2018/2019	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		591	337	555	358	268	333	Numbers of PRMs		543	381	553	362	282	369
	10 mins	80%	93.30%	94.60%	94.50%	95.20%	95.00%	94.70%	5 mins	80%	96.80%	96.20%	94.70%	96.20%	97.40%	97.60%
	20 mins	90%	95.50%	95.60%	96.20%	96.70%	97.80%	98.50%	10 mins	90%	100.00%	100.00%	97.80%	97.60%	98.20%	97.20%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		86	49	53	54	67	48	Numbers of PRMs		49	27	25	25	27	29
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	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%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%