

Passengers Requiring Support (PRS)

Service Performance – Summer 2020 (April 20 – Sept 20)



Arriving Passengers								
	Time assistance available at gate from arrival on chocks	Target	Apr-20	May-20	Jun-20	Jul-20	Aug-20	Sep-20
Passenger has Pre-booked 30 Hours in advance	5 Mins	80%	95.17%	99.03%	99.12%	97.47%	96.57%	97.50%
	10 Mins	90%	97.03%	99.61%	99.25%	98.30%	97.72%	98.49%
	20 Mins	100%	99.07%	99.89%	99.35%	99.01%	98.97%	99.35%
Passenger has not pre-booked 30 Hours in advance	25 Mins	80%	96.04%	96.02%	98.10%	97.83%	97.39%	97.71%
	35 Mins	90%	96.70%	96.53%	98.62%	99.19%	98.05%	98.60%
	45 Mins	100%	96.90%	97.28%	98.67%	99.36%	98.63%	99.12%

