

## Bristol Airport Quality Standards Summer 2019

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRMs		3600	5300	4952	4044	4325	5143	Numbers of PRMs		3312	5275	5480	4648	4216	5344
	10 mins	80%	100.00%	99.94%	99.94%	99.98%	99.98%	99.98%	5 mins	80%	86.07%	78.37%	80.00%	90.02%	87.50%	82.49%
	20 mins	90%	100.00%	99.98%	100.00%	99.98%	100.00%	99.98%	10 mins	90%	94.17%	88.02%	89.49%	96.23%	94.12%	90.61%
	30 mins	100%	100.00%	100.00%	100.00%	99.98%	100.00%	100.00%	20 mins	100%	98.76%	97.08%	98.07%	99.07%	98.84%	97.66%
									30 mins		99.30%	99.07%	99.74%	100.00%	99.91%	99.21%
									45 mins		100.00%	99.98%	100.00%		100.00%	99.93%
									60 mins			100.00%				100.00%
Non pre-booked	Numbers of PRMs		778	984	907	832	959	1204	Numbers of PRMs		697	819	753	746	624	727
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	99.92%	25 mins	80%	98.83%	97.56%	99.20%	98.39%	98.72%	97.11%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	35 mins	90%	99.56%	99.76%	99.87%	99.33%	99.52%	99.17%
	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%	99.86%
									60 mins							100.00%
									75 mins							