

	Departing - all PRMs				
	Standard (waiting time once PRM made themselves known)	Target	April	May	June
Pre-booked	Numbers of PRMs		470	547	822
	10 mins	80%	100.00%	100.00%	100.00%
	20 mins	90%	100.00%	100.00%	100.00%
	30 mins	100%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		129	220	319
	25 mins	80%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%
	45 mins	100%	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 difference between the time a person first makes themselves known (either in person / phone / buzzer) and when face to face contact is made. For the majority of occasions with airports with manned PRM desks, this should be immediate. This is intended primarily to capture waiting times when PRMs call from designated points or from unmanned PRM desks.

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July	August	September	October	November	December	January	February	March
678	728	944	800	554	694	490	390	553
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
236	256	324	230	182	190	198	116	152
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%