

## Passenger Assistance - Quality Standards Performance October 2023 - March 2024



	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		329	115	171	139	125	171	Numbers of PRMs		368	171	176	172	119	210
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	98.91%	94.74%	96.59%	91.86%	98.32%	97.62%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	99.18%	96.49%	97.73%	98.26%	98.32%	100.00%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.73%	99.42%	98.30%	99.42%	99.16%	100.00%
									30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									45 mins							
									60 mins							
Non pre-booked	Numbers of PRMs		49	12	15	13	9	18	Numbers of PRMs		46	27	2	13	8	10
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	50.00%	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%	50.00%	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							