

# Passengers with Reduced Mobility Data.

Quality Standards  
**October 2019 to March 2020**

Between October 2019 and March 2020, 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		274	145	221	114	106	26	Numbers of PRMs		214	124	198	117	95	19
	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		20	17	20	6	9	4	Numbers of PRMs		75	23	0	0	0	17
	25 mins	80%	100%	100%	100%	100%	100%	100%	25 mins	80%	100%	100%	n/a	n/a	n/a	100%
	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 2019 to September 2019**

Between April 2019 and September 2019, 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	<b>Numbers of PRMs</b>		<b>198</b>	<b>273</b>	<b>348</b>	<b>429</b>	<b>397</b>	<b>364</b>		<b>Numbers of PRMs</b>		<b>161</b>	<b>241</b>	<b>258</b>	<b>297</b>	<b>236</b>	<b>285</b>
	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	<b>Numbers of PRMs</b>		<b>25</b>	<b>35</b>	<b>27</b>	<b>29</b>	<b>34</b>	<b>34</b>		<b>Numbers of PRMs</b>		<b>65</b>	<b>57</b>	<b>67</b>	<b>61</b>	<b>55</b>	<b>49</b>
	25 mins	80%	100%	100%	100%	100%	100%	100%		25 mins	80%	100%	100%	100%	100%	100%	100%
	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