

Frequently Asked Questions PRM

General information

1. What is a PRM?

PRM stands for 'Person with Reduced Mobility'. These are passengers whose ability to move about independently (their mobility) is impaired and, as a result, apply to an airline or handling agent for assistance with transport through the Terminal or on the airport grounds.

2. Why is PRM assistance offered?

PRM assistance was developed because, based on the principle of equality, a passenger with reduced mobility should be able to travel with just as little impediment as a passenger without mobility problems. The European Commission has vested the responsibility for assisting PRM at the airport in the airport operators and the airlines. The rights of PRM and the tasks delegated to the airport and the airlines have been set down in the PRM Regulation ([EU Regulation 1107/2006, Interpretative guidelines and ECAC Doc 30 Part I 12th-Dec 2018-Amdt1](#)).

3. Who provides the PRM services?

Amsterdam Airport Schiphol has outsourced PRM assistance to Axxicom Airport Caddy who is providing the day 2 day operation.

The PRM Service Owner of Schiphol is charged with maintaining the performance of the PRM contract and the Contract Manager coordinates all contract matters with our provider.

PRM policy

4. Who is in charge of determining PRM policy?

PRM policy is determined by Amsterdam Airport Schiphol. The guiding principles for this service conform the PRM Regulations 1107/2006 and the [ECAC doc 30 guidelines](#).

5. How is the law enforced and by whom?

In the Netherlands, enforcement of and compliance with the PRM Regulations is under control of the [Human Environment and Transportation Inspectorate](#), (*Inspectie Leefomgeving en Transport*, ILT). This agency conducts inspections at airports to verify the existence of a proper PRM policy and the airport's ability to provide services at a sufficiently high level of quality. Several audits are conducted each year. In the event of non-compliance with the regulations, the ILT can impose penalties and sanctions.

6. How can I influence PRM policy?

All policy matters and operational processes are developed in collaboration with the airline committee and PRM interest groups. Should any of the airlines wish to join the committee they can contact the PRM Service Owner at PRM@schiphol.nl

7. What does PRM handling cost? Who pays for it and how?

The costs of PRM assistance are charged to the airlines every year through the 'PRM levy', based on the number of outbound passengers. The PRM Financial Committee, which includes a delegation from the PRM Committee, is charged with providing accountability for the costs and determining the levy amount. The PRM levy is determined annually and communicated to the airlines. For the current PRM levy letter please click [here](#).

PRM categories

8. What are the various PRM categories?

- WCHR: Passengers who are able to walk a short distance independently
- WCHS: Passengers who are able to walk a short distance, but not up or down stairs
- WCHC: Passengers who are unable to walk at all
- BLIND: Passengers with a visual impairment
- DEAF: Passengers with a hearing impairment
- DEAF/BLND: Blind and deaf passenger, who can move about only with the help of an accompanying person.
- DPNA: Disabled passenger with intellectual or developmental disability Needing Assistance.

9. Which PRM categories are eligible for assistance?

All of the above categories are eligible for assistance. Other categories are not covered by the PRM contract. Airlines requesting assistance for passengers from any other category (e.g. MAAS language or MAAS compassionate) are not eligible for assistance.

Application procedure

10. How do you apply for PRM assistance?

Passengers requiring PRM assistance are requested to provide this information when booking their flight. The airlines inform Axxicom of all passengers requiring PRM assistance 48 hours in advance via the SITA address. Applications can be submitted through the following channels:

- Via SITA: splcacr

The PRM codes published by IATA should be used in this procedure (see question 8). Other codes cannot be entered into the Axxicom IT systems.

Special requests, exceptions or ad hoc applications can be submitted to Axxicom by email or telephone:

- Email: assistentie@airportcaddy.nl
- Phone dispatch department: 020-2065412 (only for airlines!)

11. What details must be included in the application?

The following details must be included when applying for PRM assistance:

- The passenger's name
- Flight number(s)
- Flight date
- PRM category code

12. How are the data entered into the Axxicom system?

Codes other than those stated above cannot be automatically imported into the system and the passenger concerned will therefore not be eligible for assistance. Be aware about the following codes. If any of the following MAAS codes are in the specific SSR field this will need to be modified manually into WCHR by the airline booking system.

Examples most common errors used as PRM code;

- *MAAS Formal Escort*
- *MAAS Obese*
- *MAAS Pregnant*
- *MAAS Passenger Young Children*

Please use the Free Text Box to mention these MAAS codes!

13. How can I ensure that applications are processed correctly?

- SITA messages that can be processed include PAL (Passenger Assistance List), CAL (Change Assistance List) and PSM (Passenger Service Message).
- The PSM will, however, be the overriding factor. If a PSM does not confirm the information from PAL/CAL, the PSM will overwrite all the previous messages!
- If a PSM has NIL this will result in Axxicom not being present upon arrival at the Actual in Block Time (AIBT).
- In the event that no PSM is sent by an airline, the first message (PAL, CAL) will remain in effect and the assistance will be initiated based on this information.

