

Quality Standard Agreement Monitoring

For the period October 2017– March 2018



	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		4459	3591	4128	3593	3108	3805	Numbers of PRMs		5055	3693	3995	3557	3174	4483
	10 mins	80%	100.00%	99.94%	99.94%	99.72%	99.55%	99.87%	5 mins	80%	90.61%	93.15%	92.44%	90.97%	90.41%	91.39%
	20 mins	90%	100.00%	99.94%	99.94%	99.78%	99.62%	88.92%	10 mins	90%	95.65%	95.67%	96.22%	95.41%	93.35%	95.05%
	30 mins	100%	100.00%	99.97%	99.97%	99.81%	99.74%	99.93%	20 mins	100%	98.47%	98.35%	98.85%	98.00%	97.23%	98.97%
Non pre-booked	Numbers of PRMs		3686	2471	2354	2271	2614	2955	Numbers of PRMs		3129	1672	1964	1811	1759	2410
	25 mins	80%	99.97%	99.88%	99.94%	99.91%	99.89%	99.90%	25 mins	80%	91.13%	97.92%	98.07%	97.57%	97.73%	92.90%
	35 mins	90%	99.97%	99.88%	99.94%	99.91%	99.92%	99.90%	35 mins	90%	94.66%	98.39%	99.29%	99.17%	98.47%	97.01%
	45 mins	100%	99.97%	99.88%	99.97%	99.91%	99.92%	99.93%	45 mins	100%	96.86%	99.88%	99.80%	99.72%	99.49%	99.00%

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.

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 chock 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 chock time, this is acceptable although the same targets apply.