Passenger Assistance - Quality Standards Performance October 2021 - March 2022

	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								Numbers of PRMs							
	10 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	89.32%	91.86%	96.92%	92.64%	100.00%	98.07%
	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	97.08%	98.83%	98.46%	100.00%	100.00%	100.00%
Non pre-booked Assistance	Numbers of PRMs								Numbers of PRMs							
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	15 mins	90%	100.00%	81.81%	100.00%	100.00%	90.00%	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%