

Service Standard Performance

October 2015 to March 2016

Passengers with Restricted Mobility (PRM's)

Bournemouth Airport is 100% committed to ensuring minimum standard levels of service are delivered to passengers with restricted mobility. We're accountable for this under EC Regulation 1107/2006 – effective from 25th July 2006 – and details of how we have performed Against these standards are shown below.



SERVICE PERFORMANCE : October 2015 TO March 2016

| | Departing | | | | | | | | Arriving | | | | | | | |
|--------------------|--|--------|---------|----------|----------|---------|----------|-------|--|--------|---------|----------|----------|---------|----------|-------|
| | Standard (waiting time once PRM made themselves known) | Target | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH | Standard (time assistance available at gate from arrival on chocks) | Target | OCTOBER | NOVEMBER | DECEMBER | JANUARY | FEBRUARY | MARCH |
| Pre-booked | 10 mins | 80% | 100% | 100% | 100% | 100% | 100% | 100% | 5 mins | 80% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 15 mins | 90% | 100% | 100% | 100% | 100% | 100% | 100% | 10 mins | 90% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 20 mins | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 15 mins | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| Non pre- booked | 10 mins | 80% | 100% | 100% | 100% | 100% | 100% | 100% | 10 mins | 80% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 15 mins | 90% | 100% | 100% | 100% | 100% | 100% | 100% | 15 mins | 90% | 100% | 100% | 100% | 100% | 100% | 100% |
| | 20 mins | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 20 mins | 100% | 100% | 100% | 100% | 100% | 100% | 100% |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | |

DUE TO THE NATURE OF THE PRM FUNCTION, SIZE OF THE AIRPORT, FLIGHTS AND THE HISTORICAL DATA WE HAVE COLLATED, WE HAVE BEEN ABLE TO PROVIDE A MUCH MORE EFFICIENT SERVICE USING RESOURCES THIS PAST WINTER SEASON.



