

Quality Standards Performance 2018- 2019

			<i>Apr 18</i>	<i>May 18</i>	<i>Jun 18</i>	<i>Jul 18</i>	<i>Aug 18</i>	<i>Sep 18</i>	<i>Oct 18</i>	<i>Nov 18</i>	<i>Dec 18</i>	<i>Jan 19</i>	<i>Feb 19</i>	<i>Mar 19</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	90.76%	94.34%	85.34%	93.72%	90.30%	89.75%						
		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% of customers should wait for no longer than 30 minutes for assistance	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 %	98.29%	100.00 %	95.03%	100.00 %	96.75%						
		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% of customers should wait for no longer than 45 minutes for assistance	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"	84.17%	73.19%	68.72%	83.29%	86.73%	82.97%					
		90% of customers within 10 minutes of when the aircraft arrives "on chocks"	94.02%	79.33%	92.81%	97.56%	96.68%	95.42%					
		100% of customers within 20 minutes of when the aircraft arrives "on chocks"	98.81%	88.56%	96.24%	99.37%	99.53%	99.61%					
	Non Pre-Booked Assistance	80% of customers within 25 minutes of when the aircraft arrives "on chocks"	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 %	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 %					