

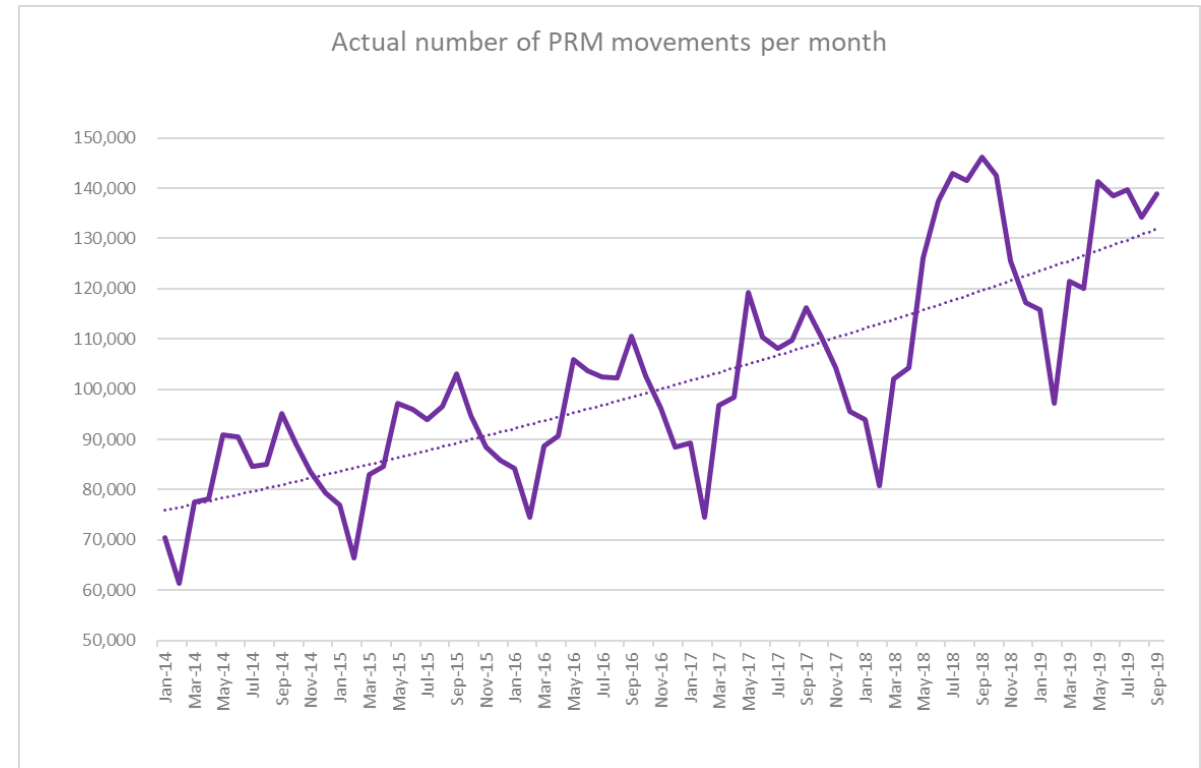


Passengers with Restricted Mobility (PRM)

Service Performance April 2019 - September 2019

Departing Passengers								
	Standard (waiting time once PRM made themselves known)	Target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Pre-booked	10 mins	80%	99.88%	99.88%	99.75%	99.34%	99.89%	99.95%
	20 mins	90%	99.93%	99.93%	99.84%	99.55%	99.90%	99.96%
	30 mins	100%	99.96%	99.96%	99.90%	99.72%	99.99%	99.99%
Non pre-booked	25 mins	80%	99.57%	99.60%	99.59%	99.39%	99.94%	100.00%
	35 mins	90%	99.69%	99.73%	99.71%	99.58%	99.96%	100.00%
	45 mins	100%	99.85%	99.90%	99.83%	99.75%	100.00%	100.00%

Arriving Passengers								
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Apr-19	May-19	Jun-19	Jul-19	Aug-19	Sep-19
Pre-booked	5 mins	80%	76.07%	72.93%	73.31%	75.59%	80.07%	80.77%
	10 mins	90%	83.72%	80.96%	81.37%	83.73%	87.77%	87.74%
	20 mins	100%	94.94%	93.54%	93.28%	94.92%	96.97%	96.52%
Non pre-booked	25 mins	80%	93.94%	92.78%	92.83%	93.31%	96.15%	96.45%
	35 mins	90%	96.55%	95.60%	95.84%	95.81%	98.09%	98.03%
	45 mins	100%	98.05%	97.24%	97.50%	97.11%	99.01%	98.97%



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.