



## April 2021 - September 2021

#### **Departing**

	Standard waiting time once PRM made themselves known	Target	April	Мау	June	July	August	September
Pre- Booked	Numbers of PRMs		0	0	2	2	4	7
	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	0	0	6	4	5
	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%



# Humberside

## Arriving

## April 2021 - September 2021

Standard waiting time once PRM made themselves known	Target	April	Мау	June	July	August	September
Numbers of PRMs		0	0	0	9	3	9
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%
Numbers of PRMs		0	0	0	1	5	5
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%
	time once PRM made themselves known  Numbers of PRMs  5 minutes  10 minutes  20 minutes  Numbers of PRMs  25 minutes  35 minutes	time once PRM made themselves known  Numbers of PRMs  5 minutes 80%  10 minutes 90%  20 minutes 100%  Numbers of PRMs  25 minutes 80%  35 minutes 90%	time once PRM made themselves known         Target         April           Numbers of PRMs         0           5 minutes         80%         100%           10 minutes         90%         100%           20 minutes         100%         100%           Numbers of PRMs         0         0           25 minutes         80%         100%           35 minutes         90%         100%	time once PRM made themselves known         Target         April         May           Numbers of PRMs         0         0           5 minutes         80%         100%         100%           10 minutes         90%         100%         100%           20 minutes         100%         100%         100%           Numbers of PRMs         0         0           25 minutes         80%         100%         100%           35 minutes         90%         100%         100%	time once PRM made themselves known         Target         April         May         June           Numbers of PRMs         0         0         0           5 minutes         80%         100%         100%         100%           10 minutes         90%         100%         100%         100%           20 minutes         100%         100%         100%         100%           Numbers of PRMs         0         0         0         0           25 minutes         80%         100%         100%         100%           35 minutes         90%         100%         100%         100%	time once PRM made themselves known         Target         April         May         June         July           Numbers of PRMs         0         0         0         9           5 minutes         80%         100%         100%         100%           10 minutes         90%         100%         100%         100%           20 minutes         100%         100%         100%         100%           Numbers of PRMs         0         0         0         1           25 minutes         80%         100%         100%         100%         100%           35 minutes         90%         100%         100%         100%         100%	time once PRM made themselves known         Target         April         May         June         July         August           Numbers of PRMs         0         0         0         9         3           5 minutes         80%         100%         100%         100%         100%           10 minutes         90%         100%         100%         100%         100%         100%           20 minutes         100%         100%         100%         100%         100%         100%           Numbers of PRMs         0         0         0         1         5           25 minutes         80%         100%         100%         100%         100%         100%           35 minutes         90%         100%         100%         100%         100%         100%





## April 2021 - September 2021

		Target	April	May	June	July	August	September
Satisfaction with the	Excellent	60%	100%	100%	100%	100%	100%	100%
assistance provided	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%