

Durham Tees Valley Airport

Special Assistance Quality Standards

For Pre-Advised Departing Passengers

In this instance Pre-Advised means 36 hours prior notification

90% of passengers should wait no longer than 10 minutes

95% of passengers should wait no longer than 20 minutes

100% of passengers should wait no longer than 30 minutes

For Non Pre-Advised Departing Passengers

90% of passengers should wait no longer than 25 minutes

95% of passengers should wait no longer than 35 minutes

100% of passengers should wait no longer than 45 minutes

For Pre- Advised Arriving Passengers

90% of passengers will be met within 10 minutes of “on chocks”

95% of passengers will be met within 15 minutes of “on chocks”

100% of passengers will be met within 20 minutes of “on chocks”

For Non Pre - Advised Arriving Passengers

90% of passengers will be met within 25 minutes of “on chocks”

95% of passengers will be met within 35 minutes of “on chocks”

100% of passengers will be met within 45 minutes of “on chocks”