Quality Standards Performance 2026-2027

Teesside International Airport

			APR 26	MAY 26	JUN 26	JUL 26	AUG 26	SEP 26	OCT 26	NOV 26	DEC 26	JAN 27	FEB 27	MAR 27
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	100.00 %	100.00 %	100.00 %	100.00 %	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 %	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 %	-	-	-	-	-	-
	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 %	-	-	-	-	-	-
		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% of customers should wait for no longer than 45 minutes for assistance	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	-	-	-	-	-	-

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			APR 26	MAY 26	JUN 26	JUL 26	AUG 26	SEP 26	OCT 26	NOV 26	DEC 26	JAN 27	FEB 27	MAR 27
Arriving Passengers **Assistance should be available at the gate aircraft side**	**Pre-Booked Assistance**	80% of customers within 5 minutes of when the aircraft arrives "on chocks"	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	-	-	-	-	-	-
		90% of customers within 10 minutes of when the aircraft arrives "on chocks"	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	-	-	-	-	-	-
		100% of customers within 20 minutes of when the aircraft arrives "on chocks"	100.00 %	100.00 %	100.00 %	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 %	-	-	-	-	-	-
		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% of customers within 45 minutes of when the aircraft arrives "on chocks"	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	100.00 %	-	-	-	-	-	-

Quality Standards Performance 2026-2027

Missed Flights for PRM Customers

In the period 01 APR 26 to 30 SEP 26 no PRM customers missed a flight departing from Teesside International Airport.