



Quality Standards/ PRM'S

Issued By: _____

Approved By: _____

Rev A Effective 01 August 2008

Quality Standards
EU Regulation 1107/2008

Galway Airport
August 2008

Quality Standards

EC Regulation 1107/2006 – concerning the rights of disabled persons and persons with reduced mobility when travelling by air.

DISTRIBUTION LIST

Copy no:

1. Aerodrome Manager, Galway Airport
2. Duty Managers Office, Galway Airport

For the purpose of regulating assistance provided to disabled persons and persons with reduced mobility under Annex 1 of Regulation 1107/2006 at Galway Airport, this document details quality standards.

These quality standards relate to the assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

- Communicate their arrival at the airport and their request for assistance at the designated points inside and outside the terminal building
- Move from designated points inside and outside the terminal building
- Check in and register baggage
- Proceed from the check-in counter to the aircraft, with completion of security procedures
- Board the aircraft, with the provision of lift, wheelchairs or other assistance needed as appropriate
- Proceed from the aircraft to the baggage hall to the designated point of arrival
- Move to the toilet facilities if required

Galway Airport recognises that disabled persons and persons with reduced mobility have varying individual needs and preferences and in adopting standards will seek, where possible, to accommodate and meet the needs of each individual passenger receiving assistance under Regulation 1107/2006 in a dignified way.

In order to assist the provision of assistance services, passengers requiring assistance are requested to notify their airline, in line with the obligations of the Regulation, of their requirements 48 hours in advance of their flight.

- 1 Boarding or deplaning of passengers from aircraft under Regulation 1107/2006 at Galway Airport will be performed using the mechanical lift on chair. *Manual handling of passengers on or off aircraft will only be performed where the mechanical device is not available.*

All staff engaged or dealing on the front line with a PRM's under Regulation 1107/2006 will receive and satisfactorily complete appropriate training for the safe and effective use of all forms of equipment used.

- 2 Passengers will have the use of their own mobility equipment as appropriate to the door of the aircraft door. This equipment should be available at the aircraft side as soon as possible upon arrival
3. Galway Airport will designate points of arrival / departure

Points of Departure

Car Park 1	External- Departure
Information Desk	Internal- Departure

Points of Arrival

Information Desk	Internal – Arrival
Car Park 1	External – Arrival

Pre-booked departing passengers (notify airline at least 48 hours in advance):

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

90% of customers should wait no longer than **10 minutes for assistance**

95% should wait no longer than **15 minutes for assistance**

100% should wait no longer than **20 minutes for assistance**

Non-pre-booked departing passengers:

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

90% of customers should wait no longer than **15 minutes for assistance**

95% should wait no longer than **20 minutes for assistance**

100% should wait no longer than **25 minutes for assistance**

Pre-booked arriving passengers

Assistance should be available at the aircraft side for

99% of customers when the aircraft arrives “**on chocks**”

100% within **5 minutes of ‘on chocks’**

For Non pre-booked arriving passengers

Assistance should be available at the aircraft side for:

90% of customers within 10 minutes of ‘on chocks’,

100% within 15 minutes of ‘on chocks’

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

Whereby a passenger does not notify the airline 48 hours in advance or where Galway Airport does not receive notice 36 hours in advance from the air carrier or its agent or the tour operator concerned, Galway Airport will as per Regulation 1107/ 2006 make all reasonable efforts to provide assistance.

5. Galway Airport will audit the training records concerning PRM's annually
6. Galway Airport will temporarily replace damaged or lost mobility equipment when required under Annex 1 Regulation 1107/ 2006
7. Emergency Procedures / Arrangements: Appropriate Galway Airport personnel will review in relation to responsibilities and arrangements for emergency procedures on a regular basis
8. All complaints regarding assistance provision should be made in writing to Galway Airport or Comment Cards completed which are provided in the Terminal Building for investigation, the complaint should be fully responded to within 7 working days.

RECORD OF AMENDMENTS

NO	DATE	REASON FOR REVISION	APPROVAL