

Passenger Assistance – Quality Standards Performance April – September 2024

	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		348	405	363	293	306	449	Pre-booked	Numbers of PRMs		303	447	394	358	316	388
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		5 mins	80%	96.70%	94.63%	97.46%	98.04%	97.48%	99.74%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		10 mins	90%	98.35%	99.33%	98.22%	98.88%	100.00%	100.00%
	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		43	40	37	56	27	41	Non pre-booked	Numbers of PRMs		21	35	47	40	28	22
	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							