

Assisted Travel Service Performance

Regulation (EC) No 1107/2006

We measure the assistance wait time for every assisted traveller and apply this information to the European Civil Aviation Conference (ECAC) minimum service standard targets as below. This generates a service performance result each month against these standards.

<p>Pre-Booked Departing Assisted Travellers</p> <p>Once assisted travellers have made themselves known:</p> <p>80% should wait no longer than 10 minutes for assistance 90% should wait no longer than 20 minutes for assistance 100% should wait no longer than 30 minutes for assistance</p>	<p>Pre-Booked Arriving Assisted Travellers</p> <p>Assistance should be available for:</p> <p>80% within 5 minutes of the aircraft arrival ('on chocks') 90% within 10 minutes of the aircraft arrival ('on chocks') 100% within 20 minutes of the aircraft arrival ('on chocks')</p>
<p>Non Pre-Booked Departing Assisted Travellers</p> <p>Once assisted travellers have made themselves known:</p> <p>80% should wait no longer than 25 minutes for assistance 90% should wait no longer than 35 minutes for assistance 100% should wait no longer than 45 minutes for assistance</p>	<p>Non Pre-Booked Arriving Assisted Travellers</p> <p>Assistance should be available for:</p> <p>80% within 25 minutes of the aircraft arrival ('on chocks') 90% within 35 minutes of the aircraft arrival ('on chocks') 100% within 45 minutes of the aircraft arrival ('on chocks')</p>

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This document is updated on a bi-annual basis.

		Departing							Arriving							
Standard (waiting time once PRM made themselves known)		Target	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Standard (time assistance available at gate from arrival on chocks)	Target	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Pre-booked	Numbers of PRMs		3141	4340	4035	3407	3807	5311	Numbers of PRMs		4067	6062	5090	4423	4869	5899
	10 mins	80%	98.19%	98.64%	98.98%	99.38%	99.08%	98.81%	5 mins	80%	60.98%	59.42%	54.66%	69.55%	73.55%	71.35%
	20 mins	90%	98.76%	98.94%	99.18%	99.71%	99.40%	99.21%	10 mins	90%	71.04%	70.93%	67.62%	82.25%	84.74%	84.00%
	30 mins	100%	99.27%	99.17%	99.33%	99.77%	99.50%	99.66%	20 mins	100%	84.12%	86.08%	83.56%	94.01%	96.22%	96.07%
Non pre-booked	Numbers of PRMs		2309	2306	2409	2212	2585	3122	Numbers of PRMs		2209	2941	2596	2362	2243	2788
	25 mins	80%	99.35%	99.74%	99.92%	99.82%	99.85%	99.90%	25 mins	80%	86.96%	87.73%	87.52%	95.26%	97.01%	95.91%
	35 mins	90%	99.48%	99.83%	99.96%	99.82%	99.88%	99.94%	35 mins	90%	92.44%	92.25%	93.07%	98.01%	99.11%	98.31%
	45 mins	100%	99.52%	99.83%	100.00%	99.86%	99.96%	99.97%	45 mins	100%	94.93%	94.83%	96.03%	98.48%	99.73%	99.18%

The above performance results include data records known to be erroneous or corrupt. In many instances, these records evidence a service failure when the actual service was within target but this could not be validated retrospectively. We are working closely with our service partner to improve the quality of data collected in order to publish a more accurate reflection of our assistance service.