

Departing - all PRMs				
	Standard (waiting time once PRM made themselves known)	Target	October	November
Pre-booked	Numbers of PRMs		332	249
	10 mins	80%	99.40% (330)	99.2%(247)
	20 mins	90%	100% (332)	100% (249)
	30 mins	100%	100% (332)	100% (249)
Non pre-booked	Numbers of PRMs		184	95
	25 mins	80%	100% (184)	100% (95)
	35 mins	90%	100% (184)	100% (95)
	45 mins	100%	100% (184)	100% (95)

Arriving - all PRMs				
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November
Pre-booked	Numbers of PRMs		507	349
	5 mins	80%	88.71% (440)	93.90% (323)
	10 mins	90%	98.39% (488)	98.55% (339)
	20 mins	100%	100% (496)	100% (349)
	30 mins		100% (496)	100% (349)
	45 mins		100% (496)	100% (349)
	60 mins		100% (496)	100% (349)
Non pre-booked	Numbers of PRMs		133	69
	25 mins	80%	100% (132)	100% (69)
	35 mins	90%	100% (132)	100% (69)
	45 mins	100%	100% (132)	100% (69)
	60 mins		100% (132)	100% (69)
	75 mins		100% (132)	100% (69)

December	January	February	March
400	222	185	252
98.25% (393)	100%(222)	99.46%(184)	100% (252)
99.5% (398)	100%(222)	99.46%(184)	100% (252)
99.75% (399)	100%(222)	100% (185)	100% (252)
140	121	94	93
100% (140)	100% (121)	100% (94)	100% (92)
100% (140)	100% (121)	100% (94)	100% (92)
100% (140)	100% (121)	100% (94)	100% (92)

December	January	February	March
547	300	270	330
88.12% (482)	95% (287)	94.42% (254)	96.95% (318)
94.33% (516)	100% (299)	99.63% (268)	100% (328)
99.27% (543)	100% (299)	100% (269)	100% (328)
99.63% (547)	100% (299)	100% (269)	100% (328)
100% (547)	100% (299)	100% (269)	100% (328)
100% (547)	100% (299)	100% (269)	100% (328)
115	95	61	57
100% (115)	100% (95)	100% (61)	100% (56)
100% (115)	100% (95)	100% (61)	100% (56)
100% (115)	100% (95)	100% (61)	100% (56)
100% (115)	100% (95)	100% (61)	100% (56)
100% (115)	100% (95)	100% (61)	100% (56)