

Passenger Assistance Quality Standards Report April 2025 – September 2025



	Departing								Arriving							
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	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		357	518	422	351	339	540	Numbers of PRMs		393	540	485	427	398	521
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	97.87%	96.62%	97.33%	98.02%	95.79%	97.11%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	98.89%	99.42%	99.03%	99.44%	98.21%	98.80%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	100.00%	100.00%	99.84%	100.00%	100.00%	100.00%
									30 mins		100.00%	100.00%	99.84%	100.00%	100.00%	100.00%
									45 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre- booked	Numbers of PRMs		56	56	55	87	52	66	Numbers of PRMs		0	1	6	8	3	8
	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%