

Passenger Assistance - Quality Standards Performance October 2022 - March 2023



	Departing								Arriving							
	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	Numbers of PRMs		271	85	102	92	102	146	Numbers of PRMs		319	102	107	140	111	138
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	100.00%	97.05%	95.32%	99.28%	94.59%	94.20%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	100.00%	99.01%	100.00%	100.00%	95.49%	99.27%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									20 mins moving average	100%						
									30 mins							
									45 mins							
									60 mins							
Non pre-booked	Numbers of PRMs		31	14	14	8	16	13	Numbers of PRMs		27	12	14	17	11	14
	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							