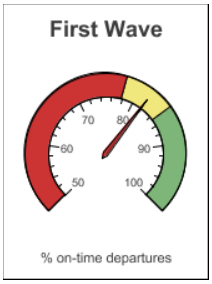
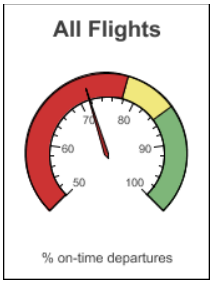
Operational Performance Reporting
Manchester Airport
May 2018

Operator IATA Code
(Report Defaults)



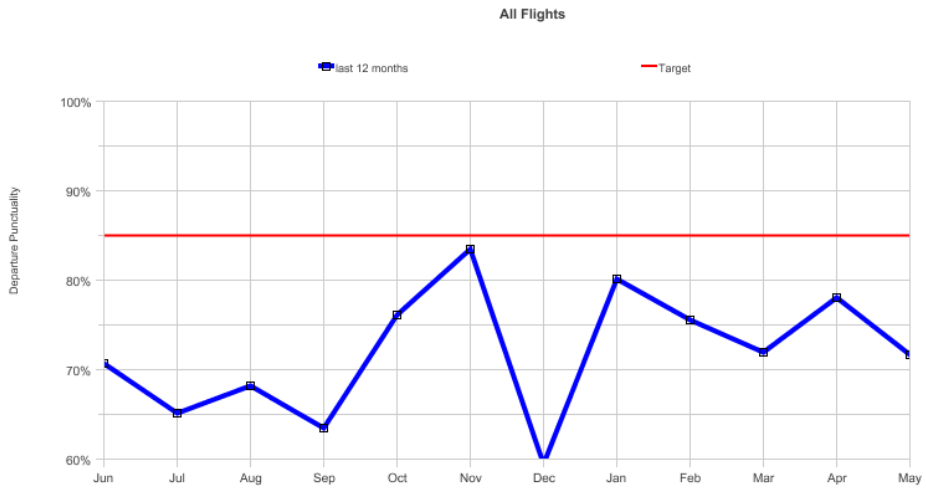
Departure Punctuality - May-18

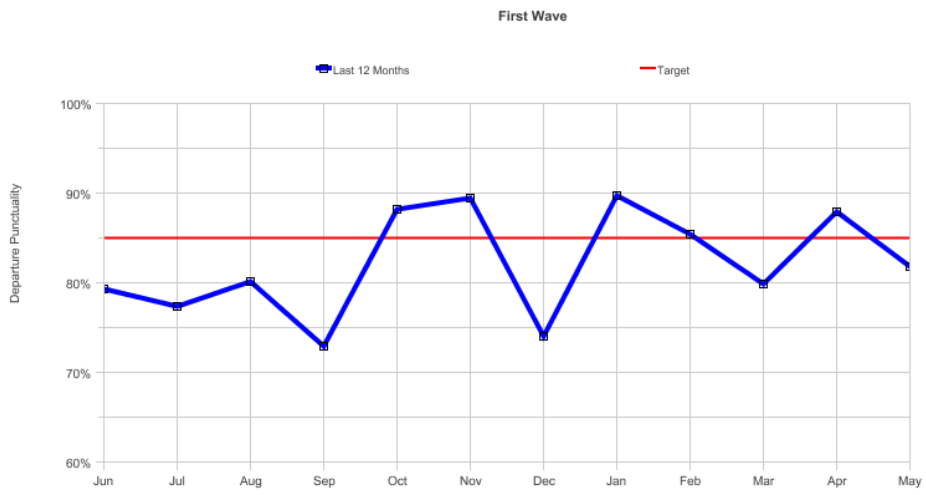
	Last Month	Last Year	% Change	Target	Var to Target
First Wave	81.7%	84.3%	-2.5%	85.0%	-3.3%
Not First Wave	69.0%	76.2%	-7.3%	85.0%	-16.0%
Grand Total	**71.6%**	**78.0%**	**-6.4%**	**85.0%**	**-13.4%**



Departure Punctuality - Last 12 Months

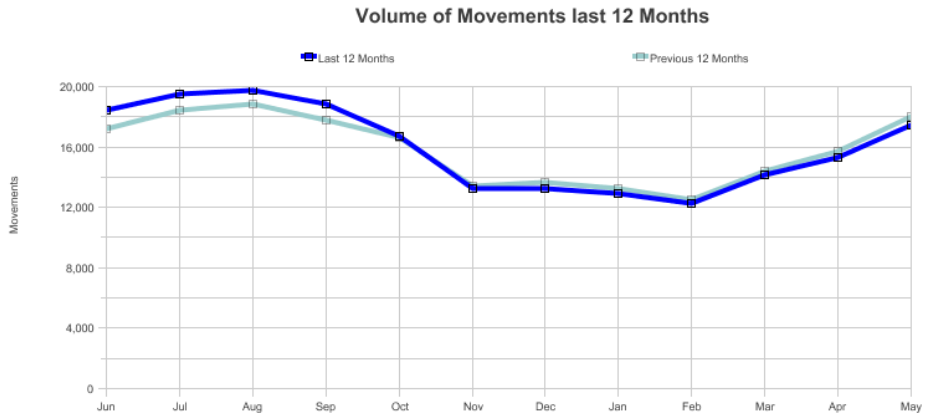
	This Year	Prev Year	% Change	Target	Var to Target
First Wave	81.6%	84.3%	(2.6%)	82.0%	-0.4%
Not First Wave	68.7%	74.6%	(5.8%)	82.0%	-13.3%
Grand Total	**71.5%**	**76.8%**	**(5.3%)**	**82.0%**	**-10.5%**





