Assisted Travel Service Performance

April 2026 to September 2026

East Midlands Airport is committed to providing a high-quality Assisted Travel service for disabled customers and customers with reduced mobility, in line with the standards 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. We deliver our Assisted Travel 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'

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EMA Assisted Travel Service Performance: April 2026 to September 2026

	Departing								Arriving							
	Standard	Target	April	May	June	July	August	September	Standard	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		4520	7645	7473	6122	6585	8395	Numbers of PRMs		4316	7026	8153	7045	6535	8064
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	84.82%	76.47%	78.60%	82.70%	85.26%	78.50%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	94.26%	89.77%	90.45%	93.63%	95.13%	89.05%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.80%	99.60%	99.08%	99.82%	99.56%	98.66%
									30 mins		100.00%	100.00%	99.64%	99.87%	100.00%	99.36%
									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		591	900	971	1010	1215	1127	Numbers of PRMs		433	517	621	600	583	680
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	99.19%	100.00%	99.49%	98.97%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	100.00%	100.00%	99.68%	100.00%	100.00%	99.71%
	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%

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