



Service Standards Performance



Departing

April 2023 - September 2023

	Standard waiting time once PRM made themselves known	Target	April	May	June	July	August	September
Pre- Booked	Numbers of PRMs		19	70	65	51	53	44
	10 minutes	80%	100%	100%	100%	100%	100%	100%
	20 minutes	90%						
	30 minutes	100%						
Non Pre-booked	Numbers of PRMs		4	8	18	11	10	12
	25 minutes	80%	100%	100%	100%	100%	100%	100%
	35 minutes	90%						
	45 minutes	100%						



Service Standards Performance

April 2023 – September 2023

Arriving

	Standard waiting time once PRM made themselves known	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		29	44	80	84	60	83
	5 minutes	80%	100%	100%	100%	100%	100%	100%
	10 minutes	90%						
	20 minutes	100%						
Non Pre-booked	Numbers of PRMs		7	13	6	11	7	6
	25 minutes	80%	100%	100%	100%	100%	100%	100%
	35 minutes	90%						
	45 minutes	100%						

