

October 2021 - March 2022

Departing

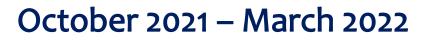
	Standard waiting time once PRM made themselves known	Target	October	November	December	January	February	March
Pre- Booked	Numbers of PRMs		3	5	2	0	2	3
	10 minutes	80%	100%	100%	100%	100%	100%	100%
	20 minutes	90%	100%	100%	100%	100%	100%	100%
	30 minutes	100%	100%	100%	100%	100%	100%	100%
Non Pre- booked	Numbers of PRMs		3	2	2	0	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%



Arriving October 2021 – March 2022

	Standard waiting time once PRM made themselves known	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		7	5	4	5	2	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%
Non Pre- booked	Numbers of PRMs		3	4	3	4	0	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%





		Target	October	November	December	January	February	March
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%
Annual training for all staff		100%	100%	100%	100%	100%	100%	100%