

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20
Pre-booked	Numbers of PRMs		641	396	552	365	317	204	Numbers of PRMs		615	399	612	379	319	242
	10 mins	80%	96.40%	96.29%	94.50%	95.60%	94.10%	93.00%	5 mins	80%	94.00%	95.50%	93.30%	94.60%	93.90%	94.50%
	20 mins	90%	96.70%	95.50%	95.80%	96.20%	95.40%	96.50%	10 mins	90%	100.00%	100.00%	98.30%	97.70%	97.50%	96.00%
	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%
									30 mins		N/A	N/A	N/A	N/A	N/A	N/A
									45 mins		N/A	N/A	N/A	N/A	N/A	N/A
									60 mins		N/A	N/A	N/A	N/A	N/A	N/A
Non pre-booked	Numbers of PRMs		99	66	48	28	28	17	Numbers of PRMs		55	38	31	21	18	11
	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%
									60 mins		N/A	N/A	N/A	N/A	N/A	N/A
									75 mins		N/A	N/A	N/A	N/A	N/A	N/A