

# EXETER AIRPORT PRM QUALITY STANDARDS PERFORMANCE 2017/2018



ZONES:		QUALITY STANDARD TYPE:		PERFORMANCE ACHIEVED:										
				Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18
DEPARTURES PERFORMANCE:	NUMBERS OF PRM'S	700	1024	930	1147	692	1352	1069	1764	995	302	402	497	
	PRE-BOOKED PRM PASSENGERS	ONCE THEY HAVE MADE THEMSELVES KNOWN; 100% SHOULD WAIT NO LONGER THAN 10 MINUTES:	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 PRM PASSENGERS	ONCE THEY HAVE MADE THEMSELVES KNOWN; 100% SHOULD WAIT NO LONGER THAN 15 MINUTES:	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	PRM PASSENGER	NO PRM PASSENGER WILL BE LEFT UNATTENDED FOR MORE THAT 30 MINUTES, UNLESS OTHERWISE AGREED WITH PASSENGERS (S) CONCERNED.	0	0	0	0	0	0	0	0	0	0	0	
	PRM PASSENGER	ZERO LATE OR MISSED FLIGHTS. (WITH EXCEPTION OF NON PRE-BOOKED PRM PAX, WHO ARRIVE FOR CHECK-IN LESS THAN 30 MINUTES BEFORE STD, WHERE BEST ENDEAVOURS ARE MADE).	0	0	0	0	0	0	0	0	0	0	0	
ARRIVALS PERFORMANCE	NUMBERS OF PRM'S	615	851	800	1002	572	1315	1037	657	995	302	402	497	
	ARRIVING PRE-BOOKED PRM PASSENGER	ASSISTANCE SHOULD BE AVAILABLE AT THE AIRCRAFT SIDE ON STAND, 100% WITHIN 5 MINUTES OF "ON CHOCKS"	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
	ARRIVING NON PRE-BOOKED PRM PASSENGERS	ASSISTANCE SHOULD BE AVAILABLE AT THE AIRCRAFT SIDE ON STAND, 100% WITHIN 10 MINUTES OF "ON CHOCKS"	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
CUSTOMER SATISFACTION	ALL AIRPORT PRM PASSENGERS BOOKED AND NON-BOOKED	NUMBER OF COMPLAINTS RECEIVED	1	1	2	0	1	0	1	1	2	1	0	3
		NUMBER OF COMPLIMENTS RECEIVED	1	0	3	1	3	0	3	0	3	0	1	3