

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>

Assisted Travel Service Performance

Regulation (EC) No 1107/2006

This document is updated on a bi-annual basis.

Departing

		Target	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Pre-booked	Total PRM		3141	4340	4035	3407	3807	5311
	10 mins	80%	98.19%	98.64%	98.98%	99.38%	99.08%	98.81%
	20 mins	90%	98.76%	98.94%	99.18%	99.71%	99.40%	99.21%
	30 mins	100%	99.27%	99.17%	99.33%	99.77%	99.50%	99.66%
Non pre-booked	Total PRM		2309	2306	2409	2212	2585	3122
	25 mins	80%	99.35%	99.74%	99.92%	99.82%	99.85%	99.90%
	35 mins	90%	99.48%	99.83%	99.96%	99.82%	99.88%	99.94%
	45 mins	100%	99.52%	99.83%	100.00%	99.86%	99.96%	99.97%

Arriving

		Target	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Pre-booked	Total PRM		4067	6062	5090	4423	4869	5899
	5 mins	80%	60.98%	59.42%	54.66%	69.55%	73.55%	71.35%
	10 mins	90%	71.04%	70.93%	67.62%	82.25%	84.74%	84.00%
	20 mins	100%	93.02%	93.90%	90.28%	97.15%	97.95%	98.59%
Non pre-booked	Total PRM		2209	2941	2596	2362	2243	2788
	25 mins	80%	86.96%	87.73%	87.52%	95.26%	97.01%	95.91%
	35 mins	90%	92.44%	92.25%	93.07%	98.01%	99.11%	98.31%
	45 mins	100%	96.70%	97.25%	97.00%	98.81%	99.82%	99.57%