

# East Midlands Airport Service Standards 2016

## Passenger Services

### Departures

Parameter	Pre-Booked Assistance	Non Pre-Booked Assistance
Departing passengers - Waiting time for Assistance (after making themselves known to the Passenger Services Team)	80% of customers should wait no longer than 10 Minutes for Assistance	80% of customers should wait no longer than 25 Minutes for Assistance
	90% of customers should wait no longer than 20 Minutes for Assistance	90% of customers should wait no longer than 35 Minutes for Assistance
	100% of customers should wait no longer than 30 Minutes for Assistance	100% of customers should wait no longer than 45 Minutes for Assistance
Arrival at the gate in time for a timely boarding (Passenger to have checked in at least 60 minutes before departure time)	100% Customers	Passenger Services will make all reasonable efforts to assist in a timely manner

### Arrivals

Parameter	Pre-Booked Assistance	Non Pre-Booked Assistance
Arriving Passengers who require Assistance will be met by the Passenger Services Team at the aircraft side for;	80% of Aircraft arrivals within 5 minutes of 'on chocks'	80% of Aircraft arrivals within 25 minutes of 'on chocks'
	90% of Aircraft arrivals within 10 minutes of 'on chocks'	90% of Aircraft arrivals within 35 minutes of 'on chocks'
	100% of Aircraft arrivals within 20 minutes of 'on chocks'	100% of Aircraft arrivals within 45 minutes of 'on chocks'
No Passenger to be left alone for more than 20 minutes (unless otherwise agreed with the Passenger)	100% on all occasions	
Response to Complaints	We'll respond in writing with 10 days of receipt of a complaint on 95% of occasions	
	We'll respond in writing within 15 days of receipt of a complaint on 100% of occasions	

## SERVICE STANDARDS continued;

- All employees of who provide the Passenger with Reduced Mobility (PRM) Assistance Service at East Midlands Airport are required to receive training tailored to the employees function. They as a minimum should receive annual training in Customer Service and Disability Awareness covering:
  - Information on the range of disabilities incl. all types of temporary disability (broken legs, arms etc.)
  - Skills needed to communicate with disabled people, particularly those with hearing impairment or learning difficulties.
- We will monitor the performance of the service against the published standards and continually improve performance-monitoring systems. Performance against some or all of the published standards should be used to publicise the services provided and could also be included within any future passenger charter.
- We are committed to delivering the minimum standards of service as defined in ECAC Doc 30, Part 1. The service provider of the special assistance to disabled persons and PRM's will employ well-trained and educated staff only.
- We will undertake regular market research surveys to measure performance.
- We are committed to providing useful information to the public and other airport organisations promoting awareness of the special assistance services or arrangements available. This will emphasise the importance of pre-booking and will exploit the growing use of the Internet ensuring that information provided is in accessible formats.
- It is our aspiration that all customers are satisfied with the assistance provided. Should this not be the case we invite your feedback. You are able to provide feedback by the following means:

Tweet us: @EMA\_airport

Facebook: [www.facebook.com/eastmidsairport](http://www.facebook.com/eastmidsairport)

Write to us: PRM Feedback, Customer Contact Centre, 2<sup>nd</sup> Floor, Olympic House, Manchester Airport, M90 1QX

Web Feedback: [manchesterairport.co.uk/feedback](http://manchesterairport.co.uk/feedback)

Call us: 0330 333 0304