

	Departing				
	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	April	May	June
Pre-booked	<b>Numbers of PRMs</b>		<b>212</b>	<b>279</b>	<b>325</b>
	10 mins	<b>80%</b>	99.53%	99.28%	99.08%
	20 mins	<b>90%</b>	99.53%	99.28%	99.38%
	30 mins	<b>100%</b>	100.00%	100.00%	100.00%
Non pre-booked	<b>Numbers of PRMs</b>		<b>171</b>	<b>196</b>	<b>162</b>
	25 mins	<b>80%</b>	100.00%	100.00%	100.00%
	35 mins	<b>90%</b>	100.00%	100.00%	100.00%
	45 mins	<b>100%</b>	100.00%	100.00%	100.00%

### Notes

Please complete each percentage to two decimal places.

Standard (waiting time once PRM made themselves known) - For departing PRMs this is the time d face contact is made. For the majority of occasions with airports with manned PRM desks, this sho unmanned PRM desks.

July	August	September
<b>305</b>	<b>295</b>	<b>353</b>
99.34%	98.64%	99.15%
100.00%	99.32%	100.00%
100.00%	99.32%	100.00%
<b>229</b>	<b>173</b>	211
100.00%	100.00%	100.00%
100.00%	100.00%	100.00%
100.00%	100.00%	100.00%

ifference between the time a person first makes themselves known (either in person / phone / buzzer) a  
uld be immediate. This is intended primarily to capture waiting times when PRMs call from designated p

**nd when face to  
oints or from**