EXETER AIRPORT PRM QUALITY STANDARDS PERFORMANCE 2018/2019

Exeter Airport — Part of **Regional & City Airports**

ZONES:	QUALITY STANDARD TYPE:		PERFORMANCE ACHIEVED:											
			Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
DEPARTURES PERFORMANCE:	NUMBERS OF PRM'S		1078	557	1223	1140	497	612	854	1218	1208	1222	1087	1555
	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%	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%	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	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	0
ARRIVALS PERFORMANCE	NUMBERS OF PRM'S		1078	506	894	848	464	806	896	1177	1185	1206	1077	1549
	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%	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%	100.00%
CUSTOMER SATISFACTION	ALL AIRPORT PRM PASSENGERS BOOKED AND NON-BOOKED	NUMBER OF COMPLAINTS RECEIVED	1	2	1	0	0	2	0	0	1	1	2	0
		NUMBER OF COMPLIMENTS RECEIVED	0	3	0	1	0	3	1	0	0	0	1	1