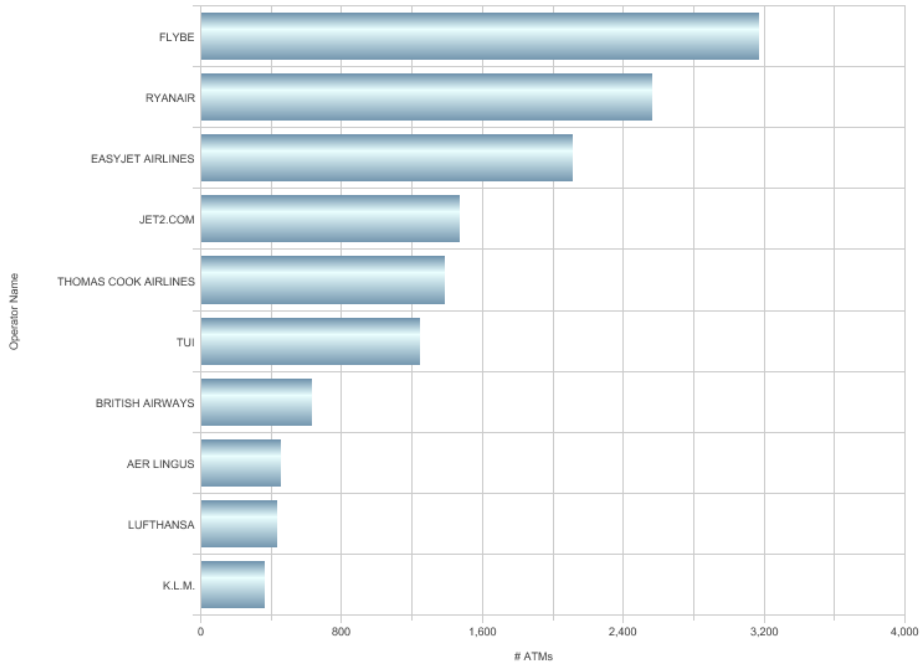
ATMs and Passenger Volumes

		MTD						YTD					
Terminal	Flight	Passengers	Last Year Passengers	Change %	Movements	Last Year Movements	Change %	Passengers	Last Year Passengers	Change %	Movements	Last Year Movements	Change %
Terminal 1	Arriving	563,244	544467	3%	3738	3638	3%	1,115,239	1059684	5%	6981	6787	3%
	Departing	623,289	587398	6%	3764	3641	3%	1,128,962	1092130	3%	6987	6788	3%
Terminal 1 Total		**1,186,533**	**1131865**	**5%**	**7502**	**7279**	**3%**	**2,244,201**	**2151814**	**4%**	**13968**	**13575**	**3%**
Terminal 2	Arriving	245,068	292824	-16%	1229	1630	-25%	448,965	527767	-15%	2144	2804	-24%
	Departing	274,067	326564	-16%	1307	1710	-24%	452,551	553283	-18%	2208	2891	-24%
Terminal 2 Total		**519,135**	**619388**	**-16%**	**2536**	**3340**	**-24%**	**901,516**	**1081050**	**-17%**	**4352**	**5695**	**-24%**
Terminal 3	Arriving	379,554	367662	3%	3695	3683	0%	770,111	750262	3%	7207	7206	0%
	Departing	405,205	389198	4%	3704	3686	0%	775,259	769710	1%	7218	7213	0%
Terminal 3 Total		**784,759**	**756860**	**4%**	**7399**	**7369**	**0%**	**1,545,370**	**1519972**	**2%**	**14425**	**14419**	**0%**
Grand Total		2,490,427	2508113	-1%	17437	17988	-3%	4,691,087	4752836	-1%	32745	33689	-3%



