City of Derry Airport CAA PRM Quality Standards

Departing: October 2015 – March 2016

	Quality Standard Agreement	Departing PRM Passengers (after making themselves known)							
		Target	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	
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%	

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Arriving: October 2015 – March 2016

	Quality Standard Agreement	Departing PRM Passengers (after making themselves known)							
		Target	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	
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%	

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

Departing:

	Quality Standard Agreement	Departing PRM Passengers						
		Target	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
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					

Arriving:

	Quality Standard Agreement	Arriving PRM Passengers						
		Target	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16
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					