

Bristol Airport Quality Standards Winter 2019/2020

	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		3742	2065	2866	2442	2068	1052	Numbers of PRMs		5225	2627	3146	2298	1978	1385
	10 mins	80%	99.81	99.95	99.76	100.00	99.95	99.90	5 mins	80%	84.61	79.44	79.72	82.38	88.88	92.17
	20 mins	90%	99.95	100.00	99.90	100.00	100.00	100.00	10 mins	90%	92.42	89.23	88.43	91.86	95.25	95.80
	30 mins	100%	99.97	100.00	100.00	100.00	100.00	100.00	20 mins	100%	98.76	98.10	96.22	97.95	99.49	98.84
									30 mins		99.85	99.70	99.49	99.17	100.00	100.00
									45 mins		100.00	100.00	99.75	99.87		
									60 mins				100.00	100.00		
Non pre-booked	Numbers of PRMs		856	744	844	488	422	294	Numbers of PRMs		688	314	446	327	332	379
	25 mins	80%	100.00	100.00	100.00	100.00	99.76	100.00	25 mins	80%	97.09	98.09	99.33	99.69	98.80	99.74
	35 mins	90%	100.00	100.00	100.00	100.00	100.00	100.00	35 mins	90%	99.85	100.00	99.55	99.69	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	99.55	100.00	100.00	100.00
									60 mins				100.00			
									75 mins							