

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	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Standard (time assistance available at gate from arrival on chocks)	Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	
Pre-booked	Numbers of PRMs			5319	4141	4197	3950	3281	1501	Numbers of PRMs			6430	4352	4633	3817	3488	2812
	10 mins	80%	99.91%	99.86%	99.45%	99.67%	99.88%	99.67%	5 mins	80%	86.18%	90.83%	84.78%	89.17%	91.72%	91.46%		
	20 mins	90%	99.94%	99.90%	99.76%	99.87%	99.94%	99.93%	10 mins	90%	92.36%	95.82%	91.67%	95.25%	95.20%	95.77%		
	30 mins	100%	100.00%	99.95%	99.83%	99.97%	100.00%	99.93%	20 mins	100%	97.97%	99.61%	97.86%	99.61%	99.63%	98.89%		
Non pre-booked	Numbers of PRMs			2268	1828	1601	1800	1891	1085	Numbers of PRMs			1853	1395	1522	1350	1397	1554
	25 mins	80%	99.82%	99.95%	99.75%	99.89%	99.95%	100.00%	25 mins	80%	98.59%	99.57%	98.82%	99.18%	99.43%	98.84%		
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	99.35%	99.86%	99.41%	99.48%	99.78%	99.03%		
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	99.78%	99.86%	99.87%	99.70%	100.00%	99.16%		