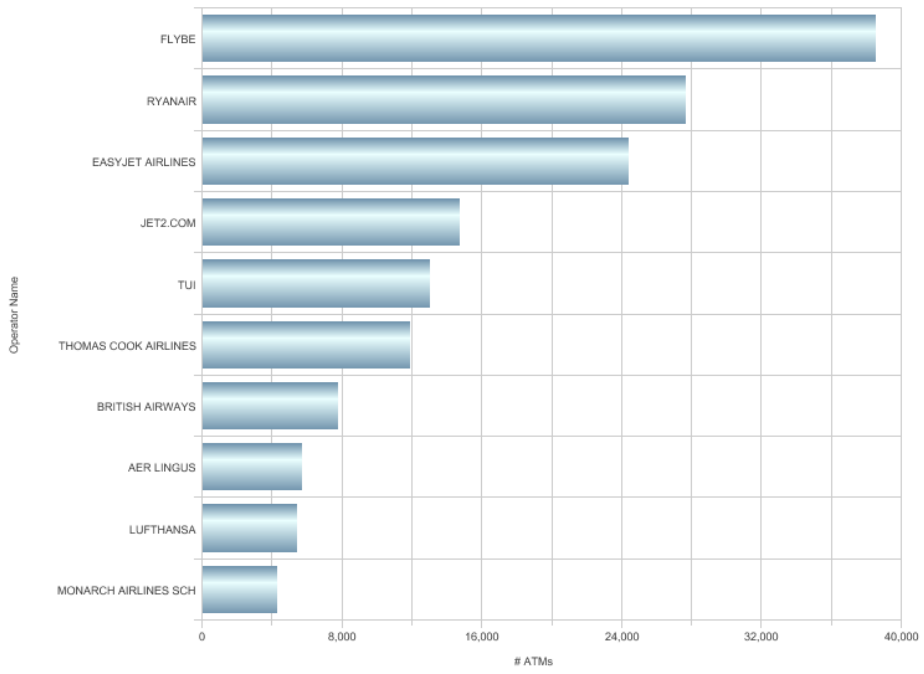
Monthly Airline Movements Top 10

Operator Name	Operator IATA Code	# ATMs	% of ATMs	# Delays	% Flights with no Delay
FLYBE	BE	3178	22.9%	647	80%
RYANAIR	FR	2569	18.5%	796	69%
EASYJET AIRLINES	EZY	2119	15.3%	699	67%
JET2.COM	LS	1475	10.6%	391	73%
THOMAS COOK AIRLINES	MT	1389	10.0%	590	58%
TUI	TOM	1250	9.0%	494	60%
BRITISH AIRWAYS	BA	636	4.6%	106	83%
AER LINGUS	EI	460	3.3%	79	83%
LUFTHANSA	LH	438	3.2%	116	74%
K.L.M.	KL	364	2.6%	74	80%
Grand Total		**13878**	**100.0%**	**3992**	**71%**



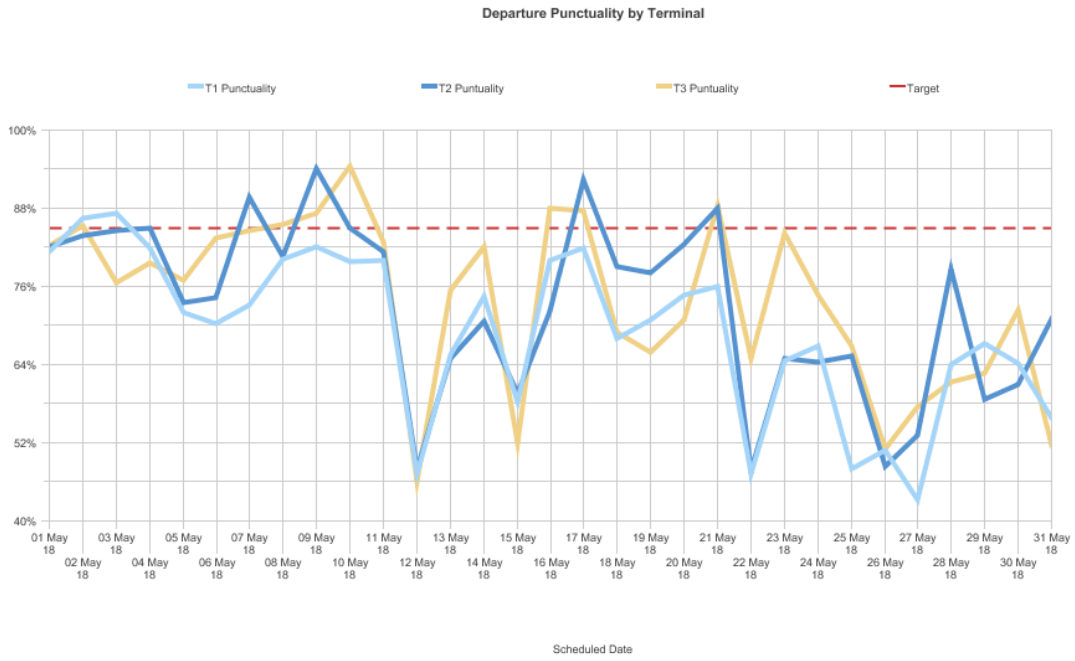
Yearly Airline Movements Top 10

Operator Name	Operator IATA Code	# ATMs	% of Total ATMs	# Delays	% Flights with no Delay
FLYBE	BE	38578	19%	8525	78%
RYANAIR	FR	27720	14%	7680	72%
EASYJET AIRLINES	EZY	24422	12%	8072	67%
JET2.COM	LS	14786	7%	2977	80%
TUI	TOM	13064	6%	4051	69%
THOMAS COOK AIRLINES	MT	11911	6%	4054	66%
BRITISH AIRWAYS	BA	7840	4%	1630	79%
AER LINGUS	EI	5779	3%	930	84%
LUFTHANSA	LH	5500	3%	1393	75%
MONARCH AIRLINES SCH	ZB	4367	2%	1416	68%
Grand Total		153967	80%	40728	74%


