

**Bristol Airport – Special Assistance Quality Standards 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		<b>4070</b>	<b>2216</b>	<b>2781</b>	<b>2196</b>	<b>1859</b>	<b>2291</b>	Numbers of PRMs		<b>5113</b>	<b>2469</b>	<b>2851</b>	<b>2105</b>	<b>1902</b>	<b>2550</b>
	<b>10 mins</b>	<b>80%</b>	99.9	99.86	99.89	99.86	99.89	99.96	<b>5 mins</b>	<b>80%</b>	73.6	89.63	84.67	88.98	89.75	85.17
	<b>20 mins</b>	<b>90%</b>	99.98	99.91	99.96	99.91	100	99.96	<b>10 mins</b>	<b>90%</b>	84.92	95.02	91.9	94.58	95.64	93.88
	<b>30 mins</b>	<b>100%</b>	100	99.91	99.96	100	100	100	<b>20 mins</b>	<b>100%</b>	95.76	99.11	97.65	98.29	99.21	98.55
Non pre-booked	Numbers of PRMs		<b>666</b>	<b>341</b>	<b>482</b>	<b>443</b>	<b>345</b>	<b>502</b>	Numbers of PRMs		<b>716</b>	<b>399</b>	<b>555</b>	<b>451</b>	<b>441</b>	<b>532</b>
	<b>25 mins</b>	<b>80%</b>	100	100	99.79	100	100	100	<b>25 mins</b>	<b>80%</b>	96.93	99.00	99.46	99.78	100	99.25
	<b>35 mins</b>	<b>90%</b>	100	100	100	100	100	100	<b>35 mins</b>	<b>90%</b>	99.58	100	100	100	100	100
	<b>45 mins</b>	<b>100%</b>	100	100	100	100	100	100	<b>45 mins</b>	<b>100%</b>	100	100	100	100	100	100