

	Standard (waiting time once PRM made themselves known)	Target	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25
Pre- booked	Total PRMs		12,546	7,827	8,055	5,361	4,723	8,624	Total PRMs		13,175	8,843	8,377	4,853	4,637	8,007
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	75.48%	82.86%	78.45%	86.20%	92.34%	92.28%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	88.06%	92.83%	88.14%	93.57%	95.82%	96.27%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	98.78%	99.95%	99.12%	99.71%	99.94%	99.95%
Non pre- booked	Total PRM		3,310	2,301	2,781	3,892	3,701	2,531	Total PRMs		4,228	2,463	2,875	3,838	3,687	2,622
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	96.76%	96.55%	96.24%	96.85%	93.41%	91.04%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	98.72%	98.94%	98.96%	99.04%	95.93%	95.80%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	99.67%	99.96%	99.76%	99.97%	99.97%	98.70%