

Assisted Travel Service Performance

April 2025 to September 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 **98%** 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.



ASSISTED TRAVEL

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: April 2025 to September 2025

	Departing								Arriving							
	Standard	Target	April	May	June	July	August	September	Standard	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		3576	6231	6064	4864	5190	7098	Numbers of PRMs		3250	5819	6000	5572	4866	6907
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	99.93%	5 mins	80%	82.92%	76.80%	66.23%	71.77%	71.76%	63.17%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	94.34%	89.24%	83.25%	87.58%	88.00%	83.15%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.97%	99.26%	99.55%	99.75%	99.94%	99.44%
									30 mins		100.00%	100.00%	99.65%	100.00%	99.96%	99.78%
									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		474	684	644	921	766	766	Numbers of PRMs		474	665	686	732	566	856
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	99.85%	99.73%	99.82%	99.65%
	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%

