



# Our service levels for reduced mobility and disabled passengers



## Departures



## Arrivals

	Departing									Arriving						
	Standard (waiting time once PRM made themselves known)	Target	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Pre-booked	Numbers of PRMs	54952	11590	8845	10013	8353	7470	8681	Numbers of PRMs	56395	12744	8054	9050	7864	7946	10737
	10 mins	80%	99.03%	98.35%	98.22%	98.73%	98.86%	98.38%	5 mins	80%	66.61%	76.82%	71.82%	77.28%	79.98%	76.78%
	20 mins	90%	99.14%	98.56%	98.41%	98.87%	99.05%	98.54%	10 mins	90%	75.63%	85.96%	81.39%	85.67%	86.65%	84.09%
	30 mins	100%	99.16%	98.73%	98.57%	98.97%	99.12%	98.65%	20 mins	100%	92.85%	97.65%	97.07%	97.52%	97.58%	97.49%
									30 mins		95.90%	98.94%	99.06%	99.17%	98.69%	98.83%
									45 mins		97.96%	99.68%	99.65%	99.72%	99.55%	99.54%
									60 mins		99.14%	99.81%	99.80%	99.91%	99.86%	99.83%
Non pre-booked	Numbers of PRMs	32872	7136	5481	5242	5170	4385	5458	Numbers of PRMs	23427	5412	3334	3337	3699	3071	4574
	25 mins	80%	99.17%	99.00%	98.86%	99.19%	99.25%	99.38%	25 mins	80%	87.47%	89.32%	91.19%	91.21%	90.72%	90.88%
	35 mins	90%	99.30%	99.22%	99.07%	99.34%	99.38%	99.49%	35 mins	90%	93.99%	94.69%	95.15%	95.46%	94.82%	95.41%
	45 mins	100%	99.38%	99.31%	99.22%	99.42%	99.43%	99.62%	45 mins	100%	97.47%	97.84%	98.17%	98.57%	98.83%	98.47%
									60 mins		99.19%	98.89%	99.37%	99.27%	99.61%	99.32%
									75 mins		99.45%	99.55%	99.58%	99.62%	99.80%	99.63%