FLYBE
RYANAIR
EASYJET AIRLINES
JET2.COM
TUI
THOMAS COOK AIRLINES
BRITISH AIRWAYS
AER LINGUS
LUFTHANSA
MONARCH AIRLINES SCH
Operator Name
0
8,000
16,000
24,000
32,000
40,000
ATMs

Departure Punctuality by Terminal

T1 Punctuality	T2 Puntuality	T3 Puntuality
68.76%	72.00%	74.35%



First Wave Departure Punctuality

Operator Name	Operator IATA Code	# Movements	% of Movements	Punctuality %
RYANAIR	FR	272	15.2%	87.13%
LUFTHANSA	LH	56	3.1%	85.71%
BRUSSELS AIRLINES	SN	25	1.4%	84.00%
JET2.COM	LS	404	22.6%	82.92%
FLYBE	BE	229	12.8%	82.53%
EASYJET AIRLINES	EZY	341	19.1%	80.65%
K.L.M.	KL	31	1.7%	80.65%
THOMAS COOK AIRLINES	MT	150	8.4%	78.67%
TUI	TOM	234	13.1%	76.92%
BRITISH AIRWAYS	BA	48	2.7%	72.92%
Grand Total		**1790**	**100.0%**	**81.73%**

Monthly Airline Performance by Departure Punctuality

Departing Punctuality Ranking	Operator Name	Operator IATA Code	Movements	Movements	Arriving Punctuality	Departing Punctuality	Punctuality Change (Dep-Arr)	Inbound Baggage
1	HAINAN AIRLINES	HU	34	0.2%	71%	100%	29%	88%
2	UNITED	UA	62	0.4%	90%	97%	6%	84%
3	VIRGIN ATLANTIC AIRWAYS	VS	259	1.5%	77%	92%	15%	82%
4	ICELANDAIR	FI	44	0.3%	95%	91%	(5%)	64%
5	QATAR AIRWAYS	QR	140	0.8%	99%	90%	(9%)	100%
6	LOGANAIR	LM	308	1.8%	92%	89%	(3%)	80%
7	AIR ARABIA	3O	18	0.1%	100%	89%	(11%)	89%
7	AEGEAN AIRLINES	A3	18	0.1%	100%	89%	(11%)	78%
9	ETIHAD AIRWAYS	EY	126	0.7%	95%	87%	(8%)	89%
10	FINNAIR	AY	124	0.7%	94%	87%	(6%)	79%
11	EMIRATES	EK	184	1.1%	97%	87%	(10%)	87%
12	SAS SCANDINAVIAN AIRLINES	SK	357	2.1%	87%	85%	(2%)	96%
13	BRITISH AIRWAYS	BA	636	3.7%	85%	82%	(3%)	91%
14	AIR FRANCE	AF	176	1.0%	85%	82%	(3%)	91%
15	AER LINGUS	EI	460	2.6%	84%	81%	(3%)	90%
16	CATHAY PACIFIC	CX	62	0.4%	84%	81%	(3%)	81%
16	AURIGNY AIR SERVICES	GR	124	0.7%	82%	81%	(2%)	100%
18	FLYBE	BE	3,178	18.3%	81%	78%	(3%)	88%
19	AIR TRANSAT	TS	54	0.3%	85%	78%	(7%)	81%
20	K.L.M.	KL	364	2.1%	82%	77%	(4%)	93%
21	SINGAPORE AIRLINES	SQ	88	0.5%	89%	77%	(11%)	95%
22	ROYAL AIR MAROC	AT	26	0.1%	62%	77%	15%	100%
23	AMERICAN AIRLINES	AA	60	0.3%	67%	77%	10%	90%
24	COBALT AIR	CO	16	0.1%	88%	75%	(13%)	100%
25	JET2.COM	LS	1,475	8.5%	73%	74%	1%	94%
26	IBERIA EXPRESS	I2	28	0.2%	93%	71%	(21%)	79%
26	EUROPE AIRPOST	FPO	53	0.3%	44%	71%	27%	76%
28	LUFTHANSA	LH	438	2.5%	76%	71%	(5%)	94%
29	SAUDIA ARABIAN AIRLINES	SV	46	0.3%	70%	70%	0%	65%
30	EASYJET AIRLINES	EZY	2,119	12.2%	66%	68%	2%	81%
31	RYANAIR	FR	2,569	14.8%	72%	66%	(6%)	95%
32	NORWEGIAN AIR SHUTTLE	DY	58	0.3%	86%	66%	(21%)	90%
33	AUSTRIAN AIRLINES	OS	62	0.4%	90%	65%	(26%)	100%
34	TUI	TOM	1,250	7.2%	56%	64%	8%	82%
35	BRUSSELS AIRLINES	SN	150	0.9%	72%	63%	(9%)	96%
36	BALKAN HOLIDAY AIR	BGH	14	0.1%	83%	63%	(21%)	100%
37	OMAN AIR	WY	62	0.4%	90%	61%	(29%)	97%
38	EUROWINGS	EW	254	1.5%	72%	59%	(13%)	94%
39	THOMAS COOK AIRLINES	MT	1,389	8.0%	57%	58%	1%	86%
40	P.I.A.	PK	74	0.4%	65%	57%	(8%)	14%
41	TURKISH AIRLINES	TK	124	0.7%	89%	56%	(32%)	68%
42	SWISS INTERNATIONAL AIR LINES	LX	108	0.6%	81%	56%	(26%)	96%
43	VUELING AIRLINES	VY	70	0.4%	51%	40%	(11%)	94%
44	AIR PORTUGAL	TP	106	0.6%	55%	32%	(23%)	68%
45	FREEBIRD AIRLINES	FHY	22	0.1%	27%	27%	0%	91%
46	AIR MALTA	KM	10	0.1%	80%	20%	(60%)	80%
Grand Total			**17,399**	**100.0%**	**74%**	**72%**	**(2%)**	**88%**

