

# 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><b>Pre-Booked Departing Assisted Travellers</b></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><b>Pre-Booked Arriving Assisted Travellers</b></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><b>Non Pre-Booked Departing Assisted Travellers</b></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><b>Non Pre-Booked Arriving Assisted Travellers</b></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	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Standard (time assistance available at gate from arrival on chocks )	Target	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	
Pre-booked	Numbers of PRMs			4148	2656	3328	2687	2532	3327	Numbers of PRMs			6214	3459	3750	2749	2832	4302
	10 mins	80%	99.20%	99.06%	98.92%	99.37%	99.45%	99.46%	5 mins	80%	65.03%	75.54%	74.45%	74.17%	72.99%	71.76%		
	20 mins	90%	99.45%	99.62%	99.25%	99.59%	99.80%	99.76%	10 mins	90%	79.11%	88.06%	87.17%	86.76%	84.78%	84.64%		
	30 mins	100%	99.57%	99.74%	99.37%	99.67%	99.80%	99.91%	20 mins	100%	97.65%	98.93%	98.99%	99.31%	98.48%	98.88%		
Non pre-booked	Numbers of PRMs			3158	2499	1971	2352	2265	2103	Numbers of PRMs			2815	2305	2074	2276	1876	2351
	25 mins	80%	99.81%	99.80%	99.64%	99.74%	99.65%	99.90%	25 mins	80%	96.63%	97.66%	95.95%	95.69%	97.01%	94.77%		
	35 mins	90%	99.81%	99.88%	99.75%	99.96%	99.74%	99.90%	35 mins	90%	98.47%	99.22%	98.60%	98.11%	99.20%	98.51%		
	45 mins	100%	99.87%	99.92%	99.80%	99.74%	99.91%	99.95%	45 mins	100%	98.97%	99.74%	100.00%	100.00%	99.89%	99.19%		