

Departing Passengers								
	Standard (Waiting time once PRM has made themselves known)	Target	October	November	December	January	February	March
Passenger has pre-booked assistance 36 hours in advance	10 minutes	80%	99.29%	99.17%	99.33%	99.42%	99.99%	100.00%
	20 minutes	90%	99.42%	99.33%	99.45%	99.52%	99.99%	100.00%
	30 minutes	100%	99.54%	99.43%	99.54%	99.59%	99.99%	100.00%
Passenger has not pre-booked assistance 36 hours in advance	25 minutes	80%	99.79%	99.79%	99.79%	99.83%	100.00%	100.00%
	35 minutes	90%	99.87%	99.86%	99.84%	99.88%	100.00%	100.00%
	45 minutes	100%	99.90%	99.88%	99.86%	99.91%	100.00%	100.00%

Arriving Passengers								
	Standard (Waiting time once PRM has made themselves known)	Target	October	November	December	January	February	March
Passenger has pre-booked assistance 36 hours in advance	5 minutes	80%	86.94%	86.81%	86.10%	87.28%	86.95%	84.14%
	10 minutes	90%	92.38%	91.96%	91.46%	92.48%	90.94%	88.90%
	20 minutes	100%	98.39%	98.32%	98.35%	98.48%	95.48%	94.37%
Passenger has not pre-booked assistance 36 hours in advance	25 minutes	80%	96.76%	96.80%	97.03%	96.84%	88.66%	93.86%
	35 minutes	90%	99.09%	99.17%	99.19%	98.97%	92.20%	96.72%
	45 minutes	100%	99.78%	99.69%	99.82%	99.70%	94.44%	98.67%