Monthly Airline Performance by Punctuality Change (difference between Arrival OTP and Departure OTP)

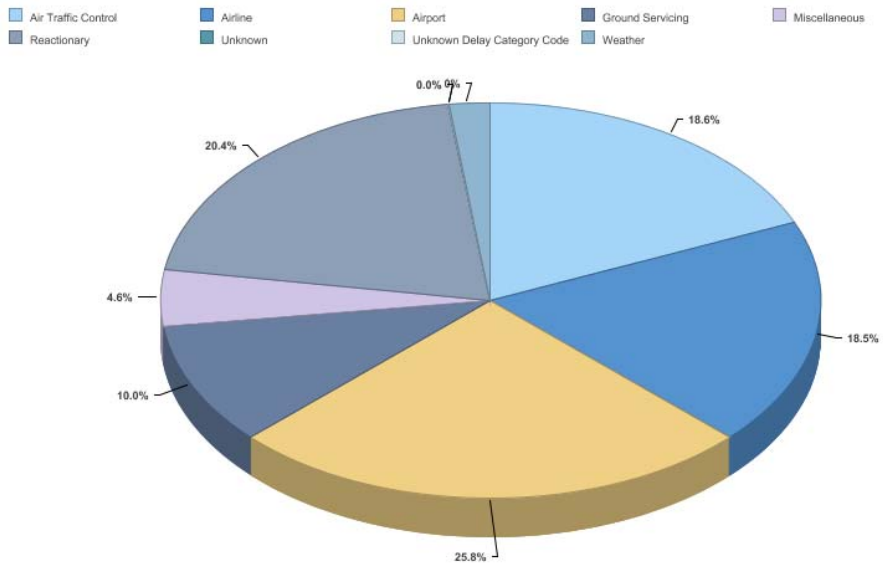
Punctuality Change Ranking	Operator Name	Operator IATA Code	Movements	Movements	Arriving Punctuality	Departing Punctuality	Punctuality Change (Dep-Arr)	Inbound Baggage
1	HAINAN AIRLINES	HU	34	0.2%	71%	100%	29%	88%
2	EUROPE AIRPOST	FPO	53	0.3%	44%	71%	27%	76%
3	ROYAL AIR MAROC	AT	26	0.1%	62%	77%	15%	100%
4	VIRGIN ATLANTIC AIRWAYS	VS	259	1.5%	77%	92%	15%	82%
5	AMERICAN AIRLINES	AA	60	0.3%	67%	77%	10%	90%
6	TUI	TOM	1,250	7.2%	56%	64%	8%	82%
7	UNITED	UA	62	0.4%	90%	97%	6%	84%
8	EASYJET AIRLINES	EZY	2,119	12.2%	66%	68%	2%	81%
9	THOMAS COOK AIRLINES	MT	1,389	8.0%	57%	58%	1%	86%
10	JET2.COM	LS	1,475	8.5%	73%	74%	1%	94%
11	SAUDIA ARABIAN AIRLINES	SV	46	0.3%	70%	70%	0%	65%
11	FREEBIRD AIRLINES	FHY	22	0.1%	27%	27%	0%	91%
13	AURIGNY AIR SERVICES	GR	124	0.7%	82%	81%	(2%)	100%
14	SAS SCANDINAVIAN AIRLINES	SK	357	2.1%	87%	85%	(2%)	96%
15	LOGANAIR	LM	308	1.8%	92%	89%	(3%)	80%
16	BRITISH AIRWAYS	BA	636	3.7%	85%	82%	(3%)	91%
17	AER LINGUS	EI	460	2.6%	84%	81%	(3%)	90%
18	FLYBE	BE	3,178	18.3%	81%	78%	(3%)	88%
19	CATHAY PACIFIC	CX	62	0.4%	84%	81%	(3%)	81%
20	AIR FRANCE	AF	176	1.0%	85%	82%	(3%)	91%
21	K.L.M.	KL	364	2.1%	82%	77%	(4%)	93%
22	ICELANDAIR	FI	44	0.3%	95%	91%	(5%)	64%
23	LUFTHANSA	LH	438	2.5%	76%	71%	(5%)	94%
24	RYANAIR	FR	2,569	14.8%	72%	66%	(6%)	95%
25	FINNAIR	AY	124	0.7%	94%	87%	(6%)	79%
26	AIR TRANSAT	TS	54	0.3%	85%	78%	(7%)	81%
27	ETIHAD AIRWAYS	EY	126	0.7%	95%	87%	(8%)	89%
28	P.I.A.	PK	74	0.4%	65%	57%	(8%)	14%
29	QATAR AIRWAYS	QR	140	0.8%	99%	90%	(9%)	100%
30	BRUSSELS AIRLINES	SN	150	0.9%	72%	63%	(9%)	96%
31	EMIRATES	EK	184	1.1%	97%	87%	(10%)	87%
32	AIR ARABIA	3O	18	0.1%	100%	89%	(11%)	89%
32	AEGEAN AIRLINES	A3	18	0.1%	100%	89%	(11%)	78%
34	SINGAPORE AIRLINES	SQ	88	0.5%	89%	77%	(11%)	95%
35	VUELING AIRLINES	VY	70	0.4%	51%	40%	(11%)	94%
36	COBALT AIR	CO	16	0.1%	88%	75%	(13%)	100%
37	EUROWINGS	EW	254	1.5%	72%	59%	(13%)	94%
38	NORWEGIAN AIR SHUTTLE	DY	58	0.3%	86%	66%	(21%)	90%
39	BALKAN HOLIDAY AIR	BGH	14	0.1%	83%	63%	(21%)	100%
40	IBERIA EXPRESS	I2	28	0.2%	93%	71%	(21%)	79%
41	AIR PORTUGAL	TP	106	0.6%	55%	32%	(23%)	68%
42	AUSTRIAN AIRLINES	OS	62	0.4%	90%	65%	(26%)	100%
43	SWISS INTERNATIONAL AIR LINES	LX	108	0.6%	81%	56%	(26%)	96%
44	OMAN AIR	WY	62	0.4%	90%	61%	(29%)	97%
45	TURKISH AIRLINES	TK	124	0.7%	89%	56%	(32%)	68%
46	AIR MALTA	KM	10	0.1%	80%	20%	(60%)	80%
Grand Total			**17,399**	**100.0%**	**74%**	**72%**	**(2%)**	**88%**

