

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-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Pre-booked	Numbers of PRMs		3702	5247	5224	3948	4641	6756	5600	4562	4439	4041	4235	4424
	10 mins	80%	98.92%	98.74%	99.18%	97.97%	97.69%	97.94%	97.73%	96.62%	96.91%	97.38%	97.05%	97.61%
	20 mins	90%	99.46%	99.16%	99.58%	98.89%	99.03%	99.25%	99.34%	99.15%	99.28%	99.26%	99.06%	99.14%
	30 mins	100%	99.78%	99.56%	99.87%	99.44%	99.55%	99.60%	99.75%	99.65%	99.68%	99.85%	99.83%	99.85%
Non pre-booked	Numbers of PRMs		1717	2192	2261	2639	3357	3920	3586	2558	2319	2244	1965	1988
	25 mins	80%	99.94%	99.77%	99.87%	99.01%	99.67%	99.72%	99.72%	99.37%	99.66%	99.69%	99.54%	99.76%
	35 mins	90%	100.00%	99.82%	99.91%	99.36%	99.79%	99.92%	99.94%	99.80%	99.96%	99.96%	99.85%	99.86%
	45 mins	100%	100.00%	99.91%	100.00%	99.43%	99.88%	100.00%	99.97%	99.92%	100.00%	100.00%	99.95%	99.95%

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		Arriving												
Standard (waiting time once PRM made themselves known)		Target	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
Pre-booked	Numbers of PRMs		5373	7987	8006	7287	7141	8648	9206	6092	6711	5305	5692	7916
	5 mins	80%	86.23%	84.26%	81.81%	85.08%	86.86%	85.68%	88.11%	88.87%	87.84%	92.37%	87.86%	84.65%
	10 mins	90%	90.86%	89.68%	88.36%	90.83%	92.27%	91.48%	92.54%	93.60%	93.22%	95.78%	92.57%	91.03%
	20 mins	100%	99.07%	98.61%	98.61%	98.78%	98.81%	98.38%	99.21%	98.69%	98.81%	99.74%	98.81%	99.05%
Non pre-booked	Numbers of PRMs		2512	2740	2951	3462	3652	3472	3397	2318	2375	1720	1823	2220
	25 mins	80%	92.75%	91.86%	92.07%	93.36%	94.72%	92.05%	94.64%	91.42%	90.95%	91.92%	93.97%	94.41%
	35 mins	90%	97.89%	97.63%	97.39%	98.04%	98.00%	97.35%	98.35%	95.82%	97.35%	97.85%	97.64%	97.88%
	45 mins	100%	99.76%	99.71%	99.49%	99.74%	99.89%	98.79%	99.32%	99.48%	99.28%	99.42%	99.23%	99.01%

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