Aberdeen Airport Assistance Service Performance April-September 2021

	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	**Numbers of PRMs**		**70**	**149**	**231**	**238**	**320**	**364**	**Numbers of PRMs**		**72**	**133**	**226**	**248**	**322**	**381**
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	93.06%	98.50%	95.13%	95.97%	97.52%	95.80%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	100.00%	99.25%	99.12%	99.60%	99.38%	98.43%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	100.00%	100.00%	100.00%	99.60%	99.69%	100.00%
									20 mins moving average	100%	100.00%	100.00%	100.00%	99.85%	99.80%	99.86%
									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**		**61**	**56**	**87**	**131**	**113**	**144**	**Numbers of PRMs**		**32**	**47**	**61**	**77**	**108**	**107**
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	98.36%	100.00%	100.00%	99.07%
	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%
									45 mins moving average	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%