all Drivers and CCA's ensuring they are fully aware of the new details. They must work tactfully to ensure the passenger is disembarked as efficiently as possible while not interfering with any other airline on schedule boarding or arrival.

Again it is our main aim to far exceed the SLA regarding both advised and non-advised passengers.

We are fully aware how important it is for an airline to disembark all passengers as efficiently as possible so that the aircraft turnaround time is achieved. We believe that accurate information regarding the arrival of passengers is crucial to all air carriers operation.

Diverted Aircraft

Passengers arriving at Leeds Bradford Airport on diverted aircraft will receive the same service as non pre-advised passengers.

Our special assistance team are committed to serving all of our customers, we recognise the diversity of disability and how important it is for passengers with reduced mobility to retain their independence by providing a comfortable, safe and uninterrupted Journey on behalf of our airlines and handling agents.

We relish the opportunity to continue providing a seamless travel experience for all passengers with disabilities and reduced mobility as they embark upon their individual journey through Leeds Bradford Airport.