

Passengers Requiring Support (PRS)

Service Performance – Winter 2019 (Oct 19 – March 20)



Departing Passengers

	Waiting time once PRS made themselves known	Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Passenger has Pre-booked 30 Hours in advance	10 Mins	80%	99.79%	99.94%	99.81%	99.78%	99.71%	99.93%
	20 Mins	90%	99.85%	99.96%	99.83%	99.84%	99.90%	99.98%
	30 Mins	100%	99.98%	99.97%	99.87%	99.89%	99.99%	99.98%
Passenger has not pre-booked 30 Hours in advance	25 Mins	80%	99.89%	99.97%	99.85%	99.98%	99.88%	99.86%
	35 Mins	90%	99.90%	99.98%	99.89%	100.00%	99.88%	99.93%
	45 Mins	100%	99.97%	99.98%	99.89%	100.00%	99.96%	99.95%

Arriving Passengers

	Time assistance available at gate from arrival on chocks	Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Passenger has Pre-booked 30 Hours in advance	5 Mins	80%	86.13%	94.61%	82.63%	92.20%	95.83%	96.41%
	10 Mins	90%	91.33%	96.98%	88.20%	95.78%	97.88%	98.06%
	20 Mins	100%	97.66%	99.34%	96.98%	99.08%	99.54%	99.25%
Passenger has not pre-booked 30 Hours in advance	25 Mins	80%	97.11%	99.14%	97.88%	99.36%	99.59%	99.40%
	35 Mins	90%	98.32%	99.56%	98.96%	99.73%	99.77%	99.66%
	45 Mins	100%	98.99%	99.73%	99.16%	99.91%	99.86%	99.85%

Actual number of PRS movements per month

