

Assisted Travel Service Performance

October 2024 to March 2025

East Midlands Airport takes pride in exceeding the standard service levels for disabled customers and customers with reduced mobility, as set out by the Civil Aviation Authority (CAA).

Our performance against these service levels is publicly available on our website in the format prescribed by the CAA. In addition, we are pleased to confirm that **93%** of customers who used our Assisted Travel service rated us “good” or “very good” when recommending to a family or friend.

We deliver our service in accordance with EC Regulation 1107/2006 as copied into UK law.



The CAA Standards of Performance

For Departing Pre-Booked Passengers:

Upon arrival at the airport, once passengers have made themselves known to the Assisted Travel 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 Assisted Travel 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'



EMA Assisted Travel Service Performance: October 2024 to March 2025

	Departing								Arriving							
	Standard	Target	October	November	December	January	February	March	Standard	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		4576	2217	2448	1932	1808	2715	Numbers of PRMs		5871	2282	2453	1886	2418	2720
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	74.93%	84.40%	81.08%	89.13%	78.58%	64.13%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	92.30%	96.41%	94.46%	96.92%	91.08%	93.27%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.86%	100.00%	100.00%	100.00%	100.00%	100.00%
									30 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									45 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		462	173	205	101	317	1277	Numbers of PRMs		548	269	238	201	362	1010
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	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%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									75 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

