	Arriving							
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	**Target**	**April**	**May**	**June**	**July**	**August**	**September**
Pre-booked	**Numbers of PRMs**		**971**	**1638**	**2206**	**1880**	**1113**	**2216**
	5 mins	80%	99.18%	98.23%	97.74%	99.42%	98.93%	98.33%
	10 mins	90%	99.90%	98.53%	98.72%	99.74%	99.47%	99.37%
	20 mins	100%	99.90%	99.27%	99.10%	99.74%	100.00%	99.77%
	30 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins							
	60 mins							
Non pre-booked	**Numbers of PRMs**		**69**	**132**	**157**	**153**	**222**	164
	25 mins	80%	100.00%	100.00%	100.00%	99.35%	100.00%	100.00%
	35 mins	90%	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%
	60 mins							
	75 mins							

Notes

Please complete each percentage to two decimal places.

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 important that this is recorded for all PRMs (i.e. airports must measure this standard for all staff needed to disembark all PRMs - and not just based on the first staff member to arrive at the gate). If airports prefer to record the time difference between the time PRMs are actually disembarked and on chox time, this is acceptable although the same targets apply.