

Passenger Assistance - Quality Standards Performance April 2022 - September 2022



	Departing								Arriving							
	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	Numbers of PRMs		217	279	261	153	212	328	Numbers of PRMs		219	318	279	205	226	294
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	99.05%	100.00%	5 mins	80%	94.98%	96.23%	96.06%	97.07%	98.67%	94.56%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	97.72%	99.69%	98.92%	99.51%	98.67%	97.62%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	100.00%	100.00%	100.00%	99.51%	100.00%	100.00%
									20 mins moving average	100%				99.51%		
									30 mins					100.00%		
									45 mins							
									60 mins							
Non pre-booked	Numbers of PRMs		25	74	32	44	33	40			25	25	27	34	26	29
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									45 mins moving average	100%						
									60 mins							
									75 mins							