

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 an annual basis.

		Departing												
Standard (waiting time once PRM made themselves known)		Target	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
Pre-booked	Numbers of PRMs		7266	10230	9380	8397	9423	9558	9823	6861	7077	5830	5646	6960
	10 mins	80%	97.05%	98.68%	97.46%	98.08%	98.26%	97.01%	98.58%	98.98%	84.80%	99.43%	97.64%	99.24%
	20 mins	90%	99.33%	99.60%	99.26%	99.57%	99.50%	98.64%	99.55%	99.64%	95.41%	99.85%	99.36%	99.61%
	30 mins	100%	99.74%	99.86%	99.61%	99.89%	99.81%	99.39%	99.85%	99.80%	99.33%	99.93%	99.81%	99.78%
Non pre-booked	Numbers of PRMs		3657	5429	4476	5088	5563	5559	5208	3347	3633	2926	2731	3280
	25 mins	80%	99.70%	99.72%	99.66%	99.92%	99.78%	99.62%	99.83%	99.61%	95.24%	99.90%	99.78%	99.73%
	35 mins	90%	99.89%	99.89%	99.84%	100.00%	99.89%	99.77%	99.92%	99.88%	99.18%	99.97%	99.85%	99.85%
	45 mins	100%	100.00%	99.94%	99.98%	100.00%	99.91%	99.89%	99.96%	99.91%	100.00%	99.97%	99.89%	99.88%

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		Arriving												
Standard (waiting time once PRM made themselves known)		Target	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	Jan-26	Feb-26	Mar-26
Pre-booked	Numbers of PRMs		10560	14867	14522	13872	13871	15573	15315	9625	10225	7590	7864	9714
	5 mins	80%	81.13%	76.79%	72.06%	82.45%	80.35%	73.11%	79.53%	80.81%	76.46%	85.47%	84.09%	85.01%
	10 mins	90%	87.72%	84.25%	81.18%	88.85%	88.35%	83.08%	87.38%	88.16%	84.67%	91.52%	90.70%	91.41%
	20 mins	100%	97.83%	96.30%	96.14%	98.98%	98.62%	97.03%	98.27%	98.49%	97.08%	98.09%	98.37%	98.02%
Non pre-booked	Numbers of PRMs		2537	3136	3124	3193	3017	3098	3128	2386	2279	1890	1746	2294
	25 mins	80%	94.60%	92.16%	92.77%	95.05%	95.69%	94.03%	95.14%	95.14%	96.09%	96.35%	96.11%	97.17%
	35 mins	90%	98.34%	96.94%	97.66%	98.65%	98.67%	97.58%	98.47%	98.03%	98.42%	98.52%	98.34%	98.82%
	45 mins	100%	99.84%	99.11%	99.97%	99.91%	99.80%	99.48%	99.90%	99.29%	99.47%	99.84%	99.43%	99.74%

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