Access Service Standards Performance

Humberside airport

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%

Access Service Standards Performance

Humberside airport

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%

Access Service Standards Performance

Humberside airport

October 2021 – March 2022

		Target	**October**	**November**	**December**	**January**	**February**	**March**
Satisfaction with the assistance provided	Excellent	60%	100%	100%	100%	100%	100%	100%
	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%