



## Quality Standards - Provision of Special Assistance

Referring to Article 9 & Annex 1 of Regulation (EC) No 1107/2006 of The European Parliament and of The Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air and ECAC doc no.30, City of Derry Airport has established quality standards for assistance services.

These standards are set by the managing body of City of Derry Airport (CoDA) in cooperation with airport users and organisations representing disabled passengers and passengers with reduced mobility and will be published on the website of the airport [www.cityofderryairport.com](http://www.cityofderryairport.com)

This document is available in hard copy and alternative formats on request

### Introduction

City of Derry Airport (CoDA) recognises that every passenger with reduced mobility (PRM) has varying individual needs and preferences. CoDA will seek, where possible, to accommodate and meet the needs of each individual passenger requiring assistance. The service provided will be in accordance with EUR 1107/2006, ECAC Doc 30, Part I, Section 5 and its corresponding annexes.

This quality charter is effective as of 10 May 2013 and is subject to review on an annual basis as minimum.

If necessary, remedial actions will be taken by the airport.

### Definitions

**‘disabled person’ or ‘person with reduced mobility’** means any person whose mobility when using transport is reduced due to any physical disability (sensory or loco motor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers

### Service provision

CoDA may provide the following services to passengers with reduced mobility:

- Assistance from designated points on arrival and departure (landside) to the check-in counter
- Assistance with check-in and screening procedures

- Assistance to the departure gate
- Assistance for boarding and disembarkation
- Assistance with baggage retrieval
- Assistance with customs and immigration procedures
- Assistance to access welfare facilities
- Assistance to points of onward travel

### **Arrival/Departure points**

The airport (CoDA) provides designated points of arrival and departure for passengers requiring assistance at the following locations:

- Parking close to the terminal building
- Customer Services desk, adjacent to the main entrance

### **Equipment**

Passengers will have the use of their own mobility equipment, as appropriate, to the aircraft door. Mobility equipment will be made available to passengers as soon as possible on arrival at CoDA.

All equipment used to assist passengers with reduced mobility at the airport will be compliant with the recommendations of ECAC Doc 30 – Annex K.

### **Notification**

In order to assist with the provision of assistance services, passengers requiring assistance are requested to notify their airline, in line with Regulation (EC) No 1107/, of their requirements 48 hours in advance of their flight. Passengers requiring assistance should be at the check-in desk 1 hour before the published departure time of the flight.

If a passenger requiring assistance does not notify the airline 48 hours in advance of assistance needed or if no notification is received by the airport 36 hours in advance of departure time of the flight, the airport will make all reasonable efforts to provide the passenger with a quality service in relation to their specific needs.

The notification should be made at the time of booking the ticket, but passengers may also contact Customer Services at CoDA via telephone, fax or via the internet ([www.cityofderryairport.com](http://www.cityofderryairport.com)).

The communication should contain the following minimum information:

- Name of the passenger
- Date of departure/arrival and flight number
- Telephone number / e-mail address of the PRM
- Corresponding IATA code if known by the PRM passenger (see appendix A)

## **Staff training**

In accordance with EUR 1107/2006 and ECAC Doc 30, staff providing assistance to passengers and staff in direct contact with the travelling public will be provided with appropriate training including disability awareness and disability equality training.

The airport conducts training once a year for staff that provides assistance to passengers and once every 2 years for airport staff in direct contact with the travelling public.

## **Boarding passengers**

The airport employs appropriate handling aids, where possible, to facilitate the boarding and disembarking of aircraft.

As part of the airports Continuous Improvement Program we aim to prohibit manual lifting of passengers when boarding and disembarking aircraft via use of a lifting device (Ambulift). Use of the Ambulift will commence in late 2013.

Where the aircraft cannot be serviced by this device, other appropriate handling aids will be utilised where possible.

## **Performance levels**

CoDA will facilitate the assistance service for passengers with reduced mobility in accordance to the level of service outlined in ECAC Doc 30 – Annex J – Code of Good conduct.

