Access Service Standards Performance

October 2017 - March 2018

Departing

	Standard waiting time once PRM made themselves known	Target	October	November	December	January	February	March
Pre-booked	**Numbers of PRMs**		35	15	17	10	14	16
	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	2	5	2	5	2
	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

Arriving

October 2017 - March 2018

	Standard waiting time once PRM made themselves known	Target	October	November	December	January	February	March
Pre-booked	**Numbers of PRMs**		43	34	29	43	42	30
	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**		7	3	10	4	2	1
	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 2017 - March 2018

		Target	October	November	December	January	February	March
Satisfaction with the assistance provided	Excellent	60%	100%	Nil feedback received	100%	100%	Nil feedback received	Nil feedback received
	Good	80%	100%	Nil feedback received	100%	100%	Nil feedback received	Nil feedback received
	Fair	100%	100%	Nil feedback received	100%	100%	Nil feedback received	Nil feedback received
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%