

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	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Pre-booked	Numbers of PRMs		1990	1303	1625	1117	1026	1370	Numbers of PRMs		1978	1346	1748	1078	1079	1431
		10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	84.96%	88.81%	86.66%	91.87%	93.43%	94.89%
		20 mins	90%	0%	0%	0%	0%	0%	0%	10 mins	90%	91.29%	95.15%	91.45%	94.33%	97.52%	97.79%
		30 mins	100%	0%	0%	0%	0%	0%	0%	20 mins	100%	98.05%	99.62%	96.75%	98.82%	99.03%	99.31%
Non pre-booked	Non pre-booked	Numbers of PRMs		332	245	344	271	175	166	Numbers of PRMs		344	202	221	310	122	105
		25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	97.46%	100.00%	98.14%	99.54%	98.80%	93.10%
		35 mins	90%	0%	0%	0%	0%	0%	0%	35 mins	90%	98.18%	0.00%	0.00%	0.00%	100.00%	100.00%
		45 mins	100%	0%	0%	0%	0%	0%	0%	45 mins	100%	100.00%	0.00%	100.00%	100.00%	0.00%	0.00%