

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		167	169	253	246	251	251	Numbers of PRMs		286	334	385	429	375	410
	10 mins	80%	100.00%	100.00%	99.21%	100.00%	100.00%	98.80%	5 mins	80%	78.60%	79.88%	72.99%	73.24%	59.20%	59.76%
	20 mins	90%	100.00%	100.00%	99.60%	100.00%	100.00%	99.20%	10 mins	90%	98.60%	99.10%	87.79%	90.14%	83.47%	77.80%
	30 mins	100%	100.00%	100.00%	99.60%	100.00%	100.00%	99.60%	20 mins	100%	98.95%	99.10%	96.36%	97.65%	95.73%	96.34%
									20 mins moving average	100%	98.60%	98.71%	97.81%	97.56%	97.18%	97.48%
									30 mins		98.95%	100.00%	97.40%	100.00%	99.73%	99.51%
									45 mins		100.00%		100.00%		100.00%	100.00%
Non pre-booked	Numbers of PRMs		144	144	157	183	183	143	Numbers of PRMs		77	76	83	110	121	97
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	97.90%	25 mins	80%	100.00%	100.00%	100.00%	99.07%	100.00%	93.81%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	97.90%	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%	99.30%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									45 mins moving average	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									60 mins							
								75 mins								