

Passengers with Reduced Mobility Data.

Quality Standards
April 2020 to September 2020

Between April 2020 and September 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	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		0	0	0	7	50	29	Numbers of PRMs		0	0	0	20	34	46
	10 mins	80%	n/a	n/a	n/a	100%	100%	100%	5 mins	80%	n/a	n/a	n/a	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		0	0	0	7	2	7	Numbers of PRMs		0	0	0	0	0	0
	25 mins	80%	n/a	n/a	n/a	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
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