

Departing Passengers								
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March
Passenger has pre-booked assistance 36 hours in advance	10 minutes	80%	99.60%	99.57%	98.94%	98.92%	99.51%	99.65%
	20 minutes	90%	99.73%	99.68%	99.27%	99.21%	99.65%	99.76%
	30 minutes	100%	99.80%	99.76%	99.42%	99.40%	99.71%	99.80%
Passenger has not pre-booked assistance 36 hours in advance	25 minutes	80%	99.81%	99.84%	99.71%	99.75%	99.87%	99.82%
	35 minutes	90%	99.89%	99.90%	99.84%	99.85%	99.94%	99.87%
	45 minutes	100%	99.92%	99.94%	99.91%	99.90%	99.95%	99.92%

Arriving Passengers								
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March
Passenger has pre-booked assistance 36 hours in advance	5 minutes	80%	87.50%	88.00%	88.93%	89.93%	91.24%	86.98%
	10 minutes	90%	92.39%	92.86%	93.51%	93.87%	94.88%	91.99%
	20 minutes	100%	98.90%	98.73%	98.92%	98.98%	99.05%	98.49%
Passenger has not pre-booked assistance 36 hours in advance	25 minutes	80%	97.06%	96.91%	96.94%	97.35%	97.57%	96.94%
	35 minutes	90%	99.41%	99.25%	99.08%	99.29%	99.44%	98.94%
	45 minutes	100%	99.84%	99.75%	99.76%	99.77%	99.75%	99.63%

