Access Service Standards Performance

October 2019 - March 2020

Departing

	Standard waiting time once PRM made themselves known	Target	Oct	Nov	Dec	Jan	Feb	Mar
Pre- Booked	**Numbers of PRMs**		**45**	**21**	**27**	**14**	**13**	**6**
	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**	**4**	**2**	**6**	**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

Arriving

October 2019 - March 2020

	Standard waiting time once PRM made themselves known	Target	Oct	Nov	Dec	Jan	Feb	Mar
Pre-booked	**Numbers of PRMs**		**79**	**27**	**42**	**46**	**19**	**19**
	5 minutes	80%	100%	100%	100%	100%	100%	100%
	10 minutes	90%	100%	100%	100%	100%	100%	100%
	20 minutes	100%	100%	100%	100%	100%	100%	100%
Non Pre-booked	**Numbers of PRMs**		**4**	**7**	**8**	**1**	**5**	**6**
	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 2019 - March 2020

		Target	Oct	Nov	Dec	Jan	Feb	Mar
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%