Monthly Delay Analysis by Airline

Operator Name	Total Delay Incidents	Air Traffic Delays	Airline Delays	Airport Delays	Ground Servicing Delays	Misc Delays	Reactionary Delays	Weather Delays
RYANAIR	2324	318	202	477	167	19	325	11
FLYBE	1638	46	219	246	132	58	191	30
EASYJET AIRLINES	1456	176	195	321	79	68	159	6
THOMAS COOK AIRLINES	931	65	185	59	40	13	104	4
TUI	885	165	94	154	35	50	89	3
JET2.COM	764	158	82	153	78	24	48	9
EUROWINGS	221	21	14	26	3	1	57	6
BRITISH AIRWAYS	212	6	17	33	15	17	29	15
LUFTHANSA	188	42	14	38		3	38	17
AER LINGUS	180	1	7	17	4	3	51	
K.L.M.	177	22	12	20	16	5	38	10
BRUSSELS AIRLINES	158	13	28	21	1	2	15	10
AIR PORTUGAL	147	6	13	10	4	2	31	
TURKISH AIRLINES	109	22	10	16	9	11	9	
SAS SCANDINAVIAN AIRLINES	104		12	10	9	2	23	
LOGANAIR	81		6	11	10		11	
VUELING AIRLINES	77	1	2	13	1	1	19	
AIR FRANCE	70	3	6	9	15	1	12	
SWISS INTERNATIONAL AIR LINES	69	26		6	1	1	11	7
FINNAIR	57		12	16	5	1	5	
AURIGNY AIR SERVICES	56	1		11	2	2	15	1
VIRGIN ATLANTIC AIRWAYS	49		10	2	7	3	7	
FREEBIRD AIRLINES	47	7	1		1		8	
EMIRATES	45	25	1	6		3	3	
AIR TRANSAT	38	2	3	11	2	3	6	
SINGAPORE AIRLINES	36	5	7	4	1	3	4	
NORWEGIAN AIR SHUTTLE	36		5	7	1	3	6	
ETIHAD AIRWAYS	33	20	2	3	1	1		
EUROPE AIRPOST	32	14	2	3	3		1	
AMERICAN AIRLINES	27		4		1		9	
P.I.A.	26	5	1				14	
OMAN AIR	25	17	2		1		3	
CATHAY PACIFIC	24	3	4	2	1			
QATAR AIRWAYS	21	12	2	2	1		1	
AUSTRIAN AIRLINES	20	12		1				5
AIR MALTA	20		1	4			4	
SAUDIA ARABIAN AIRLINES	15	8	2					
TRANSAVIA FRANCE SAS	10				1		1	
BALKAN HOLIDAY AIR	9		2		1		2	
COBALT AIR	8	5					1	
ROYAL AIR MAROC	8	3					3	
IBERIA EXPRESS	7	1		3			1	
UNITED	7		1	1			2	
HAINAN AIRLINES	6		1	4	1			
AEGEAN AIRLINES	6	1	1	3			1	
TRAVEL SERVICE	6		1				1	
PEGASUS AIRLINES	6	2	2					
AIR ARABIA	6							
ICELANDAIR	6		1	1		1	1	
EASTERN AIRWAYS	4							
AIR NOSTRUM	2		1					
IRAQI AIRWAYS	2	1	1					
ADRIA AIRWAYS	1	1						
MALETH AERO	1							
BELAVIA	1			1				
ENTER AIR	1			1				