Please always send us a PSM when the flight is departing to AMS. Without PSM we are not confirmed if the PRM is on board and will not be present.

More information on the correct entering of data in the Axxicom system can be found in the PSM, PAL and CAL documents on [Aviation Online](#).

PRM service

14. What does PRM assistance at Schiphol entail exactly?

The primary objective of PRM assistance at Amsterdam Airport Schiphol is to convey PRM to and from the aircraft, all the way from the car park to the passenger's seat on the aircraft, if necessary. Some PRM only require assistance with boarding and disembarking. It makes no difference where the assistance is needed, provided it is on the airport grounds.

15. Where can PRM apply for assistance?

PRM can apply for assistance at the designated callpoints at car parks P1, P2, P3, at the hotel bus stop in front of Schiphol Plaza and in the departure halls. These designated callpoints are equipped with an intercom and a screen. PRM can be picked up at these locations.



Departing passengers can also report to the assistance desks in the departure halls. There are assistance desks in every Departure Hall and on the Holland Boulevard. The assistance desks are open 7 days a week. Opening hours are subject to the flight schedules.

16. When does Axxicom arrive at the gate?

If the PRM has applied in time, Axxicom will drop off the departing PRM at pre-boarding time so that the PRM will be the first person to board the aircraft. With or without boarding assistance by Axxicom depends on the PRM request.

According to ECAC doc.30 there are no differences between Economy and Businessclass PRM. Waiting time is equal for both PRM.

The On Time Performance KPI's are listed below:

On-Time Performance



Departure prenotified

PAL/CAL message is received more than 36H before Standard Time of Departure

Once PRM has made himself known at a designated point:
80% should wait no longer than 10 minutes for assistance
90% should wait no longer than 20 minutes
100% should wait no longer than 30 minutes

Departure not prenotified

PAL/CAL/PSM message is received less than 36h before STD

Once PRM has made himself known at a designated point:
80% should wait no longer than 25 minutes for assistance
90% should wait no longer than 35 minutes
100% should wait no longer than 45 minutes

Boarding

Subject to prenotification, 100% of departing customers who are at the designated point within the stipulated time* must reach their aircraft in time to enable timely pre-boarding and departure.

Timely pre-boarding =

EUR	TOBT - 30 minutes
EUR remote	TOBT - 25 minutes
ICA	TOBT - 45 minutes
ICA US	TOBT - 60 minutes

■ Process ■ Input ■ Output/service level (source, ECAC doc. 30)

Attention!

- Prenotifications should be communicated to Schiphol by PAL/CAL or PSM at least 36 hours before STA/STD, as per the IATA guidelines. Applications can be submitted through the following channel, via SITA: **splcacr**
- *The service level applies on the condition that the PRM presents in time at the assistance desk: at least 1 hour before STD for EUR and at least 1.5 hour before STD for ICA. Axxicom will contact the airline about the acceptance of PRM if it's within 1 hour before STD; this is under best effort conditions. Delay code 19 will not be applicable under best effort conditions if the PRM is accepted by the airline but is not in time for pre-boarding



Arrival prenotified

PAL/CAL is received more than 36h before Standard Time of Arrival

Assistance should be available at aircraft (door):
for 80% of PRMs within 5 minutes of Actual In-Block Time
for 90% of PRMs within 10 minutes of AIBT
for 100% of PRMs within 20 minutes of AIBT

Arrival not prenotified

PAL/CAL/PSM is received less than 36h before STA

Assistance should be available at aircraft (door):
for 80% of PRMs within 25 minutes of AIBT
for 90% of PRMs within 35 minutes of AIBT
for 100% of PRMs within 45 minutes of AIBT

17. How are PRM handled on the apron?

- Generally all PRM use the ambulift.
- Arriving WCHR could take the regular bus to the bus pick-up point, where they will be met by an Axxicom employee with a wheelchair.
- PRM assigned codes WCHS or WCHC are offered assistance in boarding and disembarking with an aisle chair and ambulift. They will travel to and from the bus pick-up point with a ambulift.
- Logistic support for moving the personal (electric) wheelchair with our ambulift must be reserved separately and at least 48 hours in advance by email to Axxicom at the following address: info@airportcaddy.nl. Applications via SITA CANNOT be entered into the system. If it is not pre-notified on time, please be aware about the long waiting time because of the best effort.

18. How are PRM mobility aids handled?

This is the responsibility for de airline.

Contact

19. Where can I submit a complaint?

Passengers who are dissatisfied about the PRM service can submit a complaint to the Customer Contract Centre at ccc_klachten@schiphol.nl. Their complaint will be answered within 10 days.

Airlines can address operational questions or report incidents to Axxicom by email at to PRM@schiphol.nl.

20. Other questions?

If you have any other questions you can send an email to: PRM@schiphol.nl or contact your Business partner.