

# Service Standard Performance

## April 2017 to September 2017

### Passengers with Reduced Mobility (PRM's)

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

## 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: April 2017 to September 2017

	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		1,818	2,926	2,620	1,916	2,114	3,159	Numbers of PRMs		1,836	2,943	2,870	2,420	2,083	3,016	
	10 mins	80%	100%	100%	100%	100%	100%	100%	5 mins	80%	76.47%	63.47%	66.78%	76.24%	79.74%	72.15%	
	20 mins	90%	100%	100%	100%	100%	100%	100%	10 mins	90%	87.75%	77.71%	81.16%	89.09%	91.89%	85.88%	
	30 mins	100%	100%	100%	100%	100%	100%	100%	20 mins	100%	98.15%	93.24%	94.12%	97.52%	98.99%	98.24%	
Non pre-booked	Numbers of PRMs		265	447	443	459	556	550	Numbers of PRMs		254	330	296	338	332	350	
	25 mins	80%	100%	100%	100%	100%	100%	100%	25 mins	80%	98.03%	93.94%	94.95%	97.98%	99.40%	98.28%	
	35 mins	90%	100%	100%	100%	100%	100%	100%	35 mins	90%	99.21%	98.79%	97.64%	99.11%	99.70%	99.71%	
	45 mins	100%	100%	100%	100%	100%	100%	100%	45 mins	100%	100.00%	98.79%	99.33%	100.00%	100.00%	100.00%	