

Service Standard Performance

October 2018 to March 2019

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'

Service Performance: October 2018 to March 2019

	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		2709	1294	1473	1282	1106	1508	Numbers of PRMs		3716	1560	1524	1340	1217	1703
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	67.28%	86.28%	77.56%	84.40%	79.70%	76.69%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	99.70%	95.58%	94.03%	94.93%	95.89%	90.43%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.52%	100.00%	99.87%	100.00%	99.75%	100.00%
Non pre-booked	Numbers of PRMs		550	255	308	245	241	326	Numbers of PRMs		440	157	208	205	140	213
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	99.32%	100.00%	100.00%	99.02%	98.57%	98.59%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	99.77%	100.00%	100.00%	100.00%	100.00%	99.53%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%