

# Passenger Assistance - Quality Standards Performance October 2024 - March 2025



Departing - all PRMs									Arriving - all PRMs								
	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		375	187	197	152	175	266	Pre-booked	Numbers of PRMs		449	249	181	171	167	269
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		5 mins	80%	98.44%	97.19%	96.69%	100.00%	98.82%	97.11%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		10 mins	90%	99.11%	99.60%	100.00%	100.00%	98.82%	99.28%
	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%
										30 mins							
										45 mins							
										60 mins							
Non pre-booked	Numbers of PRMs		45	13	29	17	19	13	Non pre-booked	Numbers of PRMs		38	16	21	21	19	19
	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							