SPECIAL ASSISTANCE PERFORMANCE APRIL 2022 TO SEPTEMBER 2022

	Departing							
	Standard (waiting time once PRM made themselves known)	**Target**	**April**	**May**	**June**	**July**	**August**	**September**
Pre-booked	**Numbers of PRMs**		**315**	**389**	**406**	**343**	**363**	**450**
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non-pre-booked	**Numbers of PRMs**		**132**	**210**	**190**	**205**	**188**	**207**
	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%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

SPECIAL ASSISTANCE PERFORMANCE APRIL 2022 TO SEPTEMBER 2022

Arriving							
Standard (time assistance available at gate or aircraft side from arrival on chocks)	**Target**	**April**	**May**	**June**	**July**	**August**	**September**
Numbers of PRMs		**444**	**608**	**627**	**612**	**539**	**557**
5 mins	80%	92.34%	92.93%	88.50%	90.83%	95.16%	89.23%
10 mins	90%	99.77%	100.00%	99.68%	99.02%	99.81%	99.28%
20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	99.82%
20 mins moving average	100%	100.00%	100.00%	100.00%	100.00%	100.00%	99.87%
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%
Numbers of PRMs		**161**	**206**	**183**	**169**	**130**	**178**
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%
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%