

Service Standard Performance

October 2019 to March 2020

Passenger Services

East Midlands Airport is committed to exceeding the standards service levels for passengers with reduced mobility, as set out by the Civil Aviation Authority. 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 2019 to March 2020

		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		2105	3258	3032	2294	2409	3779	Numbers of PRMs		2071	3375	3389	2840	2381	3595
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	73.49%	83.16%	85.55%	85.94%	86.86%	81.26%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	86.31%	95.35%	95.46%	96.66%	97.27%	91.55%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	98.96%	99.48%	99.34%	99.72%	99.83%	99.81%
Non pre-booked	Numbers of PRMs		452	645	524	520	515	638	Numbers of PRMs		230	328	396	380	305	450
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	97.67%	99.46%	98.99%	98.95%	100.00%	99.43%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	100.00%	99.46%	98.99%	100.00%	100.00%	99.43%
	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%