

# Service Standard Performance

## October 2017 to March 2018

### Passenger Services

East Midlands Airport is 100% committed to ensuring minimum standard levels of service are delivered to passengers with reduced mobility. We deliver our service in accordance with EC Regulation 1107/2006 – effective from 25<sup>th</sup> July 2006 – Where details of how we have performed against these measures are enclosed within this publication.

[eastmidlandsairport.com](http://eastmidlandsairport.com)



## Our Minimum Standards of Performance

### For Departing Pre-Booked Passengers:

Upon arrival at the airport, once passengers have made themselves known to the Passenger Services Team:

80% of Passengers should wait no longer than 10 minutes for assistance

90% of Passengers should wait no longer than 20 minutes for assistance

100% of Passengers should wait no longer than 30 minutes for assistance

### For Departing Non Pre-Booked Passengers:

Upon arrival at the airport, once passengers have made themselves known to the Passenger Services Team:

80% of Passengers should wait no longer than 25 minutes for assistance

90% of Passengers should wait no longer than 35 minutes for assistance

100% of Passengers should wait no longer than 45 minutes for assistance

### For Arriving Pre-Booked Passengers:

Assistance should be at the aircraft side/gate for:

80% of Passengers should wait no longer than 5 minutes of 'on chocks'

90% of Passengers should wait no longer than 10 minutes of 'on chocks'

100% of Passengers should wait no longer than 20 minutes of 'on chocks'

### For Arriving Non Pre-Booked Passengers:

Assistance should be at the aircraft side/gate for:

80% of Passengers should wait no longer than 25 minutes of 'on chocks'

90% of Passengers should wait no longer than 35 minutes of 'on chocks'

100% of Passengers should wait no longer than 45 minutes of 'on chocks'

## Service Performance: October 2017 to March 2018

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		2539	1172	2930	1129	1035	1259	Numbers of PRMs		3348	1406	1486	1231	1113	1485
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	69.62%	82.65%	84.66%	82.94%	80.59%	87.68%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	83.78%	93.95%	93.41%	91.80%	94.25%	93.67%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	98.81%	99.57%	99.80%	99.84%	99.73%	99.53%
Non pre-booked	Numbers of PRMs		488	207	598	230	216	268	Numbers of PRMs		401	153	238	187	155	231
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	99.00%	96.73%	94.96%	97.33%	96.13%	97.84%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	100.00%	98.04%	99.16%	98.93%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	98.69%	99.16%	100.00%	100.00%	100.00%