



Service Standards Performance



Departing

October 2023 - March 2024

	Standard waiting time once PRM made themselves known	Target	October	November	December	January	February	March
Pre- Booked	Numbers of PRMs		47	20	29	10	16	
	10 minutes	80%	100%	100%	100%	100%	100%	
	20 minutes	90%						
	30 minutes	100%						
Non Pre-booked	Numbers of PRMs		8	2	4	5	0	
	25 minutes	80%	100%	100%	100%	100%	100%	
	35 minutes	90%						
	45 minutes	100%						



Service Standards Performance

October 2023 – March 2024

Arriving

	Standard waiting time once PRM made themselves known	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		68	22	28	32	12	
	5 minutes	80%	100%	100%	100%	100%	100%	
	10 minutes	90%						
	20 minutes	100%						
Non Pre-booked	Numbers of PRMs		12	7	5	14	1	
	25 minutes	80%	100%	100%	100%	100%	100%	
	35 minutes	90%						
	45 minutes	100%						

