PRM Passengers Requiring Support

Service Performance – Summer 2023 (Apr 2023 – Sep 2023)

Departing Passengers	Time assistance available at gate from arrival at chocks	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Passenger has pre-booked 36 hours in advance	10 minutes	99.52%	99.76%	99.59%	99.47%	99.71%	99.74%
	20 minutes	99.76%	99.90%	99.82%	99.76%	99.88%	99.86%
	30 minutes	99.89%	99.95%	99.91%	99.87%	99.95%	99.94%
Passenger has not pre-booked 36 hours in advance	25 minutes	99.89%	99.90%	99.94%	99.88%	99.96%	99.96%
	35 minutes	99.93%	99.95%	99.97%	99.93%	99.98%	99.98%
	45 minutes	99.95%	99.96%	99.98%	99.96%	100%	100%

Arriving Passengers	Time assistance available at gate from arrival at chocks	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Passenger has pre-booked 36 hours in advance	5 minutes	90.05%	86.05%	88.07%	90.22%	88.91%	86.25%
	10 minutes	94.04%	90.97%	92.87%	94.14%	93.71%	91.38%
	20 minutes	98.22%	96.70%	97.70%	98.30%	98.30%	97.28%
Passenger has not pre-booked 36 hours in advance	25 minutes	92.41%	91.50%	92.73%	93.89%	94.09%	93.92%
	35 minutes	96.77%	96.19%	97.09%	97.80%	98.05%	97.76%
	45 minutes	98.66%	98.30%	98.87%	99.23%	99.44%	99.22%

PRM Passengers Requiring Support

Service Performance – Winter 2022 (Apr 2023 – Sep 2023)

Volume

Actual Number of PRS Movements Per Month