			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**		350	481	520	356	364	561
	10 mins	80%						
	20 mins	90%						
	30 mins	100%						
Non pre-booked	**Numbers of PRMs**		17	28	19	33	38	44
	25 mins	80%						
	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 face 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 unmanned PRM 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**		333	471	515	407	372	513
	5 mins	80%						
	10 mins	90%						
	20 mins	100%						
	30 mins							
	45 mins							
	60 mins							
Non pre-booked	**Numbers of PRMs**		16	12	29	14	19	34
	25 mins	80%						
	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 arrive