

# 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-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Pre-booked	Numbers of PRMs		5906	9170	8483	7166	7842	7482	8318	5914	6140	5577	5208	6611
	10 mins	80%	97.68%	98.35%	98.03%	98.60%	98.07%	96.61%	98.12%	97.45%	97.39%	97.08%	97.29%	97.05%
	20 mins	90%	98.98%	99.47%	99.22%	99.54%	99.48%	98.64%	99.35%	99.39%	99.46%	99.39%	99.58%	98.97%
	30 mins	100%	99.59%	99.77%	99.65%	99.93%	99.86%	99.40%	99.68%	99.83%	99.85%	99.82%	99.87%	99.62%
Non pre-booked	Numbers of PRMs		2310	4400	4256	3945	5653	3882	5094	2894	3155	2767	2880	3031
	25 mins	80%	99.48%	99.70%	99.77%	99.80%	99.88%	99.43%	99.76%	99.79%	99.90%	99.96%	99.62%	99.34%
	35 mins	90%	99.78%	99.89%	99.84%	99.90%	99.95%	99.72%	99.88%	99.97%	100.00%	100.00%	99.76%	99.64%
	45 mins	100%	99.96%	99.95%	99.91%	100.00%	99.98%	99.87%	99.96%	100.00%	100.00%	100.00%	100.00%	99.84%

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		Arriving												
Standard (waiting time once PRM made themselves known)		Target	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Pre-booked	Numbers of PRMs		8302	11891	12734	12724	11952	13144	13330	8518	9025	7010	6940	9377
	5 mins	80%	80.11%	72.42%	68.02%	78.67%	83.79%	70.37%	80.95%	89.96%	88.83%	88.92%	87.61%	81.73%
	10 mins	90%	87.81%	82.19%	77.59%	85.92%	90.17%	79.94%	87.36%	93.73%	92.54%	92.21%	92.72%	88.40%
	20 mins	100%	97.11%	96.38%	94.61%	97.16%	98.30%	93.65%	98.21%	99.42%	98.78%	98.73%	98.13%	98.25%
Non pre-booked	Numbers of PRMs		2025	3063	3073	3153	2938	3331	3338	2165	2455	2074	1913	2463
	25 mins	80%	93.43%	93.14%	91.44%	92.48%	92.44%	87.12%	91.10%	94.32%	90.75%	92.29%	94.98%	93.38%
	35 mins	90%	98.37%	97.85%	96.58%	96.96%	98.09%	94.36%	97.03%	98.38%	96.01%	96.96%	98.80%	96.95%
	45 mins	100%	99.75%	99.58%	98.80%	99.24%	99.56%	98.44%	99.37%	99.77%	98.45%	98.65%	99.84%	99.68%

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