

**Service Level Agreement - For passengers with reduced mobility and disabled persons**

Newcastle International Airport is accountable for the service for 'People of Reduced Mobility and Disabled Persons' under EC Regulation 1107/2006 effective from 26 July 2006.

The EC Regulation 1107/2006 specifies the following minimum standard levels of service to be applied to the handling of people of Reduced Mobility and Disabled Persons. We are committed to ensuring that 100% of passengers of restricted mobility who notify us within the above timeframe will arrive at the gate in time for boarding, subject to their on-time arrival at the airport. This pledge extends to those pre-booked passengers who are connecting through the airport, subject to flights arriving and departure according to schedule.

### **Departing Passengers**

#### For pre-booked departing customers

Upon arrival at the airport, once they have made themselves known:

- 80% of passengers wait no longer than 10 minutes for assistance
- 90% of passengers wait no longer than 20 minutes for assistance
- 100% of passengers wait no longer than 30 minutes for assistance

#### For non pre-booked departing customers

Upon arrival at the airport, once they have made themselves known:

- 80% of passengers wait no longer than 25 minutes for assistance
- 90% of passengers wait no longer than 35 minutes for assistance
- 100% of passengers wait no longer than 45 minutes for assistance

### **Arriving Passengers**

#### For pre-booked arriving customers

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 5 minutes of "on chocks"
- 90% within 10 minutes
- 100% within 20 minutes

#### For non pre-booked arriving customers

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 25 minutes of "on chocks"
- 90% within 35 minutes
- 100% within 45 minutes

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate from arrival on chocks )	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		1896	3151	2729	2073	2328	3653	Numbers of PRMs		1945	3314	3025	2511	2199	3267
	10 mins	80%	100%	100%	100%	100%	100%	100%	5 mins	80%	92.54%	93.19%	89.55%	89.55%	92.63%	90.33%
	20 mins	90%	0%	0%	0%	0%	0%	0%	10 mins	90%	99.28%	100.00%	100.00%	100.00%	98.80%	100.00%
	30 mins	100%	0%	0%	0%	0%	0%	0%	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	93.10%
Non pre-booked	Numbers of PRMs		111	206	164	123	88	207	Numbers of PRMs		134	179	125	100	55	134
	25 mins	80%	100%	100%	100%	100%	100%	100%	25 mins	80%	97.82%	79.69%	83.58%	89.55%	76.19%	67.31%
	35 mins	90%	0%	0%	0%	0%	0%	0%	35 mins	90%	93.67%	93.66%	95.21%	97.54%	95.91%	97.10%
	45 mins	100%	0%	0%	0%	0%	0%	0%	45 mins	100%	98.05%	99.63%	96.75%	98.81%	99.02%	99.31%

Notes

**Please complete each percentage to two decimal places.**

Standard (waiting time once PRM made themselves known) - For departing PRMs this is the time difference between the time a person first makes themselves known (either in person / phone / buzzer) and when face to face contact is made. For the majority of occasions with airports with manned PRM desks, this should be immediate. This is intended primarily to capture waiting times when PRMs call from designated points or from unmanned PRM desks.

Standard (time assistance available at gate from arrival on chocks) - For arriving PRMs this is the time difference between when staff arrive at the gate (or other area) ready to disembark PRMs and the on chock time. It is important that this is recorded for all PRMs (i.e. airports must measure this standard for all staff needed to disembark all PRMs - and not just based on the first staff member to arrive at the gate). If airports prefer to record the time difference between the time PRMs are actually disembarked and on chock time, this is acceptable although the same targets apply.