



**PALANGA AIRPORT
LITHUANIAN AIRPORTS**

**HEAD OF STATE ENTERPRISE LITHUANIAN AIRPORTS
PALANGA BRANCH**

**ORDER
ON APPROVAL OF AID QUALITY STANDARDS**

29 December 2017 No 13R-35
Palanga

1. I hereby approve the Quality Assurance Standards of the State Enterprise Lithuanian Airports Palanga Branch (hereinafter referred to as PLQ) (enclosed);

2. I hereby establish that this order will come into force from 1 January 2018;

3. I hereby direct:

3.1. PLQ Assistant Sandra Čepaitė – to familiarize the coordinator of the Operational Management of PLQ Jelena Bartkienė with this order.

4. I hereby assign the Operational Management Coordinator Jelena Bartkienė to familiarize with this order in writing the PLQ Airport operators performing functions of Operational Management and submit a copy of this Order to Robertas Žilyš, Director of UAB “Orlaivių aptarnavimo agentūra”, hereinafter referred to as “the Company”.

4. I hereby assign the control of this order to the PLQ Operational Management Coordinator Jelena Bartkienė.

Head of the Branch

Marius Gelžinis

Prepared by
Operational Management Coordinator

Jelena Bartkienė
14 December 2017

APPROVED
 by Order No 13R- 35
 29 December 2017
 of the Head of
 SE Lithuanian Airports Palanga branch

AID QUALITY STANDARD

Considering that all disabled and reduced mobility persons must be eligible for the aid specified in Regulation No 1107/2006 of the European Parliament and of the Council and in cooperation with the Association of Lithuanian Disability Forum and the Civil Aviation Administration, the following Aid Quality Standards are established.

A disabled or reduced mobility person (hereinafter referred to as the DRM passenger) means any person whose mobility when using a vehicle is limited due to any physical disability (sensory or motorized, permanent or temporary), mental disability or impairment, or any other disability, or age and who must be paid due attention because of his/her condition and services provided to all passengers must be adapted to his/her special needs.

IATA – International Air Transport Association.

ECAC – European Civil Aviation Conference.

Assistant – a person providing passenger ground services trained to provide the DRM aid.

1. The aid to the disabled and reduced mobility persons provided in the State Enterprise Lithuanian airports Palanga Branch is provided based on personal needs of a person. The aid according to the nature of service is classified by applying international IATA codes:

Disability Code	Description	Nature of the aid
WCHC	A passenger cannot walk or stand.	The passenger is accompanied by two assistants from the designated point of arrival to the seating position of the aircraft and from the seat in the aircraft to the meeting person. The passenger is provided with a wheelchair from the designated point of arrival to the aircraft or from the aircraft to the meeting person, respectively.
WCHS	The passenger has difficulty in walking and cannot climb the stairs.	The passenger is accompanied by at least one assistant from the designated point of arrival to the seat of the aircraft and from the seat to the aircraft. The passenger is provided with a wheelchair from the designated point of arrival to the aircraft or from the aircraft to the meeting person, respectively.
WCHR	A passenger cannot walk for long distances.	The passenger is accompanied by at least one assistant. If necessary, transfer is provided by a wheelchair from the designated point of arrival to the aircraft or from the aircraft to the meeting person, respectively.

BLND	Blind and partially-sighted passengers.	The passenger is accompanied by one assistant.
DEAF BLND&DEAF	Deaf passengers, passengers with hearing impairments, deaf-mute.	The passenger is accompanied by one assistant.
DPNA	Passengers with mental and/or developmental disorders.	The passenger is accompanied by at least one assistant and one of his/her family members.

1.1. It is emphasized, that these services are provided only to passengers requiring aid because of reduced mobility. The reduced mobility passengers not requiring aid (for example, because the aid is provided by their family members) are provided with a wheelchair for temporary use in the airport area free of charge.

1.2. If the DRM passenger wishes to use his/her wheelchair on arrival or departure, this request must be satisfied. When placing or disembarking the passenger, the wheelchair is considered to be the luggage and the respective airline companies are responsible for its further transportation.

1.3. If the DRM passenger uses an electric wheelchair, the service providing person carries out the actions required to disconnect or connect the electric battery in consultation with the passenger so that the wheelchair could be further transferred to the airline ground handling company for transportation or passenger use.

1.4. The DRM passengers must be provided with the aid, unless the passenger has not timely reported his/her arrival and has not requested the aid. In this case, all efforts are made to provide all necessary aid in accordance with these standards. This condition does not apply if the passenger needs aid not due to disability, but for other reasons, for example, the passenger carries heavy hand luggage.

