

PRM Passengers Requiring Support

Service Performance – Winter 2021 (October 2021- March 2022)

Departing Passengers							
	Time assistance available at gate from arrival on chocks	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Passenger has Pre-booked 36 hours in advance	10 Minutes	97.52%	97.84%	98.24%	99.54%	99.52%	99.55%
	20 Minutes	99.13%	98.92%	99.38%	99.86%	99.85%	99.76%
	30 Minutes	99.59%	99.26%	99.72%	99.93%	99.93%	99.89%
Passenger has not Pre-booked 36 hours in advance	25 Minutes	99.72%	99.60%	99.83%	99.93%	99.90%	99.90%
	35 Minutes	99.80%	99.80%	99.95%	99.97%	99.94%	99.96%
	45 Minutes	99.85%	99.87%	99.97%	99.97%	99.97%	99.99%
Arriving Passengers							
	Time assistance available at gate from arrival on chocks	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Passenger has Pre-booked 36 hours in advance	5 Minutes	87.33%	84.84%	86.10%	94.09%	90.67%	80.90%
	10 Minutes	91.95%	89.59%	90.34%	96.65%	93.58%	86.08%
	20 Minutes	96.85%	95.63%	90.34%	98.82%	97.54%	93.32%
Passenger has not Pre-booked 36 hours in advance	25 Minutes	84.75%	83.07%	90.34%	86.66%	85.44%	83.74%
	35 Minutes	91.63%	90.10%	90.34%	93.68%	92.93%	90.76%
	45 Minutes	95.31%	94.46%	90.34%	97.06%	96.87%	95.08%

PRM Passengers Requiring Support Service Performance – Winter 2021 (October 2021- March 2022) Volume

Actual Number of PRS Movements Per Month

