	DEPARTING								
	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)**
Pre-booked	**Numbers of PRMs**		**972**	**585**	**646**	**525**	**466**	**571**	**Numbers of PRMs**
	10 mins	80%	96.10%	99.80%	95.40%	98.00%	92.30%	91.90%	5 mins
	20 mins	90%	98.70%	100.00%	97.90%	99.00%	97.70%	94.80%	10 mins
	30 mins	100%	100.00%		100.00%	100.00%	100.00%	100.00%	20 mins
Non pre-booked	**Numbers of PRMs**		**173**	**120**	**112**	**74**	**91**	104	**Numbers of PRMs**
	25 mins	80%	99.50%	100.00%	88.90%	99.00%	95.70%	95.50%	25 mins
	35 mins	90%	100.00%		93.80%	99.00%	97.40%	95.50%	35 mins
	45 mins	100%			100.00%	100.00%	100.00%	100.00%	45 mins

ARRIVING							
Standard (time assistance available at gate or aircraft side from arrival on chocks)	**Target**	**October**	**November**	**December**	**January**	**February**	**March**
Numbers of PRMs		**1242**	**590**	**701**	**566**	**439**	**587**
5 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
10 mins	90%	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%
Numbers of PRMs		**216**	**104**	**114**	**49**	**67**	**89**
25 mins	80%	93%	99.60%	92.50%	99.00%	96.90%	95.10%
35 mins	90%	98.90%	93.40%	97.30%	99.50%	97.90%	98.40%
45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%