

PRM PASSENGERS REQUIRING SUPPORT SERVICE PERFORMANCE – WINTER 2023 (OCT 2023 – MAR 2024)

Departing Passengers								
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March
Passenger has pre-booked assistance 36 hours in advance	10 mins	80%	99.75%	99.76%	99.76%	99.49%	99.39%	99.48%
	20 mins	90%	99.88%	99.87%	99.87%	99.76%	99.72%	99.74%
	30 mins	100%	99.95%	99.93%	99.93%	99.93%	99.89%	99.93%
Passenger has not pre-booked assistance 36 hours in advance	25 mins	80%	99.92%	99.82%	99.82%	99.79%	99.86%	99.88%
	35 mins	90%	99.94%	99.90%	99.90%	99.88%	99.92%	99.93%
	45 mins	100%	99.98%	99.93%	99.93%	99.92%	99.95%	99.95%

Arriving Passengers								
	Time assistance available at gate or aircraft side from arrival on chocks	Target	October	November	December	January	February	March
Passenger has pre-booked assistance 36 hours in advance	5 mins	80%	90.00%	90.06%	90.06%	92.11%	92.41%	91.82%
	10 mins	90%	93.93%	94.93%	93.93%	95.39%	95.66%	95.25%
	20 mins	100%	97.96%	98.35%	98.35%	98.75%	98.60%	98.52%
Passenger has not pre-booked assistance 36 hours in advance	25 mins	80%	95.06%	95.13%	95.13%	96.25%	95.75%	95.82%
	35 mins	90%	98.40%	98.22%	98.22%	98.97%	98.83%	98.52%
	45 mins	100%	99.41%	99.37%	99.37%	99.66%	99.73%	99.66%

PRM PASSENGERS REQUIRING SUPPORT SERVICE PERFORMANCE – WINTER 2023 (OCT 2023 – MAR 2024) VOLUME

