

Passenger Assistance - Quality Standards Performance April 2023 - September 2023



	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		295	329	336	238	243	364	Numbers of PRMs		289	376	357	273	239	336
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	97.23%	96.80%	94.95%	97.06%	89.95%	95.83%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	98.96%	99.46%	99.43%	99.26%	94.14%	98.51%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.30%	100.00%	100.00%	99.63%	99.58%	99.70%
									30 mins		99.30%			100.00%	100.00%	100.00%
									45 mins		100.00%					
									60 mins							
Non pre-booked	Numbers of PRMs		38	47	55	51	29	49	Numbers of PRMs		29	33	35	29	35	22
	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%
									60 mins							
									75 mins							