

Bristol Airport Quality Standards Winter 2020/2021

	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		505	91	188	53	2	9	Numbers of PRMs		711	127	221	59	4	14
	10 mins	80%	99.60	100.00	98.94	96.23	100.00	100.00	5 mins	80%	94.23	96.06	92.31	86.76	100.00	100.00
	20 mins	90%	100.00	100.00	99.47	100.00	100.00	100.00	10 mins	90%	98.31	100.00	99.55	92.65	100.00	100.00
	30 mins	100%	100.00	100.00	100.00	100.00	100.00	100.00	20 mins	100%	99.58	100.00	100.00	100.00	100.00	100.00
									30 mins		99.58					
									45 mins		99.72					
									60 mins		100.00					
Non pre-booked	Numbers of PRMs		129	61	49	12	4	5	Numbers of PRMs		126	28	58	15	0	2
	25 mins	80%	100.00	100.00	100.00	100.00	100.00	100.00	25 mins	80%	100.00	100.00	100.00	100.00		100.00
	35 mins	90%	100.00	100.00	100.00	100.00	100.00	100.00	35 mins	90%	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	45 mins	100%	100.00	100.00	100.00	100.00		100.00
									60 mins							
									75 mins							