

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		2431	1547	1915	1306	1310	1846	Numbers of PRMs		3487	1889	2305	1647	1564	2278
	10 mins	80%	99.96%	99.93%	100.00%	100.00%	100.00%	100.00%	5 mins	80%	90.39%	92.64%	90.15%	92.05%	90.79%	92.32%
	20 mins	90%	100.00%	99.93%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	97.05%	97.56%	97.27%	97.87%	96.87%	97.41%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.94%	100.00%	100.00%	100.00%	100.00%	100.00%
									20 mins moving average							
									30 mins		99.97%	100.00%	100.00%	100.00%	100.00%	100.00%
									45 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		509	235	379	291	243	464	Numbers of PRMs		548	278	329	247	231	383
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	98.36%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									45 mins moving average							
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									75 mins		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
Standard (time assistance available at gate from arrival on chocks) - For arriving PRMs this is the time difference between when staff arrive at the gate or aircraft side ready to disembark PRMs and the on chox time. It is important that this is recorded for all