

Service Standard Performance

April 2018 to September 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 25th July 2006.

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'

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	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		2165	3163	2578	1866	2269	3414	Numbers of PRMs		2073	3318	2987	2548	2178	3288
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	78.77%	80.38%	73.25%	77.51%	82.23%	76.98%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	90.64%	89.93%	88.99%	89.25%	93.30%	88.90%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.37%	99.58%	98.69%	100.00%	100.00%	99.82%
Non pre-booked	Numbers of PRMs		419	609	576	710	572	674	Numbers of PRMs		212	344	365	403	332	403
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	97.17%	97.67%	96.44%	98.26%	98.19%	98.26%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	99.53%	99.13%	97.53%	99.50%	99.70%	99.26%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	99.42%	98.08%	100.00%	100.00%	100.00%