2. The aid is provided from/to clearly marked arrival/departure points in the airport territory:

2.1. possibility to call for aid at P1 short-term car park box for disabled persons.

2.2. At a passenger terminal gallery, in a specially designated place. Entrance to terminal through arrival No.2.

In order to receive the aid, the DRM passenger must inform on his/her arrival at the airport and the nature of the aid required.

3. In accordance with European Civil Aviation Conference (ECAC) document 30, Part I, Section 5, Annex 5-C, the following indicators for the quality of service for disabled or reduced mobility persons are established:

3.1. **For departing** DRM passengers who have notified about the need and nature of the aid in advance and those who arrive at the arrival/departure place should come to the airport on time:

- 80% DRM passengers should wait for aid for not more than 10 minutes;
- 90% DRM passengers should wait for aid for not more than 20 minutes;

- 100% DRM passengers should wait for aid for not more than 30 minutes;

All DRM passengers must be boarded to an aircraft, unless it is not possible due to force majeure or security requirements.

3.2. For departing DRM passengers who have not notified on the need and nature of the aid in advance, upon arrival at the designated point of arrival/departure:

Waiting time at point of arrival/departure:

- 80% DRM passengers should wait for aid for not more than 25 minutes;
- 90% DRM passengers should wait for aid for not more than 35 minutes;
- 100% DRM passengers should wait for aid for not more than 45 minutes;

3.3. For arriving DRM passengers who have notified on the need for and nature of the aid in advance:

- 80% DRM passengers should wait for aid for not more than 5 minutes;
- 90% DRM passengers should wait for aid for not more than 7 minutes;
- 100% DRM passengers should wait for aid for not more than 10 minutes;

3.4. For arriving DRM passengers when information on need for the aid is not received from the departure airport after the aircraft has taken off and need on the aid is reported when the aircraft is already parked:

- 80% DRM passengers should wait for aid for not more than 5 minutes;
- 90% DRM passengers should wait for aid for not more than 7 minutes;
- 100% DRM passengers should wait for aid for not more than 10 minutes;

3.5. Arriving DRM passengers will be accompanied to meeting persons. If the meeting persons are late, the DRM passengers will be accompanied to a flight servicing company's office to wait for their family members.

4. In order to ensure implementation of service quality indicators, the following conditions must be met:

4.1. for the departing DRM passenger, the aid is only guaranteed if the passenger arrives at the check-in point at least one hour before the scheduled flight. If the passenger needs aid from the place of arrival/departure at the airport, then s/he must arrive at least two hours prior to the scheduled departure time.

4.2. Failure to observe the time specified in the preceding paragraph will force the responsible staff to make boarding of the DRM passenger in time, but there is no guarantee that the passenger will be boarded.

4.3. Each DRM passenger receives "uninterrupted aid". This means that the passenger will be accompanied to the aircraft door without interruption or delay, from the place of arrival/departure, unless the passenger travels through a connecting flight.

4.4. If the DRM passenger has an approved flight reservation, it means that the air carrier or ground handling provider must be informed of the need and nature of the DRM passenger aid in advance and that the information must be provided to the persons performing the airport service of those passengers. It is desirable that such information would be provided at least 5 hours before the scheduled flight (by email or SITA).

4.5. The DRM passengers are boarded in priority. The disabled or reduced mobility persons are disembarked from an aircraft when other passengers leave the cabin. Exceptions are possible if the DRM passenger was reported late or at the request of the aircraft crew.

4.6. Services are provided in accordance with the following standards, ECAC Document No. 30, Section 5 and its corresponding annexes, and the DRM passenger service procedure.

4.7. The liability for the service of DRM passengers is governed by cooperation agreements signed by the State Enterprise of Lithuanian Airports Palanga Branch and the ground handling service provider.

4.8. The DRM passenger ground handling service provider must provide the responsible person with information about the flows of such passengers and the quality and quantity of the services provided every three months. The following information must be submitted:

- a number of passengers and IATA disability codes that were provided with the aid at the airport when the need for aid has been notified in advance (at least 36 hours before the flight).
- The number of passengers and IATA disability codes that were provided with aid at an airport without prior notification of the need for the aid.

4.9. State Enterprise Lithuanian Airports Palanga Branch reserves the right to carry out regular inspections of the quality of service for the disabled or reduced mobility persons.

4.10. Aid for the disabled and reduced mobility passengers shall be provided free of charge.
