# SPECIAL ASSISTANCE PERFORMANCE OCTOBER 2022 TO MARCH 2023

| | Departing | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | **Standard (waiting time once PRM made themselves known)** | **Target** | **October** | **November** | **December** | **January** | **February** | **March** |
| Pre-booked | **Numbers of PRMs** | | **407** | **270** | **432** | **319** | **237** | **301** |
| | 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% |
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| Non-pre-booked | **Numbers of PRMs** | | **168** | **126** | **173** | **124** | **91** | **134** |
| | 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% |
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# SPECIAL ASSISTANCE PERFORMANCE OCTOBER 2022 TO MARCH 2023

| Arriving | | | | | | | |
|---|---|---|---|---|---|---|---|
| **Standard (time assistance available at gate or aircraft side from arrival on chocks )** | **Target** | **October** | **November** | **December** | **January** | **February** | **March** |
| **Numbers of PRMs** | | **546** | **382** | **531** | **374** | **336** | **435** |
| 5 mins | 80% | 90.29% | 95.01% | 89.45% | 93.58% | 95.83% | 93.72% |
| 10 mins | 90% | 98.72% | 99.48% | 100.00% | 99.73% | 100.00% | 99.77% |
| 20 mins | 100% | 99.82% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| 20 mins moving average | 100% | 99.82% | 99.91% | 99.94% | 99.96% | 99.96% | 99.97% |
| 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** | | **159** | **123** | **161** | **127** | **125** | **157** |
| 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% |