Passenger Assistance Quality Standards Report October 2025 – March 2026

Departing - all PRMs								
	Standard (waiting time once PRM made themselves known)	**Target**	October	November	December	January	February	March
Pre-booked	**Numbers of PRMs**		**416**	**173**	**177**	**114**	**159**	**249**
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	**Numbers of PRMs**		**72**	**15**	**28**	**23**	**22**	**25**
	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%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Arriving - all PRMs								
	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**		**597**	**212**	**172**	**158**	**152**	**268**
	5 mins	80%	96.65%	98.58%	98.26%	98.73%	98.03%	98.51%
	10 mins	90%	98.66%	100.00%	98.84%	100.00%	99.35%	98.88%
	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	**Numbers of PRMs**		**87**	**22**	**15**	**31**	**12**	**32**
	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%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%