



Working in Partnership with



Our service levels for passengers requiring Special Assistance



Departures



Arrivals

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		5391	10345	10678	8865	10905	13556	Numbers of PRMs		5189	7547	10538	8441	9338	11269
	10 mins	80%	99.35%	99.82%	99.71%	99.61%	99.78%	99.56%	5 mins	80%	68.16%	62.62%	68.44%	82.30%	83.60%	79.33%
	20 mins	90%	99.52%	99.88%	99.78%	99.74%	99.85%	99.68%	10 mins	90%	78.76%	72.49%	78.42%	89.81%	90.77%	87.47%
	30 mins	100%	99.68%	99.90%	99.81%	99.83%	99.91%	99.80%	20 mins	100%	93.74%	91.86%	94.90%	96.97%	98.64%	97.47%
									30 mins		96.72%	95.63%	97.38%	98.79%	99.49%	99.15%
									45 mins		99.07%	98.44%	99.38%	99.69%	99.88%	99.84%
									60 mins		99.71%	99.63%	99.79%	99.83%	99.99%	99.95%
Non pre-booked	Numbers of PRMs		3748	4081	4198	4297	5589	6177	Numbers of PRMs		3819	3782	4769	4300	4558	5773
	25 mins	80%	99.89%	99.95%	99.79%	99.91%	99.87%	99.81%	25 mins	80%	89.19%	83.24%	88.34%	94.79%	96.88%	94.98%
	35 mins	90%	99.89%	99.95%	99.86%	99.93%	99.93%	99.90%	35 mins	90%	94.47%	90.27%	94.80%	97.51%	98.40%	97.75%
	45 mins	100%	99.97%	99.95%	99.90%	99.98%	99.98%	99.94%	45 mins	100%	96.75%	97.96%	98.93%	98.91%	99.36%	99.13%
									60 mins		98.51%	99.23%	99.54%	99.65%	99.93%	99.83%
									75 mins		99.69%	99.92%	99.83%	99.86%	99.96%	99.98%