AIA CAA Passengers with Reduced Mobility Service Performance Data Winter 20-21 (Oct20-Mar21)

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	**Target**	**October**	**November**	**December**	**January**	**February**	**March**	**Standard (time assistance available at gate or aircraft side from arrival on chocks)**	**Target**	**October**	**November**	**December**	**January**	**February**	**March**
Pre-booked	**Numbers of PRMs**		**121**	**91**	**85**	**63**	**28**	**68**	**Numbers of PRMs**		**117**	**87**	**86**	**50**	**42**	**80**
	10 mins	80%	100.00%	98.90%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	94.02%	94.25%	98.84%	94.00%	90.48%	98.75%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	97.44%	96.55%	98.84%	100.00%	100.00%	100.00%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									30 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									45 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	**Numbers of PRMs**		**48**	**32**	**39**	**38**	**40**	**53**	**Numbers of PRMs**		**35**	**18**	**41**	**19**	**14**	**20**
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	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%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									75 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%