

		Departing				
	Standard (waiting time once PRM made themselves known)	Target	Oct	Nov	Dec	Jan
Pre-booked	Numbers of PRMs		70	21	28	6
	10 mins	80%	100%	100%	100%	100%
	20 mins	90%	0%	0%	0%	0%
	30 mins	100%	0%	0%	0%	0%
Non pre-booked	Numbers of PRMs		47	24	31	29
	25 mins	80%	100%	100%	100%	100%
	35 mins	90%	0%	0%	0%	0%
	45 mins	100%	0%	0%	0%	0%

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 board the aircraft. For the majority of occasions with airports with manned PRM desks, this should be immediate. This is intended p

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 disembark. For arriving PRMs (i.e. airports must measure this standard for all staff needed to disembark **all** PRMs - and not just k and on chox time, this is acceptable although the same targets apply.

		Arriving			
Feb	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Oct	Nov
27	37	Numbers of PRMs		62	30
100%	100%	5 mins	80%	100%	100%
0%	0%	10 mins	90%	0%	0%
0%	0%	20 mins	100%	0%	0%
		20 mins moving average	100%	0%	0%
		30 mins		0%	0%
		45 mins		0%	0%
		60 mins		0%	0%
20	31	Numbers of PRMs		48	18
100%	100%	25 mins	80%	100%	100%
0%	0%	35 mins	90%	0%	0%
0%	0%	45 mins	100%	0%	0%
		45 mins moving average	100%	0%	0%
		60 mins		0%	0%
		75 mins		0%	0%

ice between the time a person first makes themselves known (either in person / phone / buzzer) a primarily to capture waiting times when PRMs call from designated points or from unmanned PRM
ference between when staff arrive at the gate or aircraft side ready to disembark PRMs and the on based on the first staff member to arrive at the gate). If airports prefer to record the time differenc

Dec	Jan	Feb	March
26	6	22	27
100%	100%	100%	100%
0%	0%	0%	0%
0%	0%	0%	0%
0%	0%	0%	0%
0%	0%	0%	0%
0%	0%	0%	0%
0%	0%	0%	0%
0%	0%	0%	0%
31	12	15	47
100%	100%	100%	100%
0%	0%	0%	0%
0%	0%	0%	0%
0%	0%	0%	0%
0%	0%	0%	0%
0%	0%	0%	0%

and when face to face contact is made. For the desks.

chox time. It is important that this is recorded for all
 :e between the time PRMs are actually disembarked