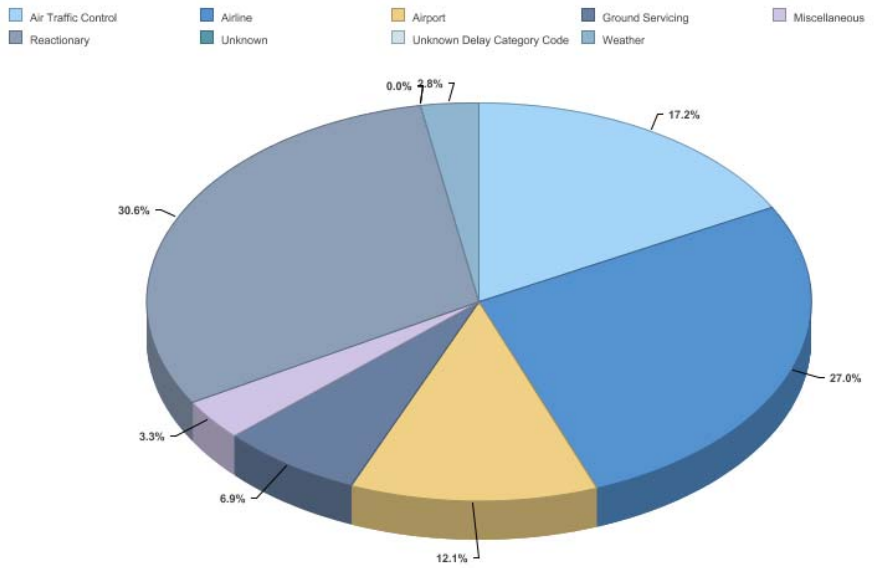
XL AIRWAYS FRANCE	1	1						
PREMIERE HANDLING	1							
Grand Total		**1237**	**1188**	**1726**	**649**	**301**	**1359**	**134**

Percentage of Delays - By Event



Delay Category Code Description	% of Total
Air Traffic Control	18.6%
Airline	18.5%
Airport	25.8%
Ground Servicing	10.0%
Miscellaneous	4.6%
Reactionary	20.4%
Unknown	0.0%
Unknown Delay Category Code	0.0%
Weather	2.0%

Percentage of Delays - By Time



Delay Category Code Description	% of Total
Air Traffic Control	17.2%
Airline	27.0%
Airport	12.1%
Ground Servicing	6.9%
Miscellaneous	3.3%
Reactionary	30.6%
Unknown	0.0%
Unknown Delay Category Code	0.0%
Weather	2.8%

Departing Taxi Times

Manchester

Operator Name	Average Taxi Times		
	Terminal 1	Terminal 2	Terminal 3
ADRIA AIRWAYS			12
AEGEAN AIRLINES	14		
AER LINGUS	13		
AIR ARABIA	14		
AIR FRANCE			12
AIR MALTA		14	
AIR NOSTRUM			21
AIR PORTUGAL	14		
AIR TRANSAT	18		
AMERICAN AIRLINES			18
AURIGNY AIR SERVICES	10		
AUSTRIAN AIRLINES	15		
BALKAN HOLIDAY AIR	14		
BELAVIA	23		
BRITISH AIRWAYS			13
BRUSSELS AIRLINES	15		
CATHAY PACIFIC		20	
COBALT AIR	14		
EASTERN AIRWAYS			12
EASYJET AIRLINES	14		
EMIRATES	17		
ENTER AIR		18	
ETIHAD AIRWAYS	17		
EUROPE AIRPOST		17	
EUROWINGS	13		
FINNAIR	13		
FLYBE			12
FREEBIRD AIRLINES		17	
HAINAN AIRLINES		18	
IBERIA EXPRESS			16
ICELANDAIR	14		
IRAQI AIRWAYS	11		
JET2.COM	17	18	
JOTA AVIATION			
K.L.M.			11
LOGANAIR			13
LUFTHANSA	14		
MALETH AERO			8
NORWEGIAN AIR SHUTTLE	14		
OMAN AIR		20	
P.I.A.		13	
PEGASUS AIRLINES	14		
PREMIERE HANDLING	11		
QATAR AIRWAYS		18	
ROYAL AIR MAROC		17	
RYANAIR			13
SAS SCANDINAVIAN AIRLINES	15		
SAUDIA ARABIAN AIRLINES		19	
SINGAPORE AIRLINES		19	
SWISS INTERNATIONAL AIR LINES	13		
THOMAS COOK AIRLINES	17		
TRANSAVIA FRANCE SAS		16	
TRAVEL SERVICE	21		
TUI		18	
TURKISH AIRLINES	16		
UNITED		18	
VIRGIN ATLANTIC AIRWAYS		19	
VLM AIRWAYS		5	
VUELING AIRLINES			15

