	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**		**8**	**1**	**3**	**1**	**0**	**1**	**Numbers of PRMs**		**9**	**2**	**8**	**0**	**0**	**3**
	10 mins	80%	100.00%	100.00%	100.00%	100.00%		100.00%	5 mins	80%	100.00%	100.00%	100.00%			100.00%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%		100.00%	10 mins	90%	100.00%	100.00%	100.00%			100.00%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%		100.00%	20 mins	100%	100.00%	100.00%	100.00%			100.00%
									30 mins							
									45 mins							
									60 mins							
Non pre-booked	**Numbers of PRMs**		**3**	**0**	**0**	**0**	**0**	**0**	**Numbers of PRMs**		**4**	**0**	**0**	**0**	**0**	**0**
	25 mins	80%	100.00%						25 mins	80%	100.00%					
	35 mins	90%	100.00%						35 mins	90%	100.00%					
	45 mins	100%	100.00%						45 mins	100%	100.00%					
									60 mins							
									75 mins							

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.

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 PRMs (i.e. airports must measure this standard for all staff needed to disembark **all** PRMs - and not just based on the first staff member to arrive at the gate). If airports prefer to record the time difference between the time PRMs are actually disembarked and on chox time, this is acceptable although the same targets apply.