Access Service Standards Performance

April 2018 - September 2018

Departing

	Standard waiting time once PRM made themselves known	Target	April	May	June	July	August	September
Pre-booked	**Numbers of PRMs**		**16**	**34**	**31**	**26**	**33**	**34**
	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**	**7**	**12**	**8**	**12**	**12**
	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

April 2018 - September 2018

	Standard waiting time once PRM made themselves known	Target	April	May	June	July	August	September
Pre-booked	**Numbers of PRMs**		**40**	**63**	**50**	**77**	**54**	**42**
	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**	**7**	**20**	**9**	**13**	**29**
	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

April 2018 - September 2018

		Target	April	May	June	July	August	September
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%