

Departing 2017								
	Standard (waiting time once PRM made themselves known)	Target	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Pre-booked	Numbers of PRMs	2667	343	401	417	482	569	455
	10 mins	80%	98.33%	95.82%	97.14%	97.73%	97.53%	97.80%
	20 mins	90%	99.72%	99.35%	99.79%	99.62%	98.88%	98.92%
	30 mins	100%	99.72%	100.00%	100.00%	99.79%	99.63%	99.64%
Non pre-booked	Numbers of PRMs	944	161	171	162	156	177	117
	25 mins	80%	100.00%	100.00%	98.82%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	98.82%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	98.82%	100.00%	100.00%	100.00%

Departing 2017/2018								
	Standard (waiting time once PRM made themselves known)	Target	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Pre-booked	Numbers of PRMs	3179	745	621	913	299	263	338
	10 mins	80%	99.06%	99.42%	99.11%	99.67%	98.48%	99.41%
	20 mins	90%	99.76%	99.42%	100.00%	99.67%	99.62%	100.00%
	30 mins	100%	100.00%	100.00%	100.00%	99.67%	100.00%	100.00%
Non pre-booked	Numbers of PRMs	767	162	127	157	91	104	126
	25 mins	80%	98.77%	100.00%	99.36%	100.00%	100.00%	100.00%
	35 mins	90%	98.77%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	98.77%	100.00%	100.00%	100.00%	100.00%	100.00%

Arriving 2017								
	Standard (time assistance available at gate from arrival on chocks)	Target	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17
Pre-booked	Numbers of PRMs	3786	465	529	641	683	706	762
	5 mins	80%	94.45%	95.68%	94.43%	95.34%	94.34%	94.64%
	10 mins	90%	97.82%	97.89%	96.89%	98.42%	97.00%	97.00%
	20 mins	100%	99.61%	98.91%	98.63%	98.76%	98.92%	98.23%
Non pre-booked	Numbers of PRMs	1278	282	224	222	184	202	164
	25 mins	80%	99.11%	98.69%	98.23%	97.28%	98.00%	98.23%
	35 mins	90%	99.11%	99.63%	99.48%	97.28%	98.50%	98.18%
	45 mins	100%	99.63%	99.64%	100.00%	97.82%	98.54%	98.18%

Arriving 2017/2018								
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18
Pre-booked	Numbers of PRMs	3010	619	493	595	470	360	473
	5 mins	80%	97.07%	93.71%	94.49%	97.02%	96.94%	95.98%
	10 mins	90%	98.22%	95.33%	96.23%	97.23%	98.08%	96.83%
	20 mins	100%	99.16%	95.54%	96.88%	98.08%	98.33%	97.25%
Non pre-booked	Numbers of PRMs	948	178	152	185	138	142	153
	25 mins	80%	95.51%	94.74%	96.74%	99.28%	97.18%	99.35%
	35 mins	90%	97.19%	96.05%	97.63%	99.28%	97.18%	99.35%
	45 mins	100%	97.19%	96.71%	97.92%	99.28%	97.18%	99.35%