Leeds Bradford®
Yorkshire's Airport

Quality Standards Performance 2019- 2020

			Apr 19	May 19	Jun 19	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20
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	93.71%	90.97%	85.06%	85.67%	85.96%	96.04%	92.99%	91.05%	91.34%	99.73%	100.00 %	100.00 %
		90% of customers should wait for no longer than 20 minutes for assistance	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	99.57%	100.00 %	100.00 %	100.00 %	99.82%	100.00 %	100.00 %
		100% of customers should wait for no longer than 30 minutes for assistance	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	99.91%	100.00 %	100.00 %
	Non Pre-Booked Assistance	80% of customers should wait for no longer than 25 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 %
		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"	90.25%	84.55%	81.67%	83.11%	81.01%	80.76%	83.23%	89.98%	69.45%	100.00 %	100.00 %	100.00 %
		90% of customers within 10 minutes of when the aircraft arrives "on chocks"	99.42%	95.80%	93.93%	96.61%	96.63%	96.83%	97.79%	98.62%	83.45%	100.00 %	100.00 %	100.00 %
		100% of customers within 20 minutes of when the aircraft arrives "on chocks"	100.00 %	98.34%	98.82%	99.61%	99.78%	99.96%	99.50%	99.74%	89.28%	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 %	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 %