

Quality Standards Performance 2020 - 2021

			<i>Apr 20</i>	<i>May 20</i>	<i>Jun 20</i>	<i>Jul 20</i>	<i>Aug 20</i>	<i>Sep 20</i>	<i>Oct 20</i>	<i>Nov 20</i>	<i>Dec 20</i>	<i>Jan 21</i>	<i>Feb 21</i>	<i>Mar 21</i>
Departing Passengers upon arrival at the airport, once they have made themselves known	Pre Booked Assistance	80% of customers should wait for no longer than 10 minutes for assistance	No Flights	No Flights	100.00 %	99.63%	99.39%	99.57%						
		90% of customers should wait for no longer than 20 minutes for assistance	No Flights	No Flights	100.00 %	99.63%	99.39%	99.57%						
		100% of customers should wait for no longer than 30 minutes for assistance	No Flights	No Flights	100.00 %	100.00 %	99.70%	99.79%						
	Non Pre-Booked Assistance	80% of customers should wait for no longer than 25 minutes for assistance	No Flights	No Flights	100.00 %	100.00 %	100.00 %	100.00 %						
		90% of customers should wait for no longer than 35 minutes for assistance	No Flights	No Flights	100.00 %	100.00 %	100.00 %	100.00 %						
		100% of customers should wait for no longer than 45 minutes for assistance	No Flights	No Flights	100.00 %	100.00 %	100.00 %	100.00 %						

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Arriving Passengers Assistance should be available at the gate room/ aircraft side	Pre Booked Assistance	80% of customers within 5 minutes of when the aircraft arrives "on chocks"	No Flights	No Flights	100.00 %	89.39%	88.34%	80.23%							
		90% of customers within 10 minutes of when the aircraft arrives "on chocks"	No Flights	No Flights	100.00 %	99.49%	96.47%	89.09%							
		100% of customers within 20 minutes of when the aircraft arrives "on chocks"	No Flights	No Flights	100.00 %	100.00 %	100.00 %	97.27%							
	Non Pre-Booked Assistance	80% of customers within 25 minutes of when the aircraft arrives "on chocks"	No Flights	No Flights	100.00 %	100.00 %	100.00 %	98.73%							
		90% of customers within 35 minutes of when the aircraft arrives "on chocks"	No Flights	No Flights	100.00 %	100.00 %	100.00 %	98.73%							
		100% of customers within 45 minutes of when the aircraft arrives "on chocks"	No Flights	No Flights	100.00 %	100.00 %	100.00 %	100.00 %							