

Passengers with Restricted Mobility (PRM)

Service Performance 2018 (Apr 18 – Sep 18)

Departing Passengers

	Waiting time once made themselves known	Target	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Passenger has Pre-booked 30 Hours in advance	10 Mins	80%	100%	100%	100%	100%	100%	100%
	20 Mins	90%	100%	100%	100%	100%	100%	100%
	30 Mins	100%	100%	100%	100%	100%	100%	100%
Passenger has not pre-booked 30 Hours in advance	25 Mins	80%	100%	100%	100%	100%	100%	100%
	35 Mins	90%	100%	100%	100%	100%	100%	100%
	45 Mins	100%	100%	100%	100%	100%	100%	100%

Arriving Passengers

	Time assistance available at gate from arrival on chocks	Target	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Passenger has Pre-booked 30 Hours in advance	5 Mins	80%	91.57%	91.88%	91.85%	89.00%	85.83%	91.25%
	10 Mins	90%	95.59%	95.45%	92.54%	92.01%	92.40%	94.07%
	20 Mins	100%	98.45%	98.28%	98.13%	98.13%	98.11%	97.14%
Passenger has not pre-booked 30 Hours in advance	25 Mins	80%	95.84%	97.01%	96.01%	95.73%	95.69%	97.40%
	35 Mins	90%	97.31%	98.35%	98.47%	97.63%	97.53%	98.83%
	45 Mins	100%	98.07%	98.88%	99.11%	98.72%	98.58%	99.51%

