

	Departing					
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July
Pre-booked	Numbers of PRMs		151	325	386	300
	10 mins	80%	100%	100%	100%	100%
	20 mins	90%	100%	100%	100%	100%
	30 mins	100%	100%	100%	100%	100%
Non pre-booked	Numbers of PRMs		104	171	103	96
	25 mins	80%	100%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%
	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 who 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
314	410	Numbers of PRMs		153	269	357
100%	100%	5 mins	80%	100%	99.41%	100%
100%	100%	10 mins	90%	100%	100%	100%
100%	100%	20 mins	100%	100%	100%	100%
		30 mins		100%	100%	100%
		45 mins		100%	100%	100%
		60 mins		100%	100%	100%
86	231	Numbers of PRMs		62	114	70
100%	100%	25 mins	80%	100%	100%	100%
100%	100%	35 mins	90%	100%	100%	100%
100%	100%	45 mins	100%	100%	100%	100%
		60 mins		100%	100%	100%
		75 mins		100%	100%	100%

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
293	201	331
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
66	46	117
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%
100%	100%	100%

When face to face contact is made. For
 asks.

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