

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-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20	Standard (time assistance available at gate from arrival on chocks)	Target	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
Pre-booked	Numbers of PRMs		8	1	32	337	553	850	Numbers of PRMs		58	37	69	295	483	758
	10 mins	80%							5 mins	80%	100.00%	91.89%	82.61%	87.24%	84.50%	80.67%
	20 mins	90%							10 mins	90%	100.00%	100.00%	89.86%	93.45%	91.30%	89.71%
	30 mins	100%							20 mins	100%	100.00%	100.00%	100.00%	99.66%	98.51%	98.19%
Non pre-booked	Numbers of PRMs		24	1	40	168	309	330	Numbers of PRMs		31	21	35	128	218	384
	25 mins	80%							25 mins	80%	100.00%	100.00%	97.14%	98.40%	98.07%	97.82%
	35 mins	90%							35 mins	90%	100.00%	100.00%	100.00%	99.20%	99.03%	99.73%
	45 mins	100%							45 mins	100%	100.00%	100.00%	100.00%	100.00%	99.03%	100.00%

Notes

Departing PRM engagement standards are not reportable for this period due to changes to infrastructure and operating methods during the Coronavirus epidemic.