

Passengers with Reduced Mobility Data.

Quality Standards
October 2017 to March 2018

Between October 2017 and March 2018, 100% of all PRM passengers received assistance within the statutory European legislation guidelines

Passengers in receipt of Assistance:

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		255	93	225	137	88	130	Numbers of PRMs		271	112	257	128	111	135
	10 mins	80%	100%	100%	100%	100%	100%	100%	5 mins	80%	100%	100%	100%	100%	100%	100%
	20 mins	90%	n/a	n/a	n/a	n/a	n/a	n/a	10 mins	90%	n/a	n/a	n/a	n/a	n/a	n/a
	30 mins	100%	n/a	n/a	n/a	n/a	n/a	n/a	20 mins	100%	n/a	n/a	n/a	n/a	n/a	n/a
Non pre-booked	Numbers of PRMs		33	14	22	9	13	14	Numbers of PRMs							
	25 mins	80%	100%	100%	100%	100%	100%	100%	25 mins	80%	n/a	n/a	n/a	n/a	n/a	n/a
	35 mins	90%	n/a	n/a	n/a	n/a	n/a	n/a	35 mins	90%	n/a	n/a	n/a	n/a	n/a	n/a
	45 mins	100%	n/a	n/a	n/a	n/a	n/a	n/a	45 mins	100%	n/a	n/a	n/a	n/a	n/a	n/a

Passengers with Reduced Mobility Data.

Quality Standards
April 2018 to September 2018

Between April 2018 and September 2018, 100% of all PRM passengers received assistance within the statutory European legislation guidelines

Passengers in receipt of Assistance:

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		200	235	362	373	304	343	Numbers of PRMs		240	269	407	354	345	302
	10 mins	80%	100%	100%	100%	100%	100%	100%	5 mins	80%	100%	100%	100%	100%	100%	100%
	20 mins	90%	n/a	n/a	n/a	n/a	n/a	n/a	10 mins	90%	n/a	n/a	n/a	n/a	n/a	n/a
	30 mins	100%	n/a	n/a	n/a	n/a	n/a	n/a	20 mins	100%	n/a	n/a	n/a	n/a	n/a	n/a
Non pre-booked	Numbers of PRMs		22	30	31	35	84	51	Numbers of PRMs							
	25 mins	80%	100%	100%	100%	100%	100%	100%	25 mins	80%	n/a	n/a	n/a	n/a	n/a	n/a
	35 mins	90%	n/a	n/a	n/a	n/a	n/a	n/a	35 mins	90%	n/a	n/a	n/a	n/a	n/a	n/a
	45 mins	100%	n/a	n/a	n/a	n/a	n/a	n/a	45 mins	100%	n/a	n/a	n/a	n/a	n/a	n/a