

PRS Passengers requiring Support
Service Performance – Summer 2021 (April 2021 – September 2021)

Departing Passengers							
	Waiting time once made themselves known	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Passenger has Pre-booked 30 Hours in advance	10 Mins	98.67%	97.99%	95.95%	96.81%	97.86%	97.30%
	20 Mins	99.62%	99.78%	98.85%	98.94%	99.38%	98.79%
	30 Mins	99.81%	99.83%	99.85%	99.66%	99.68%	99.42%
Passenger has not pre-booked 30 Hours in advance	25 Mins	99.91%	99.93%	99.76%	99.90%	99.88%	99.75%
	35 Mins	100.00%	100.00%	99.93%	99.94%	99.96%	99.86%
	45 Mins	100.00%	100.00%	99.95%	99.96%	99.98%	99.94%
Arriving Passengers							
	Time assistance available at gate from arrival on chocks	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
Passenger has Pre-booked 30 Hours in advance	5 Mins	98.92%	97.99%	94.12%	93.78%	90.38%	78.42%
	10 Mins	99.21%	98.67%	96.07%	95.96%	93.43%	84.03%
	20 Mins	99.65%	99.23%	97.96%	97.92%	96.83%	90.95%
Passenger has not pre-booked 30 Hours in advance	25 Mins	99.55%	99.18%	98.07%	98.41%	98.30%	96.51%
	35 Mins	99.72%	99.57%	99.10%	99.28%	99.29%	98.09%
	45 Mins	99.85%	99.74%	99.63%	99.43%	99.60%	98.95%

PRS Passengers requiring Support Service Performance – Summer 2021 (April 2021 – September 2021) Volumes

