

	Departing					
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July
Pre-booked	Numbers of PRMs		478	1286	1032	794
	10 mins	80.00%	85.00%	71.80%	74.00%	79.70%
	20 mins	90.00%	89.00%	77.50%	78.00%	82.60%
	30 mins	100%	100%	100%	100%	100%
Non pre-booked	Numbers of PRMs		201	206	256	179
	25 mins	80%	93.50%	76.30%	75.90%	86.90%
	35 mins	90%	93.80%	80.30%	78.60%	90.50%
	45 mins	100%	100%	100%	100%	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 the PRM is called to the gate and the time they are actually disembarked. For the majority of occasions with airports with manned PRM desks, this should be immediate. This is intended to be a maximum of 10 minutes.

Standard (time assistance available at gate from arrival on chocks) - For arriving PRMs this is the time difference between the time the PRM is called to the gate and the time they are actually disembarked. This is recorded for all PRMs (i.e. airports must measure this standard for all staff needed to disembark **all** PRMs are actually disembarked and on chock time, this is acceptable although the same targets apply).

		Arriving				
August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June
858	1411	Numbers of PRMs		542	1441	1621
78.30%	65.40%	5 mins	80%	100.00%	97.43%	96.85%
82.20%	69.90%	10 mins	90%	100.00%	98.34%	98.03%
100%	92.10%	20 mins	100%	100.00%	99.10%	99.39%
		30 mins		100.00%	100.00%	100.00%
		45 mins				
		60 mins				
183	221	Numbers of PRMs		151	126	205
92.60%	77.90%	25 mins	80%	98.01%	100.00%	100.00%
93.50%	80.40%	35 mins	90%	100.00%	100.00%	100.00%
100%	100%	45 mins				
		60 mins				
		75 mins				

ce between the time a person first makes themselves known (either in person / phone / buzzer) and wh
ed primarily to capture waiting times when PRMs call from designated points or from unmanned PRM d
erence between when staff arrive at the gate or aircraft side ready to disembark PRMs and the on chox
- and not just based on the first staff member to arrive at the gate). If airports prefer to record the tim

July	August	September
1167	949	1570
93.50%	97.89%	98.09%
99.07%	97.99%	98.96%
100.00%	99.91%	99.15%
100.00%	100.00%	100.00%
193	175	234
100.00%	100.00%	100.00%
100.00%	100.00%	100.00%

When face to face contact is made. For
 asks.

time. It is important that this is
 the difference between the time PRMs