

## Aberdeen International Airport Special Assistance Service Performance Results

Apr-24	Departing - all PRMs		
	Standard (waiting time once Assistance Passenger has made themselves known)	Target	APR
Pre-booked	<b>Numbers of PRMs</b>		<b>470</b>
	10 mins	80%	100%
	20 mins	90%	100%
	30 mins	100%	100%
Non-pre-booked	<b>Numbers of PRMs</b>		<b>129</b>
	25 mins	80%	100%
	35 mins	90%	100%
	45 mins	100%	100%

Apr-24	Arriving - all PRMs		
	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	APR
	<b>Numbers of PRMs</b>		<b>660</b>
	<b>% no shows</b>		<b>5.09</b>
Pre-booked	5 mins	80%	95.60
	10 mins	90%	99.85
	20 mins	100%	100.00
	30 mins		100.00
	45 mins		100.00
	60 mins		100.00
		<b>Numbers of PRMs</b>	
Non-pre-booked	25 mins	80%	100.00
	35 mins	90%	100.00
	45 mins	100%	100.00
	60 mins		100.00
	75 mins		100.00

May-24	Departing - all PRMs		
	Standard (waiting time once Special Assistance passenger made themselves known)	Target	May
Pre-booked	<b>Numbers of PRMs</b>		<b>547</b>
	10 mins	80%	100%
	20 mins	90%	100%
	30 mins	100%	100%
Non-pre-booked	<b>Numbers of PRMs</b>		<b>220</b>
	25 mins	80%	100%
	35 mins	90%	100%
	45 mins	100%	100%

May-24	Arriving - all PRMs		
	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	May
	<b>Numbers of PRMs</b>		<b>785</b>
Pre-booked	<b>% no shows</b>		<b>2.42</b>
	5 mins	80%	97.32
	10 mins	90%	99.74
	20 mins	100%	100.00
	30 mins		100.00
	45 mins		100.00
	60 mins		100.00
Non-pre-booked	<b>Numbers of PRMs</b>		<b>203</b>
	25 mins	80%	100.00
	35 mins	90%	100.00
	45 mins	100%	100.00
	60 mins		100.00
	75 mins		100.00

Jun-24	Departing - all PRMs		
	Standard (waiting time once Assistance Passenger made themselves known)	Target	Jun
Pre-booked	<b>Numbers of PRMs</b>		<b>822</b>
	10 mins	80%	100%
	20 mins	90%	100%
	30 mins	100%	100%
Non pre-booked	<b>Numbers of PRMs</b>		<b>319</b>
	25 mins	80%	100%
	35 mins	90%	100%
	45 mins	100%	100%

	Arriving - all PRMs		
	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	Jun
	<b>Numbers of PRMs</b>		<b>913</b>
Pre-booked	<b>% no shows</b>		<b>4.22</b>
	5 mins	80%	97.32
	10 mins	90%	99.74
	20 mins	100%	100.00
	30 mins		100.00
	45 mins		100.00
	60 mins		100.00
Non pre-booked	<b>Numbers of PRMs</b>		<b>176</b>
	25 mins	80%	100.00
	35 mins	90%	100.00
	45 mins	100%	100.00
	60 mins		100.00
	75 mins		100.00