Access Service Standards Performance

Humberside airport

April 2022 - September 2022

Departing

	Standard waiting time once PRM made themselves known	Target	April	May	June	July	August	September
Pre- Booked	**Numbers of PRMs**		**9**	**28**	**32**	**30**	**22**	**23**
	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**		**5**	**21**	**16**	**10**	**20**	**22**
	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

April 2022 - September 2022

Arriving

	Standard waiting time once PRM made themselves known	Target	April	May	June	July	August	September
Pre-booked	**Numbers of PRMs**		**12**	**35**	**28**	**50**	**31**	**49**
	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**		**5**	**9**	**28**	**8**	**6**	**13**
	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%

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Humberside airport

April 2022 - September 2022

		Target	**April**	**May**	**June**	**July**	**August**	**September**
Satisfaction with the assistance provided	Excellent	60%	100%	100%	100%	100%	100%	100%
	Good	80%	n/a	n/a	n/a	n/a	n/a	n/a
	Fair	100%	n/a	n/a	n/a	n/a	n/a	n/a
Pre-booked departing passengers to arrive at the boarding gate in time to board their departing flight		100%	100%	100%	100%	100%	100%	100%
Annual training for all staff		100%	100%	100%	100%	100%	100%	100%