

	Arriving				
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June
Pre-booked	Numbers of PRMs		111	127	95
	10 mins	80%	100%	100%	100%
	20 mins	90%			
	30 mins	100%			
Non pre-booked	Numbers of PRMs		12	6	12
	25 mins	80%	100%	100%	100%
	35 mins	90%			
	45 mins	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 dif contact is made. For the majority of occasions with airports with manned PRM desks, this should be desks.

July	August	September
128	150	107
100%	100%	100%
9	14	13
100%	100%	100%

ference between the time a person first makes themselves known (either in person / phone / buzzer) and immediate. This is intended primarily to capture waiting times when PRMs call from designated points or t

**when face to face
from unmanned PRM**