

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Oct	Nov	Dec	Jan	Feb	March	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	Oct	Nov	Dec	Jan	Feb	March
Pre-booked	Numbers of PRMs		121	82	156	75	43	105	Numbers of PRMs		231	132	278	135	112	162
	10 mins	80%	100.0% (121)	100.0% (82)	100.0% (156)	100.0% (75)	97.67% (42)	100% (105)	5 mins	80%	91.3% (210)	90.84% (119)	79.06% (219)	85.82% (115)	89.19% (99)	83.95% (136)
	20 mins	90%	100.00% (121)	100.00% (82)	100.00% (156)	100.00% (75)	100.00% (42)	100.00% (105)	10 mins	90%	95.2% (219)	97.71% (128)	98.92% (274)	100% (135)	100% (112)	99.38% (161)
	30 mins	100%	100.00% (121)	100.00% (82)	100.00% (156)	100.00% (75)	100.00% (43)	100.00% (105)	20 mins	100%	97.39% (224)	97.71% (130)	97.71% (276)	100% (135)	100% (112)	99.38% (161)
									20 mins moving average	100%	97.39% (224)	97.71% (130)	97.71% (276)	100% (135)	100% (112)	99.38% (161)
									30 mins		99.13% (228)	99.24% (131)	99.24% (276)	100% (135)	100% (112)	99.38% (161)
									45 mins		100.00% (231)	100.00% (132)	100.00% (278)	100% (135)	100% (112)	100% (162)
									60 mins		100.00% (231)	100.00% (132)	100.00% (278)	100% (135)	100% (112)	100% (162)
Non pre-booked	Numbers of PRMs		131	137	214	86	90	138	Numbers of PRMs		89	51	73	59	40	50
	25 mins	80%	99.38% (130)	100% (137)	100% (214)	100% (86)	98.89% (89)	100% (138)	25 mins	80%	98.80% (88)	94.12% (48)	100% (73)	100.00% (59)	100% (40)	100% (50)
	35 mins	90%	100% (130)	100% (137)	100% (214)	100% (86)	100% (90)	100% (138)	35 mins	90%	100.00% (89)	98.04% (50)	100% (73)	100.00% (59)	100% (40)	100% (50)
	45 mins	100%	100% (130)	100% (137)	100% (214)	100% (86)	100% (90)	100% (138)	45 mins	100%	100.00% (89)	98.04% (50)	100% (73)	100.00% (59)	100% (40)	100% (50)
									45 mins moving average	100%	98.80% (88)	100.00% (51)	100% (73)	100.00% (59)	100% (40)	100% (50)
									60 mins		100.00% (89)	100.00% (51)	100% (73)	100.00% (59)	100% (40)	100% (50)
									75 mins		100.00% (89)	100.00% (51)	100% (73)	100.00% (59)	100% (40)	100% (50)