



LFI: Offloading PRMs Without Confirmation

Dear All

I would like to share an incident with you when a WCHS passenger was offloaded in DCS with their bag, but the passenger was on board and flew with the flight.

The passenger was met by us at the check-in counter where they dropped off their bag and were picked up by FRACares. Later, instead of bringing the passenger to the gate to verify the travel documents and board the passenger, FRACares brought the passenger directly to the aircraft without any notice to the gate team. The passenger was not boarded in the system and got offloaded, although they were sitting in the aircraft.

Never offload PRM and/or any special passengers (UMNR, WEAP, DEPA, DEPU, INAD, etc.) without troubleshooting!

As this incident shows, it is possible that some special passengers may be brought to the aircraft directly without showing up at the gate by third party – such as FRACares, police, VIP services. Always contact these third parties and verify with them where the passengers are, or if that is not possible request a seat check for these passengers to confirm whether they are on board.

Should they not be on board, report to your supervisor so they can raise the matter to the respective airline to clarify how long we can wait for these special passengers.

Should they be on board, board them in DCS accordingly. NOTE: In case of a non-Schengen flight ask the TRC to perform the mandatory travel document verification.

Dear TRCs, when the final special figures don't match the pre-info that you received, please always challenge the gate team and ask why these figures have changed – what happened with the previously checked in special passengers.

In addition to the special passengers, I would like to remind you, that a seat check must always be carried out before offloading passengers who checked in a baggage at Frankfurt Airport. These passengers are at the airport – since they were at the check-in or SSBD –, the likelihood that these passengers don't show up at the gate is very low. Before offloading them, always make sure with a seat check that they are not on board.

Thank you!

Norbert