

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-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Standard (time assistance available at gate from arrival on chocks)	Target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Pre-booked	Numbers of PRMs			3784	5406	5100	4444	5066	6560	Numbers of PRMs		4570	6864	6110	5482	4801	6249
	10 mins	80%	99.68%	99.91%	99.82%	99.77%	99.80%	99.73%	5 mins	80%	77.41%	66.63%	62.71%	73.71%	78.70%	81.55%	
	20 mins	90%	99.84%	99.96%	99.94%	99.95%	99.90%	99.83%	10 mins	90%	85.14%	77.65%	74.16%	82.28%	87.70%	89.48%	
	30 mins	100%	99.89%	100.00%	99.98%	99.98%	99.92%	99.88%	20 mins	100%	94.62%	90.97%	90.17%	93.82%	96.83%	97.92%	
Non pre-booked	Numbers of PRMs			1676	2141	1849	2027	2368	2711	Numbers of PRMs		1769	2030	1730	1919	1722	2007
	25 mins	80%	99.82%	99.91%	100.00%	99.85%	99.92%	99.82%	25 mins	80%	95.36%	93.15%	93.58%	95.49%	97.33%	98.65%	
	35 mins	90%	99.88%	99.91%	100.00%	99.95%	100.00%	99.85%	35 mins	90%	97.57%	96.35%	97.23%	97.98%	98.61%	99.60%	
	45 mins	100%	99.94%	99.91%	100.00%	100.00%	100.00%	99.89%	45 mins	100%	98.47%	97.93%	98.90%	99.31%	99.48%	99.70%	