

## OCTOBER 2019 - MARCH 2020

	Departing					
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January
Pre-booked	<b>Numbers of PRMs</b>		<b>1103</b>	<b>709</b>	<b>719</b>	<b>517</b>
	10 mins	80%	88.20%	98.45%	96.00%	99.10%
	20 mins	90%	97.10%	100%	98.00%	100%
	30 mins	100%	100%	100%	100%	100%
Non pre-booked	<b>Numbers of PRMs</b>		164	145	106	94
	25 mins	80%	94.05%	98.30%	96.10%	100%
	35 mins	90%	100%	100%	100%	100%
	45 mins	100%				

		Arriving				
February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	October	November	December
<b>496</b>	<b>201</b>	<b>Numbers of PRMs</b>		<b>1811</b>	<b>837</b>	<b>903</b>
96.40%	99.60%	5 mins	80%	99%	100%	100%
100%	100%	10 mins	90%	100%	100%	100%
100%	100%	20 mins	100%	100%	100%	100%
		30 mins				
		45 mins				
		60 mins				
99	40	<b>Numbers of PRMs</b>		175	59	75
94.00%	100%	25 mins	80%	93.50%	95.50%	97.60%
100%	100%	35 mins	90%	100%	100%	100%
		45 mins	100%			

January	February	March
726	726	476
100%	100%	100%
100%	100%	100%
100%	100%	100%
65	52	50
98.70%	95.70%	96.10%
100%	100%	100%