Arriving Taxi Times

Manchester

Operator Name	Average Taxi Times		
	Terminal 1	Terminal 2	Terminal 3
ADRIA AIRWAYS			4
AEGEAN AIRLINES	6		
AER LINGUS	6		
AERO4M	11		
AIR ARABIA	7		
AIR FRANCE		0	6
AIR MALTA		9	
AIR NOSTRUM			7
AIR PORTUGAL	7		
AIR TRANSAT	10		
AMERICAN AIRLINES			9
ATLANTIC AIRWAYS		9	
AURIGNY AIR SERVICES	5		
AUSTRIAN AIRLINES	7		
BALKAN HOLIDAY AIR	10		
BELAVIA	13		
BRITISH AIRWAYS			5
BRUSSELS AIRLINES	7		
CATHAY PACIFIC		16	
COBALT AIR	12		
EASYJET AIRLINES	5		
EMIRATES	7		
ENTER AIR		7	
ETIHAD AIRWAYS	9		
EUROPE AIRPOST		9	
EUROWINGS	7		
FINNAIR	6		
FLYBE			6
FREEBIRD AIRLINES		9	
HAINAN AIRLINES		11	
IBERIA EXPRESS			7
ICELANDAIR	6		
IRAQI AIRWAYS	6		
JET2.COM	7	9	
JOTA AVIATION			
K.L.M.			5
LOGANAIR			6
LUFTHANSA	5		
MALETH AERO			7
NORWEGIAN AIR SHUTTLE	5		
OMAN AIR		10	
P.I.A.		11	
PEGASUS AIRLINES	9		
QATAR AIRWAYS		12	
ROYAL AIR MAROC		10	
RYANAIR			6
SAS SCANDINAVIAN AIRLINES	6		
SAUDIA ARABIAN AIRLINES		11	
SINGAPORE AIRLINES		11	
SWISS INTERNATIONAL AIR LINES	8		
THOMAS COOK AIRLINES	9		
TRANSAVIA FRANCE SAS		7	
TUI		9	
TURKISH AIRLINES	9		
UNITED		11	
VIRGIN ATLANTIC AIRWAYS		12	
VLM AIRWAYS		5	
VUELING AIRLINES			7
XL AIRWAYS FRANCE		5	
Grand Total			

XL AIRWAYS FRANCE		17			**7**	**10**	**6**
Grand Total	**15**	**18**	**13**				

Summary of Baggage Performance

Baggage Category	Arriving Passengers	Arriving Movements	Average Time to First Bag	Average TIme to Last Bag	Volume Last Bag SLA Missed	Last Bag %
A	94,239	286	15	42	57	80%
B	813,574	4803	17	27	520	89%
C	191,035	1836	14	21	237	87%
D	89,018	1737	10	15	217	88%
Unknown		0				
Grand Total	1,187,866	8662				88%

Baggage Performance by Terminal

Terminal Description	Arriving Passengers	Arriving Movements	Average Time to First Bag	Average TIme to Last Bag	Volume Last Bag SLA Missed	Last Bag %
Terminal 1	563,244	3738	17	26	466	88%
Terminal 2	245,068	1229	15	32	210	83%
Terminal 3	379,554	3695	12	19	355	90%
Grand Total	1,187,866	8662				88%

Baggage SLA by Handling Agent

Ramp Handling Agent	Arriving Passengers	Arriving Movements	Average Time to First Bag	Average TIme to Last Bag	Volume Last Bag SLA Missed	Last Bag %
Menzies - AF/ KLM	32,923	270	10	22	20	93%
Airline Services	87,928	1513	10	15	182	88%
Aviator	160,928	900	16	27	106	88%
Dnata Ops	68,532	396	13	26	26	93%
Flight Support	885	13	17	24	0	100%
Landmark Aviation	41	1			1	0%
Menzies	249,835	2066	19	25	353	83%
Premiere Handling	3,225	65	12	16	3	95%
Swissport	465,001	2704	15	27	300	89%
|Jet2	118,568	734	15	25	40	95%
Grand Total	1,187,866	8662				88%