Leeds Bradford®
Yorkshire's Airport

Quality Standards Performance 2017- 2018

			Apr 17	May 17	Jun 17	Jul 17	Aug 17	Sep 17	Oct 17	Nov 17	Dec 17	Jan 18	Feb 18	Mar 18
Departing Passengers upon arrival at the airport, once they have made themselves known	**Pre Booked Assistance**	80% of customers should wait for no longer than 10 minutes for assistance	86.34%	86.54%	88.12%	83.455	83.28%	74.52%	87.94%	95.38%	92.80%	85.32%	92.76%	93.89%
		90% of customers should wait for no longer than 20 minutes for assistance	99.93%	96.18%	98.93%	100.00 %	100.00 %	98.95%	99.25%	100.00 %	99.84%	96.64%	100.00 %	99.74%
		100% of customers should wait for no longer than 30 minutes for assistance	99.93%	99.50%	98.93%	100.00 %	100.00 %	98.95%	99.25%	100.00 %	99.84%	100.00 %	100.00 %	100.00 %
	Non Pre-Booked Assistance	80% of customers should wait for no longer than 25 minutes for assistance	93.06%	93.57%	97.11%	95.72%	96.55%	95.17%	97.11%	97.72%	100.00 %	100.00 %	100.00 %	100.00 %
		90% of customers should wait for no longer than 35 minutes for assistance	98.84%	99.69%	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %
		100% of customers should wait for no longer than 45 minutes for assistance	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %

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Arriving Passengers Assistance should be available at the gate room/ aircraft side	**Pre Booked Assistance**	80% of customers within 5 minutes of when the aircraft arrives "on chocks"	81.76%	77.99%	84.24%	76.72%	84.56%	73.82%	84.4%	90.85%	78.31%	75.30%	91.48%	92.82%
		90% of customers within 10 minutes of when the aircraft arrives "on chocks"	96.52%	94.75%	95.97%	90.99%	96.57%	87.40%	96.71%	98.72%	95.30%	95.02%	98.65%	99.71%
		100% of customers within 20 minutes of when the aircraft arrives "on chocks"	99.86%	97.63%	98.65%	98.77%	99.74%	98.07%	99.55%	99.83%	99.25%	100.00 %	100.00 %	100.00 %
	Non Pre-Booked Assistance	80% of customers within 25 minutes of when the aircraft arrives "on chocks"	100.00 %	98.68%	100.00 %	98.62%	99.60%	98.56%	100.00 %	100.00 %	98.82%	100.00 %	100.00 %	100.00 %
		90% of customers within 35 minutes of when the aircraft arrives "on chocks"	100.00 %	99.34%	100.00 %	98.62%	100.00 %	100.00 %	100.00 %	100.00 %	98.82%	100.00 %	100.00 %	100.00 %
		100% of customers within 45 minutes of when the aircraft arrives "on chocks"	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %