## Passenger Assistance - Quality Standards Performance October 2021 - March 2022



	Departing Passengers								Arriving Passengers							
	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 Assistance	Numbers of PRMs		88	73	77	60	62	113	Numbers of PRMs		103	86	65	68	52	104
	10 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	89.32%	91.86%	96.92%	92.64%	100.00%	98.07%
	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	97.08%	98.83%	98.46%	100.00%	100.00%	100.00%
Non pre- booked Assistance	Numbers of PRMs		3	7	4	4	10	11	Numbers of PRMs		15	11	7	6	10	12
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	15 mins	90%	100.00%	81.81%	100.00%	100.00%	90.00%	100.00%
	25 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%