

Departing Passengers								
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September
Passenger has pre-booked assistance 36 hours in advance	10 Minutes	80%	99.20%	99.12%	98.85%	99.85%	99.21%	99.64%
	20 Minutes	90%	98.64%	99.59%	99.42%	99.91%	99.47%	99.71%
	30 Minutes	100%	99.81%	99.79%	99.69%	99.96%	99.62%	99.76%
Passenger has not prebooked assistance 36 hours in advance	25 Minutes	80%	99.86%	99.78%	99.80%	99.92%	99.63%	99.84%
	35 Minutes	90%	99.93%	99.86%	99.88%	99.94%	99.77%	99.89%
	45 Minutes	100%	99.95%	99.90%	99.92%	99.97%	99.86%	99.93%

Arriving Passengers								
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September
Passenger has pre-booked assistance 36 hours in advance	5 Minutes	80%	91.87%	88.05%	90.31%	88.05%	88.56%	86.80%
	10 Minutes	90%	95.12%	92.62%	94.22%	92.25%	93.03%	91.83%
	20 Minutes	100%	98.52%	97.68%	98.37%	97.25%	98.41%	98.47%
Passenger has not prebooked assistance 36 hours in advance	25 Minutes	80%	96.53%	94.97%	96.03%	96.09%	97.21%	96.73%
	35 Minutes	90%	99.03%	98.27%	98.58%	98.41%	99.21%	99.00%
	45 Minutes	100%	99.80%	99.39%	99.63%	99.11%	99.79%	99.72%

PRM PASSENGERS REQUIRING SUPPORT SERVICES PERFORMANCE - SUMMER 2024 (APRIL 2024 - SEPT 2024)

