Access Service Standards Performance

Humberside airport

October 2020 - March 2021

Departing

	Standard waiting time once PRM made themselves known	Target	Oct	Nov	Dec	Jan	Feb	Mar
Pre- Booked	**Numbers of PRMs**		**4**	**2**	**1**	**1**	**0**	**0**
	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**	0	**1**	**0**	**0**	**0**	**0**	**0**
	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%

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Arriving

	Standard waiting time once PRM made themselves known	Target	Oct	Nov	Dec	Jan	Feb	Mar
Pre-booked	**Numbers of PRMs**		**2**	**0**	**0**	**0**	**0**	**0**
	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**		**2**	**0**	**1**	**1**	**0**	**0**
	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%

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		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%