



Working in Partnership with



Our service levels for passengers requiring Special Assistance October 2019 – March 2020



Departures



Arrivals

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Oct	Nov	Dec	Jan	Feb	Mar	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Oct	Nov	Dec	Jan	Feb	Mar
Pre-booked	Numbers of PRMs		10532	8280	8815	7472	6724	3776	Numbers of PRMs		10845	6408	8280	7577	6608	5905
	10 mins	80%	99.60%	99.30%	99.30%	99.25%	99.43%	99.58%	5 mins	80%	84.93%	86.95%	87.03%	87.91%	87.02%	87.37%
	20 mins	90%	99.77%	99.63%	99.65%	99.69%	99.70%	99.84%	10 mins	90%	92.02%	92.95%	93.06%	93.70%	92.57%	92.72%
	30 mins	100%	99.87%	99.87%	99.82%	99.87%	99.88%	99.92%	20 mins	100%	99.35%	97.58%	98.09%	99.16%	98.52%	99.27%
									30 mins		99.87%	99.36%	99.54%	99.72%	99.30%	99.80%
									45 mins		99.94%	99.73%	99.79%	99.92%	99.82%	99.88%
									60 mins		100.00%	100.00%	99.95%	99.96%	99.92%	99.93%
Non pre-booked	Numbers of PRMs		5143	3910	4062	4246	3815	1852	Numbers of PRMs		5396	3421	4444	4677	4296	3665
	25 mins	80%	99.86%	99.90%	99.88%	99.81%	99.90%	99.78%	25 mins	80%	96.28%	97.66%	96.02%	97.31%	95.51%	97.46%
	35 mins	90%	99.90%	99.95%	99.93%	99.93%	99.95%	99.89%	35 mins	90%	98.24%	99.21%	98.33%	98.95%	97.97%	98.99%
	45 mins	100%	99.96%	99.97%	99.98%	99.98%	99.97%	99.89%	45 mins	100%	99.44%	99.65%	99.08%	99.70%	99.35%	99.70%
									60 mins		99.93%	99.91%	99.59%	99.89%	99.65%	99.75%
									75 mins		99.96%	99.91%	99.68%	99.96%	99.81%	99.75%