Passenger Assistance - Quality Standards Performance April 2019 - September 2019

	Departing Passengers								Arriving Passengers							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked Assistance	Numbers of PRMs		257	307	289	223	167	353	Numbers of PRMs		209	312	264	234	146	319
	10 mins	90%	98.83%	99.35%	99.31%	99.55%	100.00%	98.87%	10 mins	90%	91.39%	92.31%	96.97%	97.44%	99.32%	96.24%
	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	98.09%	98.72%	100.00%	98.29%	100.00%	99.37%
Non pre-booked Assistance	Numbers of PRMs		26	59	39	53	40	48	Numbers of PRMs		19	29	24	17	15	23
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	15 mins	90%	100.00%	100.00%	95.83%	100.00%	93.33%	100.00%
	25 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	100%	100.00%	100.00%	95.83%	100.00%	93.33%	100.00%