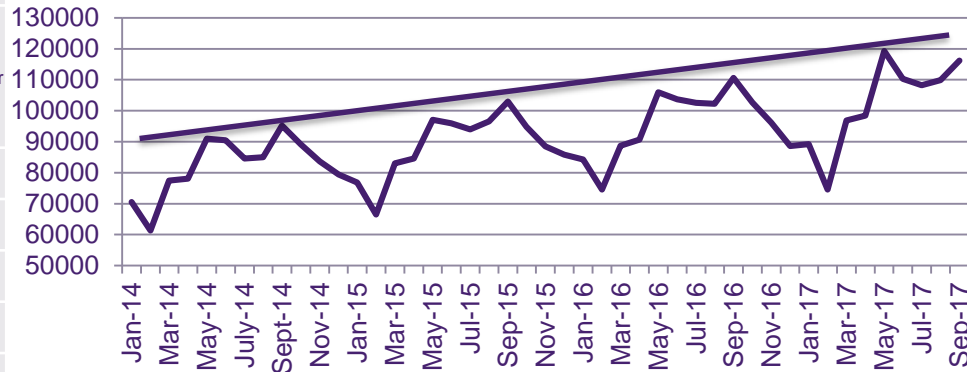




Passengers with Restricted Mobility (PRM) Service Performance – Summer 2017 (Apr – Sep 17)

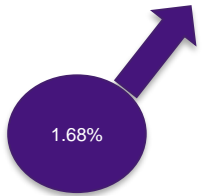
	Departing Passengers							
	Waiting time once PRM has made themselves known	Target	April	May	June	July	August	September
Passenger has Pre-booked 30 Hours in Advance	10 mins.	97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	20 mins.	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	30 mins.	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Passenger has <u>not</u> Pre-booked 30 Hours in Advance	25 mins	97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins.	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins.	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Actual number of PRM movements per month



NOTE: This graph has been changed from MAA (Moving Annual Average), to actual PRM figures to allow an easier view of the amount of passengers using the service on a monthly basis.

Summer 2017 has seen a 7.55% increase in PRM's for the same period 2016. The penetration rate for passengers using this service has risen to 1.68% for the month of September 2017



	Arriving Passengers							
	Time assistance available at gate from arrival on chocks	Target	April	May	June	July	August	September
Passenger has Pre-booked 30 Hours in Advance	5	80%	92.69%	92.94%	91.94%	91.43%	89.89%	88.09%
	10	90%	96.67%	96.39%	96.07%	95.56%	94.62%	93.33%
	20	100%	99.01%	98.68%	98.71%	98.62%	98.13%	97.65%
Passenger has <u>not</u> Pre-booked 30 Hours in Advance	25	80%	95.92%	97.02%	96.71%	96.22%	96.27%	95.98%
	35	90%	98.13%	98.78%	98.52%	98.26%	98.09%	97.95%
	45	100%	98.93%	99.37%	99.15%	99.06%	98.76%	98.75%

	Arrivals Waiting Area (Pre-Immigration)						
	Target	April	May	June	July	August	September
Maximum time in a Waiting Area before continuing journey							
20 mins.	90%	98.84%	98.57%	97.95%	98.07%	99.51%	99.51%
30 mins.	100%	99.79%	99.73%	99.53%	99.20%	99.95%	99.93%