

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Oct	Nov	Dec	Jan	Feb	March	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	Oct	Nov	Dec	Jan	Feb	March
Pre-booked	Numbers of PRMs		930	1969	805	502	628	997	Numbers of PRMs		6509	1000	1013	700	693	1198
	10 mins	80%	100%	100%	100%	100%	100%	100%	5 mins	80%	92.36%	89.18%	95.12%	95.76%	94.99%	96.60%
	20 mins	90%	100%	100%	100%	100%	100%	100%	10 mins	90%	97.64%	96.62%	97.41%	97.77%	97.13%	97.93%
	30 mins	100%	100%	100%	100%	100%	100%	100%	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	99.90%
									20 mins moving average	100%	100.00%	100.00%	100.00%	100.00%	100.00%	99.75%
									30 mins							100%
									45 mins							
									60 mins							
Non pre-booked	Numbers of PRMs		291	166	197	122	148	309	Numbers of PRMs		417	237	222	233	214	489
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	98.26%	99.73%	100.00%	98.34%	99.46%	99.68%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	98.33%	99.73%	100.00%	99.60%	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	100%	100%	100%	100%	100%	100%	100%
									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

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