

2017	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate from arrival on chocks )	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		438	555	578	576	535	633	Numbers of PRMs		476	605	580	628	592	611
	10 mins	80%	92.60%	91.80%	94.50%	93.70%	92.80%	94.30%	5 mins	80%	93.50%	94.60%	91.40%	92.70%	93.50%	92.70%
	20 mins	90%	97.20%	96.60%	97.50%	96.70%	94.20%	97.50%	10 mins	90%	95.20%	93.80%	96.50%	97.50%	94.20%	93.80%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		76	57	85	75	60	83	Numbers of PRMs		42	28	53	49	42	60
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	97.60%	100.00%	25 mins	80%	100.00%	100.00%	100.00%	100.00%	96.80%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.0%	100.00%	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.0%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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.