

		Departing				
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July
Pre-booked	Numbers of PRMs		0	0	2	2
	10 mins	80%	0	0	2	2
	20 mins	90%	0	0	0	0
	30 mins	100%	0	0	0	0
Non pre-booked	Numbers of PRMs		0	23	91	169
	25 mins	80%	0	23	91	169
	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.

Pax Sheets	0	8	39	119
	0	15	54	52

		Arriving			
August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May
0	1	Numbers of PRMs		1	0
0	1	5 mins	80%	100%	0%
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%
205	175	Numbers of PRMs		1	18
205	175	25 mins	80%	0%	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%

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

110	150	Pax Sheets	0	3	53
95	26		0	-1	-35

June	July	August	September
0	3	0	0
0%	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%	0%	0%
91	170	198	162
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%

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

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

113
-22

130
43

107
91