



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		47	40	96	1250	2061	2800	Numbers of PRMs		271	126	285	1036	1739	2350
	10 mins	80%	100%	100%	97.92%	99.52%	99.08%	99.36%	5 mins	80%	82.66%	74.60%	87.02%	94.40%	91.03%	93.56%
	20 mins	90%	100%	100%	100%	99.92%	99.76%	99.71%	10 mins	90%	83.76%	83.33%	90.18%	96.81%	96.32%	97.11%
	30 mins	100%	100%	100%	100%	100%	99.90%	99.86%	20 mins	100%	97.79%	100.00%	100.00%	98.84%	99.37%	99.83%
									30 mins		97.79%	100.00%	100.00%	99.52%	99.83%	99.91%
									45 mins		98.52%	100.00%	100.00%	99.90%	99.94%	99.96%
									60 mins		98.52%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		9	35	84	568	1123	1343	Numbers of PRMs		143	76	198	730	1386	2046
	25 mins	80%	100%	100%	100%	99.82%	99.73%	99.63%	25 mins	80%	95.10%	90.79%	95.45%	98.08%	98.56%	99.56%
	35 mins	90%	100%	100%	100%	99.82%	99.82%	99.78%	35 mins	90%	97.20%	90.79%	95.45%	99.32%	99.57%	99.80%
	45 mins	100%	100%	100%	100%	99.82%	100%	99.85%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	99.86%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	99.93%	100.00%
									75 mins		100.00%	100.00%	100.00%	100.00%	99.93%	100.00%

