



# Our service levels for reduced mobility and disabled passengers



## Departures



## Arrivals

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Apr-18	May-18	Jun-18	Jul-18	Aug-18	Sep-18
Pre-booked	Numbers of PRMs	68395	9480	11518	12334	10100	10746	14217	Numbers of PRMs	55778	9860	12677	12334	10943	9964	13091
	10 mins	80%	98.31%	98.83%	98.66%	98.71%	98.57%	98.92%	5 mins	80%	75.72%	74.25%	70.93%	73.51%	72.62%	71.00%
	20 mins	90%	98.69%	99.01%	98.83%	98.83%	98.81%	99.00%	10 mins	90%	84.70%	82.24%	80.55%	83.26%	81.33%	79.23%
	30 mins	100%	98.89%	99.10%	98.87%	99.00%	99.01%	99.19%	20 mins	100%	96.81%	96.14%	95.20%	95.71%	95.42%	92.53%
									30 mins		98.90%	98.26%	97.62%	97.90%	97.91%	96.22%
									45 mins		99.51%	99.33%	98.86%	99.12%	99.16%	98.26%
									60 mins		99.77%	99.69%	99.36%	99.14%	99.44%	98.98%
Non pre-booked	Numbers of PRMs	37179	4959	6364	6547	6510	7738	5061	Numbers of PRMs	21443	3394	4706	4542	4543	4258	5061
	25 mins	80%	99.11%	98.88%	99.07%	98.94%	99.07%	98.92%	25 mins	80%	92.55%	89.42%	89.67%	89.79%	89.97%	89.57%
	35 mins	90%	99.23%	99.07%	99.27%	99.17%	99.34%	99.04%	35 mins	90%	95.88%	94.22%	94.54%	94.06%	94.39%	93.74%
	45 mins	100%	99.33%	99.18%	99.33%	99.26%	99.30%	99.14%	45 mins	100%	98.11%	96.39%	96.57%	96.61%	96.12%	96.84%
									60 mins		99.12%	98.58%	98.28%	98.33%	97.37%	98.70%
									75 mins		99.82%	99.13%	99.01%	98.81%	98.22%	99.49%