

	Departing					
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January
Pre-booked	Numbers of PRMs		463	178	170	206
	10	80%	99.78%	99.78%	100%	100%
	20	90%	100%	100%	100%	100%
	30	100%	100%	100%	100%	100%
Non pre-booked	Numbers of PRMs		6	19	33	19
	25	80%	100%	100%	100%	100%
	35	90%	100%	100%	100%	100%
	45	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 allowed to board. For the majority of occasions with airports with manned PRM desks, this should be immediate. This is intended primarily for airports with manned PRM desks.

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 allowed to disembark. This is intended for all PRMs (i.e. airports must measure this standard for all staff needed to disembark all PRMs - and not just those with PRM status) and on chock time, this is acceptable although the same targets apply.

		Arriving				
February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December
143	305	Numbers of PRMs		459	209	187
100%	100%	5	80%	100%	100%	100%
100%	100%	10	90%	100%	100%	100%
100%	100%	20	100%	100%	100%	100%
15	19	Numbers of PRMs		15	15	25
100%	100%	25	80%	100%	100%	100%
100%	100%	35	90%	100%	100%	100%
100%	100%	45	100%	100%	100%	100%

e between the time a person first makes themselves known (either in person / phone / buzzer) and when staff arrive at the gate or aircraft side ready to disembark PRMs and the on chocks time just based on the first staff member to arrive at the gate). If airports prefer to record the time difference

January	February	March
174	140	242
100%	100%	100%
100%	100%	100%
100%	100%	100%
33	21	21
100%	100%	100%
100%	100%	100%
100%	100%	100%

1 face to face contact is made. For the

ne. It is important that this is recorded
between the time PRMs are actually

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Non pre-booked	Numbers of PRMs		6	19	33	19
	25	80%	100%	100%	100%	100%
	35	90%	100%	100%	100%	100%
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February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December
143	305	Numbers of PRMs		459	209	187
100%	100%	5	80%	100%	100%	100%
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15	19	Numbers of PRMs		15	15	25
100%	100%	25	80%	100%	100%	100%
100%	100%	35	90%	100%	100%	100%
100%	100%	45	100%	100%	100%	100%

e between the time a person first makes themselves known (either in person / phone / buzzer) and when they arrive at the gate or aircraft side ready to disembark PRMs and the on chocks (time difference is primarily to capture waiting times when PRMs call from designated points or from unmanned PRM desks.

reference between when staff arrive at the gate or aircraft side ready to disembark PRMs and the on chocks (time difference is just based on the first staff member to arrive at the gate). If airports prefer to record the time difference

January	February	March
174	140	242
100%	100%	100%
100%	100%	100%
100%	100%	100%
33	21	21
100%	100%	100%
100%	100%	100%
100%	100%	100%

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Date	Airline	Pre-booked (Y/N)	Connecting flight (Y/N)
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Reason

Outcome (if known)