Access Service Standards Performance

October 2016 - March 2017

Departing

	Standard waiting time once PRM made themselves known	Target	October	November	December	January	February	March
Pre-booked	**Numbers of PRMs**		21	13	40	14	23	22
	10 minutes	80%	100%	100%	100%	100%	100%	100%
	20 minutes	90%	100%	100%	100%	100%	100%	100%
	30 minutes	100%	100%	100%	100%	100%	100%	100%
Non Pre-booked	**Numbers of PRMs**		1	2	2	1	5	4
	25 minutes	80%	100%	100%	100%	100%	100%	100%
	35 minutes	90%	100%	100%	100%	100%	100%	100%
	45 minutes	100%	100%	100%	100%	100%	100%	100%

Access Service Standards Performance

October 2016 - March 2017

Arriving

	Standard waiting time once PRM made themselves known	Target	October	November	December	January	February	March
Pre-booked	**Numbers of PRMs**		39	30	61	47	38	52
	10 minutes	80%	100%	100%	100%	100%	100%	100%
	20 minutes	90%	100%	100%	100%	100%	100%	100%
	30 minutes	100%	100%	100%	100%	100%	100%	100%
Non Pre-booked	**Numbers of PRMs**		6	4	0	1	5	3
	25 minutes	80%	100%	100%	100%	100%	100%	100%
	35 minutes	90%	100%	100%	100%	100%	100%	100%
	45 minutes	100%	100%	100%	100%	100%	100%	100%

Access Service Standards Performance

Humberside airport

October 2016 - March 2017

		Target	October	November	December	January	February	March
Satisfaction with the assistance provided	Excellent	60%	100%	100%	100%	100%	100%	100%
	Good	80%	100%	100%	100%	100%	100%	100%
	Fair	100%	100%	100%	100%	100%	100%	100%
Pre-booked departing passengers to arrive at the boarding gate in time to board their departing flight		100%	100%	100%	100%	100%	100%	100%
Annual training for all staff		100%	100%	100%	100%	100%	100%	100%