

## Quality Standards Performance 2024 - 2025

			Apr 24	May 24	Jun 24	Jul 24	Aug 24	Sep 24	Oct 24	Nov 24	Dec 24	Jan 25	Feb 25	<i>Mar</i> 25
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	100.00	100.00 %	100.00 %	100.00	100.00	100.00	100.00	100.00 %	100.00 %	100.00 %	100.00 %	100.00
		90% of customers should wait for no longer than 20 minutes for assistance	100.00	100.00	100.00 %	100.00	100.00	100.00	100.00	100.00 %	100.00 %	100.00 %	100.00 %	100.00
		100% of customers should wait for no longer than 30 minutes for assistance	100.00	100.00	100.00 %	100.00	100.00	100.00	100.00	100.00 %	100.00 %	100.00	100.00 %	100.00
	Non Pre- Booked Assistance	80% of customers should wait for no longer than 25 minutes for assistance	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
		90% of customers should wait for no longer than 35 minutes for assistance	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00
		100% of customers should wait for no longer than 45 minutes for assistance	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	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"	82.23%	74.21%	63.95%	74.54%	78.26%	72.44%	68.96%	80.37%	79.74%	81.64%	81.26%	73.17%
		90% of customers within 10 minutes of when the aircraft arrives "on chocks"	91.83%	85.13%	75.91%	86.86%	90.12%	86.35%	87.31%	90.65%	89.65%	92.60%	91.46%	91.74%
		100% of customers within 20 minutes of when the aircraft arrives "on chocks"	100.00	94.79%	90.27%	94.82%	97.41%	99.63%	99.73%	99.23%	97.78%	100.00	99.38%	100.00
	Non Pre- Booked Assistance	80% of customers within 25 minutes of when the aircraft arrives "on chocks"	100.00	100.00	95.63%	97.45%	98.73%	99.88%	100.00	100.00	100.00	100.00	100.00	100.00
		90% of customers within 35 minutes of when the aircraft arrives "on chocks"	100.00	100.00	99.33%	99.87%	99.86%	100.00	100.00	100.00	100.00	100.00 %	100.00 %	100.00
		100% of customers within 45 minutes of when the aircraft arrives "on chocks"	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00	100.00



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10<sup>th</sup> May 2024, One PRM customer missed flight FR157.

18<sup>th</sup> June 2024, Three PRM customers missed flight FR2446.

19<sup>th</sup> June 2024, One PRM customer missed flight FR9089.

27<sup>th</sup> June 2024, Three PRM customers missed flight KL1024.

17<sup>th</sup> August 2024, One PRM customer missed flight FR5420.