Leeds Bradford
Yorkshire's Airport

Quality Standards Performance 2018- 2019

			Apr 18	May 18	Jun 18	Jul 18	Aug 18	Sep 18	Oct 18	Nov 18	Dec 18	Jan 19	Feb 19	Mar 19
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	90.76%	94.34%	85.34%	93.72%	90.30%	89.75%	93.29%	94.83%	92.74%	98.93%	93.00%	96.04%
		90% of customers should wait for no longer than 20 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 %
		100% of customers should wait for no longer than 30 minutes for assistance	100.00 %	100.00 %	100.0.0 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %
	Non Pre-Booked Assistance	80% of customers should wait for no longer than 25 minutes for assistance	100.00 %	98.29%	100.00 %	95.03%	100.00 %	96.75%	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %
		90% of customers should wait for no longer than 35 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 %
		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"	84.17%	73.19%	68.72%	83.29%	86.73%	82.97%	91.53%	93.27%	92.25%	95.30%	92.75%	89.91%
		90% of customers within 10 minutes of when the aircraft arrives "on chocks"	94.02%	79.33%	92.81%	97.56%	96.68%	95.42%	96.61%	99.20%	97.69%	99.30%	100.00 %	96.19%
		100% of customers within 20 minutes of when the aircraft arrives "on chocks"	98.81%	88.56%	96.24%	99.37%	99.53%	99.61%	99.27%	99.84%	100.00 %	99.80%	100.00 %	100.00 %
	Non Pre-Booked Assistance	80% of customers within 25 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 %
		90% of customers within 35 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 %
		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 %