

Departing Passengers								
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September
Passenger has pre-booked assistance 36 hours in advance	10 minutes	80%	98.87%	98.89%	99.47%	98.39%	98.09%	99.31%
	20 minutes	90%	99.24%	99.18%	99.62%	98.73%	98.50%	99.47%
	30 minutes	100%	99.41%	99.35%	99.73%	98.98%	98.77%	99.61%
Passenger has not pre-booked assistance 36 hours in advance	25 minutes	80%	99.78%	99.80%	99.85%	99.64%	99.68%	99.84%
	35 minutes	90%	99.84%	99.87%	99.89%	99.77%	99.76%	99.88%
	45 minutes	100%	99.88%	99.91%	99.93%	99.84%	99.81%	99.91%

Arriving Passengers								
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September
Passenger has pre-booked assistance 36 hours in advance	5 minutes	80%	88.27%	82.94%	84.92%	87.66%	86.27%	84.80%
	10 minutes	90%	93.11%	89.30%	90.81%	92.86%	92.01%	90.74%
	20 minutes	100%	99.06%	98.45%	98.17%	98.48%	98.38%	98.00%
Passenger has not pre-booked assistance 36 hours in advance	25 minutes	80%	97.45%	97.15%	95.95%	97.05%	96.85%	94.93%
	35 minutes	90%	99.35%	99.16%	98.58%	99.15%	99.11%	98.31%
	45 minutes	100%	99.89%	99.79%	99.55%	99.73%	99.78%	99.43%

