	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	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	92.28%	88.59%	90.29%	89.56%	93.92%	95.07%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	95.67%	93.15%	93.22%	92.68%	96.94%	97.10%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.69%	98.99%	98.18%	98.08%	99.77%	99.56%
Non pre-booked	25 mins	80%	97.92%	96.66%	95.45%	94.68%	99.01%	97.03%	25 mins	80%	99.89%	99.26%	98.94%	98.06%	99.83%	99.67%
	35 mins	90%	99.38%	98.50%	96.91%	95.68%	99.86%	98.89%	35 mins	90%	100.00%	99.91%	99.02%	99.24%	100.00%	99.83%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%