

PRM Passengers Requiring Support
Service Performance – Winter 2022 (Oct 2022 – Mar 2023)

Departing Passengers							
	Time assistance available at gate from arrival at chocks	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Passenger has pre-booked 36 hours in advance	10 minutes	99.85%	99.90%	99.85%	99.66%	99.39%	99.50%
	20 minutes	99.91%	99.95%	99.93%	99.87%	99.67%	99.74%
	30 minutes	99.96%	99.99%	99.95%	99.93%	99.84%	99.86%
Passenger has not pre-booked 36 hours in advance	25 minutes	99.97%	99.99%	100%	99.92%	99.79%	99.87%
	35 minutes	99.98%	99.99%	100%	99.95%	99.89%	99.92%
	45 minutes	99.98%	99.99%	100%	99.96%	99.93%	99.96%

Arriving Passengers							
	Time assistance available at gate from arrival at chocks	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23
Passenger has pre-booked 36 hours in advance	5 minutes	79.77%	78.18%	82.14%	85.17%	86.73%	85.26%
	10 minutes	84.92%	84.09%	87.42%	90.21%	91.18%	89.85%
	20 minutes	92.73%	92.65%	95.30%	96.91%	96.98%	96.00%
Passenger has not pre-booked 36 hours in advance	25 minutes	86.48%	86.70%	88.08%	89.55%	89.49%	90.33%
	35 minutes	93.49%	93.04%	94.05%	94.80%	94.94%	95.26%
	45 minutes	96.97%	96.58%	97.30%	97.43%	97.52%	97.80%

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Volume

