

# 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	Numbers of PRMs		198	273	348	429	397	364	Numbers of PRMs		161	241	258	297	236	285
	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		25	35	27	29	34	34	Numbers of PRMs		65	57	67	61	55	49
	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

# Passengers with Reduced Mobility Data.

Quality Standards  
**October 2018 to March 2019**

Between October 2018 and March 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	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		236	138	218	128	109	123	Numbers of PRMs		190	136	244	145	122	125
	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		23	12	21	19	12	25	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