

Pre-Booked Departing Passengers

- Upon arrival at the airport, once they have made themselves known, 80% of passengers should have to wait no longer than 10 minutes for assistance.
- Upon arrival at the airport, once they have made themselves known, 90% of passengers should have to wait no longer than 20 minutes for assistance.
- Upon arrival at the airport, once they have made themselves known, 100% of passengers should have to wait no longer than 30 minutes for assistance.

Non Pre-Booked Departing Passengers

- Upon arrival at the airport, once they have made themselves known, 80% of passengers should have to wait no longer than 25 minutes for assistance.
- Upon arrival at the airport, once they have made themselves known, 90% of passengers should have to wait no longer than 35 minutes for assistance.
- Upon arrival at the airport, once they have made themselves known, 100% of passengers should have to wait no longer than 45 minutes for assistance.

Subject to pre-notification, 100% of departing passengers who make themselves known at an assistance point at least 40 minutes prior to departure should reach their aircraft in time to enable timely boarding and departure.

Pre-Booked Arriving Passengers

- Assistance should be available at the gate for 80% of passengers within 5 minutes of “on chocks” arrival.
- Assistance should be available at the gate for 90% of passengers within 10 minutes of “on chocks” arrival.
- Assistance should be available at the gate for 100% of passengers within 20 minutes of “on chocks” arrival.

Non Pre-Booked Arriving Passengers

- Assistance should be available at the gate for 80% of passengers within 25 minutes of “on chocks” arrival.
- Assistance should be available at the gate for 90% of passengers within 35 minutes of “on chocks” arrival.
- Assistance should be available at the gate for 100% of passengers within 45 minutes of “on chocks” arrival.

100% of passengers should be satisfied with the assistance provided.

100% of staff should receive annual customer service and disability awareness training.