Passenger Assistance - Quality Standards Performance April 2020 - September 2020

	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		0	0	0	52	34	56	Numbers of PRMs		0	0	0	32	33	42
	10 mins	90%				98.07%	100.00%	100.00%	10 mins	90%				100.00%	100.00%	97.61%
	20 mins	100%				100.00%	100.00%	100.00%	20 mins	100%				100.00%	100.00%	100.00%
Non pre-booked Assistance	Numbers of PRMs		0	0	0	11	8	6	Numbers of PRMs		0	0	0	8	6	3
	20 mins	90%				100.00%	100.00%	100.00%	15 mins	90%				100.00%	100.00%	100.00%
	25 mins	100%				100.00%	100.00%	100.00%	25 mins	100%				100.00%	100.00%	100.00%