## **Pre-booked departing passengers requiring assistance (notification made 48 hours in advance)**

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

- 90% should wait no longer than 10 minutes for assistance
- 95% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes

## **Non pre-booked departing passengers requiring assistance**

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

- 90% should wait no longer than 25 minutes
- 95% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes

## **Pre-booked arriving passengers requiring assistance**

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

- 90% of PRMs within 5 minutes of “on chocks”
- 95% within 10 minutes
- 100% within 20 minutes

### **Non pre-booked arriving passengers requiring assistance**

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

- 90% within 25 minutes of “on chocks”
- 95% within 35 minutes
- 100% within 45 minutes

### **Transfer pre-booked & non pre-booked Departing & Arriving passengers requiring assistance**

Assistance will be provided onto connecting flights in time for boarding, subject to flight arrivals and departures operating to schedule:

- 100% within 25 minutes of “on chocks”
- 100% within 35 minutes
- 100% within 45 minutes

The term “on chocks” relates to the point at which the aircraft is deemed to have arrived at its final parking position.

### **Complaints and feedback**

All complaints, positive comments and suggestions should be made to the airport in writing via the feedback section of the website ([www.cityofderryairport.com/airport-information/feedback](http://www.cityofderryairport.com/airport-information/feedback)) by post or e-mail.

In the case of a complaint being made, an acknowledgement will be sent within 5 working days. A thorough investigation will follow within the next 10 working days. The complaint should be fully responded to within 28 working days.

### **Arrangements for Quality Service Monitoring**

The following tools will be used by the airport to perform quality service monitoring:

- Questionnaire to airlines / other parties involved (airlines, ground handling, internal departments etc.)  
Frequency: 1 x per year
- Survey of the passengers to audit the perception of the PRM service by the target group  
Frequency: 2 x per year

The airport has set the following targets regarding passenger satisfaction rates:

#### **Service related satisfaction rates**

- *Professionalism of the staff :*

Staff providing assistance at CoDA shall deliver a quality of service to such an extent that 90% of the passengers must evaluate this as excellent or good (requests for assistance that are not notified in a correct way are excluded).

- *Attitudes of the staff :*  
Staff providing assistance at the airport shall deliver a quality of service to such an extent that 90 % of passengers must evaluate this as excellent or good.
- *Quality of equipment/devices:*  
The airport shall supply high quality equipment to such an extent that 90 % of the passengers must evaluate this as excellent or good.
- *Punctuality concerning agreements between passengers and the staff providing assistance*  
90 % of the passengers must evaluate this as excellent or good.



## Appendix A - IATA Airline Codes

Airports and airlines use internationally agreed codes when communicating information about passengers with reduced mobility that require assistance. Listed below are the codes and a brief description of the passengers they apply to.

**WCHR** - Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.

**WCHS** - Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.

**WCHC** - This category covers a wide range of passengers. It includes those who are completely immobile, who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to their specific needs, the process being inverted at arrival. This category also includes passengers with a disability only affecting the lower limbs that require assistance to embark and disembark and to move inside the aircraft cabin but who are otherwise self-sufficient and can move about independently in their own wheelchair at the airport. Specifying the level of autonomy at the time of booking will avoid the provision of inappropriate assistance.

**BLIND** - Blind or visually impaired passenger

**DEAF** - Passenger who is deaf or hard of hearing or a passenger who is deaf without speech.

**DEAF/BLIND** - Blind and deaf passenger, who can move about only with the help of an accompanying person.

**DPNA** - Disabled Passenger with intellectual or developmental disability Needing Assistance. This covers passengers with disabilities such as learning difficulties, dementia, Alzheimer's or Down's syndrome who travel alone and will need ground assistance.

**MAAS** Meet and assist

ECAC doc no.30 contains another category, which is not yet internationally recognised:

**WCHP** Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself, but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an on-board wheelchair