PRM Passengers Requiring Support

Service Performance – Summer 2022 (Apr 2022 – Sep 2022)

Departing Passengers							
	Time assistance available at gate from arrival on chocks	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
Passenger has Pre-booked 36 hours in advance	10 Minutes	99.64%	99.69%	99.86%	99.86%	97.00%	98.53%
	20 Minutes	99.82%	99.85%	99.94%	99.92%	99.00%	99.71%
	30 Minutes	99.92%	99.91%	99.94%	99.95%	100.00%	100.00%
Passenger has not Pre-booked 36 hours in advance	25 Minutes	99.95%	99.97%	99.97%	99.99%	98.00%	97.53%
	35 Minutes	99.98%	99.99%	99.98%	100.00%	99.00%	98.62%
	45 Minutes	99.99%	100.00%	99.98%	100.00%	100.00%	100.00%

Arriving Passengers							
	Time assistance available at gate from arrival on chocks	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
Passenger has Pre-booked 36 hours in advance	5 Minutes	88.93%	77.14%	68.91%	75.64%	82.98%	75.34%
	10 Minutes	92.89%	83.42%	76.06%	82.09%	88.22%	82.22%
	20 Minutes	96.94%	92.28%	86.70%	90.55%	95.35%	91.92%
Passenger has not Pre-booked 36 hours in advance	25 Minutes	86.85%	83.22%	80.30%	85.42%	88.23%	85.25%
	35 Minutes	93.48%	90.52%	88.50%	92.50%	94.65%	92.88%
	45 Minutes	97.02%	94.43%	93.20%	96.30%	97.77%	96.48%

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Service Performance – Summer 2022 (Apr 2022 – Sep 2022)

Volume

Actual Number of PRS Movements Per Month