

London Stansted Airport: Special Assistance service levels

Summer 2019



	Departing								Arriving							
	Time assistance available	Target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19	Time assistance available	Target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Pre-booked	Numbers of PRMs		6598	8691	8583	7927	8362	10224	Numbers of PRMs		5849	7947	8305	7734	7880	9681
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	84.03%	84.41%	87.29%	91.16%	92.78%	89.39%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	92.09%	91.03%	93.24%	95.91%	97.03%	95.14%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	98.73%	98.13%	98.88%	99.27%	99.85%	99.02%
									30mins		99.79%	99.52%	99.89%	99.95%	99.85%	99.89%
									45mins		99.98%	99.91%	100.00%	99.97%	100.00%	99.98%
									60mins		99.98%	99.96%	100.00%	99.99%	100.00%	99.99%
									90mins		100.00%	100.00%	100.00%	100.00%	100.00%	99.99%
Non pre-booked	Numbers of PRMs		2017	2425	2060	2097	2140	2359	Numbers of PRMs		1945	2401	2184	2345	2209	3133
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	99.20%	99.41%	99.28%	99.55%	99.90%	99.31%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	99.58%	99.92%	100.00%	99.96%	100.00%	99.44%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	99.63%	100.00%	100.00%	99.96%	100.00%	99.97%

Missed flights: Passengers with Special Assistance

Date	Airline	Pre-booked	Reason	Outcome (if known)
06/05/2019	Ryanair	YES	Taken to wrong gate	Night in Hampton and fly next day, same destination.
06/12/2019	Ryanair	NO	Passenger checked in late	Passenger paid for tickets, passenger checked in late 05:10 and agent took through at 05:11 through as they were pushing another passenger through pax got a bag pull so the passenger was told to make own way to gate. Next flight FR794 at 12.30 booked.
06/12/2019	Ryanair	YES	Passengers checked in at landside but then waited for family members for half hour which left us an hour to do bag check ins and take them to gate and when we took them to the gate passengers did not want to get on the flight without family members	Passenger paid for own flight. Passengers were waiting for family members to come back for half hour at landside and they had bags to check in but agents were unaware of this. Passengers checked in an hour before flight.
06/12/2019	Ryanair	YES	Passengers checked in at landside but then waited for family members for half hour which left us an hour to do bag check ins and take them to gate and when we took them to the gate passengers did not want to get on the flight without family members	Passenger paid for own flight. Passengers were waiting for family members to come back for half hour at landside and they had bags to check in but agents were unaware of this. Passengers checked in an hour before flight.
06/12/2019	Ryanair	YES	Baggage issues	Blue handling waved the flight cost.
06/19/2019	Ryanair	N/A	PRM had issues in security with liquids	Assisted with buying a new ticket
06/22/2019	Ryanair	YES	Host prioritised STD, even though pax was 3hrs early	Hotel and transferred to the next day
06/23/2019	Ryanair	YES	PRM made own way, and arrived at gate too late	PRM went home with no recovery
06/24/2019	Jet2	NO	Checked in 3 hours prior to departure host didn't move until -30	Rebooked same day with pegasus
06/25/2019	Ryanair	YES	Checked in and taken to airside from airside taken to gate 14 rather than gate 40	Rebooked on flight on 26/06/2019 and put in hilton for the night
06/26/2019	Ryanair	NO	PAXs turned up at landside -60 before flight. Advised 'best endeavours' They were stopped at security for full bag checks. Got to gate at 08:09.	Rebooked on flight with ryanair FR908. PAX paid for flights
7/14/2019	Ryanair	YES	Passenger checked in at 0533 and was taken at 0554 by an agent. After security they wanted to go shopping so they were happy to make own way from there. Agent took another passenger through and saw pax at departure lounge at 0700 waiting for his wife flight was departing at 0725	Rebooked on flight with Ryanair FR8162 15/07/2019. Pax paid for own flight

07/08/2019	Ryanair	YES	PRM checked in saying they could walk to gate, but then missed.	Ryanair transferred them to FR4952
8/27/2019	Ryanair	YES	Passengers were taken to sat3 ryanair gate area at -2.30hrs. At -32mins to departure allocators noticed the flight had a sat change. Minibus driver and agent allocator sent to collect passenger. 6 passengers in total required to move between the sats. Not enough to move passenger making in time for boarding as flight closes at -15.	Passengers were moved to flt fr271 dub and onward travel was arranged from dublin to shannon by taxi.
08/09/2019	Ryanair	YES	Security short staffed, causing extremely long turnaround on agents to return for prms.	Passengers were out in overnight hotel and put on the next morning flight.
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