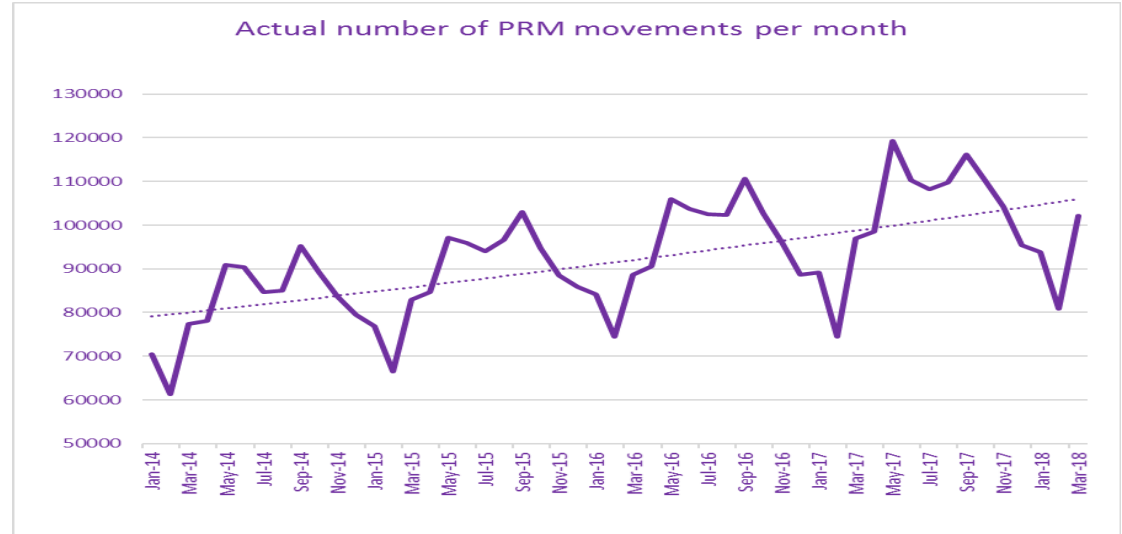


# Passengers with Restricted Mobility (PRM)

## Service Performance – Winter 2017 (Oct 17 – Mar 18)



Departing Passengers								
	Waiting time once PRM made themselves known	Target	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Passenger has Pre-booked 30 Hours in advance	10 Mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	20 Mins	90%	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 not pre-booked 30 Hours in advance	25 Mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 Mins	90%	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%



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.

Arriving Passengers								
	Time assistance available at gate from arrival on chocks	Target	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Passenger has Pre-booked 30 Hours in advance	5 Mins	80%	91.25%	91.13%	90.54%	93.57%	94.21%	91.90%
	10 Mins	90%	95.79%	95.51%	94.67%	96.82%	97.27%	95.96%
	20 Mins	100%	98.39%	98.44%	97.94%	99.08%	99.27%	98.61%
Passenger has not pre-booked 30 Hours in advance	25 Mins	80%	96.75%	96.07%	96.43%	96.59%	95.51%	95.43%
	35 Mins	90%	98.00%	97.67%	98.36%	98.42%	97.68%	97.39%
	45 Mins	100%	98.60%	98.51%	98.94%	99.00%	98.45%	98.32%

Arrivals Waiting Area (Pre-Immigration - Removed 01/01/18)							
Maximum time in a Waiting Area before continuing	Target	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
20	90%	99.38%	99.37%	99.88%	N/A	N/A	N/A
30	100%	99.93%	99.96%	99.97%	N/A	N/A	N/A

Note - Continuous Arrival Process introduced from 01/01/18