Passenger Assistance - Quality Standards Performance October 2019 - March 2020

	Departing Passengers								Arriving Passengers							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked Assistance	Numbers of PRMs		298	115	138	129	124	52	Numbers of PRMs		328	172	121	119	99	73
	10 mins	90%	99.66%	100.00%	99.28%	100.00%	100.00%	100.00%	10 mins	90%	93.60%	95.93%	95.87%	94.12%	95.96%	95.89%
	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.09%	99.42%	100.00%	99.16%	100.00%	100.00%
Non pre-booked Assistance	Numbers of PRMs		44	9	22	10	12	9	Numbers of PRMs		27	10	11	5	10	6
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	15 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	25 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%