

Service Standards

Parameter	Notified	Non-notified
Departures		
Collect passenger from designated point	95% within 15 minutes	80% within 20 minutes
Deliver passenger to the gate for boarding	95% within the range of 20-60 minutes, (subject to clause 3.5.3 of the ITT)	No difference
Arrivals		
Meet the aircraft with the required resource	95% within 10 minutes (subject to clause 3.5.3 of the ITT)	75% within 15 minutes (subject to clause 3.5.3 of the ITT)
Passengers to meet MA published Minimum Connection Time (MCT)	100% (subject to clause 3.5.19 of the ITT)	100% (subject to clause 3.5.19 of the ITT)
Respond to complaints	Respond in writing within 3 working days of receipt of a complaint on 100% of occasions.	