

	Departing							
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		574	901	799	709	801	1104
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	20 mins	90%						
	30 mins	100%						
Non pre-booked	Numbers of PRMs		18	23	25	11	12	31
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%						
	45 mins	100%						

Notes

Please complete each percentage to two decimal places.

Standard (waiting time once PRM made themselves known) - For departing PRMs this is the time difference between the time a person first makes themselves known (either in person / phone / buzzer) and when face to contact is made. For the majority of occasions with airports with manned PRM desks, this should be immediate. This is intended primarily to capture waiting times when PRMs call from designated points or from unman desks.

	Arriving							
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		563	866	809	743	584	962
	5 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	10 mins	90%						
	20 mins	100%						
	30 mins							
	45 mins							
	60 mins							
Non pre-booked	Numbers of PRMs		11	18	22	9	19	26
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%						
	45 mins	100%						
	60 mins							
	75 mins							

Notes

Please complete each percentage to two decimal places.

Standard (time assistance available at gate from arrival on chocks) - For arriving PRMs this is the time difference between when staff

3 face
ined PRM