City of Derry Airport CAA PRM Quality Standards

Departing: April 2015 – September 2015

	Quality Standard Agreement	Departing PRM Passengers (after making themselves known)						
		Target	**Apr-15**	**May-15**	**June-15**	**Jul-15**	**Aug-15**	**Sep-15**
Pre-advised	Passengers should wait no longer than 10 minutes	90%	100%	100%	100%	100%	100%	100%
	Passengers should wait no longer than 20 minutes	95%	100%	100%	100%	100%	100%	100%
	Passengers should wait no longer than 30 minutes	100%	100%	100%	100%	100%	100%	100%
Non pre-advised	Passengers should wait no longer than 25 minutes	90%	100%	100%	100%	100%	100%	100%
	Passengers should wait no longer than 35 minutes	95%	100%	100%	100%	100%	100%	100%
	Passengers should wait no longer than 45 minutes	100%	100%	100%	100%	100%	100%	100%

City of Derry Airport CAA PRM Quality Standards

Arriving: April 2015 – September 2015

	Quality Standard Agreement	Arriving PRM Passengers (after making themselves known)						
		Target	**Apr-15**	**May-15**	**June-15**	**Jul-15**	**Aug-15**	**Sep-15**
Pre-advised	Passengers will be assisted within 10 minutes of 'on chocks'	90%	95%	97%	97%	95%	98%	100%
	Passengers will be assisted within 15 minutes of 'on chocks'	95%	100%	100%	100%	100%	100%	100%
	Passengers will be assisted within 20 minutes of 'on chocks'	100%	100%	100%	100%	100%	100%	100%
Non pre-advised	Passengers will be assisted within 25 minutes of 'on chocks'	90%	100%	100%	100%	100%	100%	100%
	Passengers will be assisted within 35 minutes of 'on chocks'	95%	100%	100%	100%	100%	100%	100%
	Passengers will be assisted within 45 minutes of 'on chocks'	100%	100%	100%	100%	100%	100%	100%

City of Derry Airport CAA PRM Quality Standards

In the event of transfer passengers our standards will be as follows:

Departing:

	Quality Standard Agreement	Departing PRM Passengers						
		Target	**Apr-15**	**May-15**	**June-15**	**Jul-15**	**Aug-15**	**Sep-15**
Pre-advised	All pre-notified Passengers with reduced mobility (PRM) will be met and assisted onto connecting flights in time for boarding subject to flight arrivals and departures operating to schedule	100%	NIL T/F Pax	NIL T/F Pax	NIL T/F Pax	NIL T/F Pax	NIL T/F Pax	NIL T/F Pax

Arriving:

	Quality Standard Agreement	Arriving PRM Passengers						
		Target	**Apr-15**	**May-15**	**June-15**	**Jul-15**	**Aug-15**	**Sep-15**
Pre-advised	All pre-notified Passengers with reduced mobility (PRM) will be met and assisted onto connecting flights in time for boarding subject to flight arrivals and departures operating to schedule	100%	NIL T/F Pax	NIL T/F Pax	NIL T/F Pax	NIL T/F Pax	NIL T/F Pax	NIL T/F Pax