Bristol Airport Quality Standards
April 2023 – March 2024

	Arriving - all PRMs													
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	**Target**	April	May	June	July	August	Septembe	October	Novembe	Decembe	January	February	March
Pre-booked	**Numbers of PRMs**		4359	6616	8235	7262	7545	9952	7749	3782	4482	3220	3201	3849
	5 mins	80%	78.76%	75.71%	69.11%	73.56%	80.14%	76.41%	76.33%	90.88%	88.26%	89.25%	93.78%	89.45%
	10 mins	90%	88.21%	86.34%	80.96%	84.26%	89.40%	86.79%	84.79%	94.90%	94.00%	93.70%	95.91%	95.87%
	20 mins	100%	96.38%	95.27%	92.41%	94.48%	97.31%	97.00%	95.04%	99.26%	98.24%	98.48%	99.16%	98.65%
	30 mins		98.46%	98.82%	96.93%	98.21%	99.39%	99.46%	98.30%	99.84%	99.51%	99.29%	99.88%	99.92%
	45 mins		99.79%	99.86%	99.60%	99.82%	99.79%	99.89%	99.77%	99.95%	99.98%	100.00%	100.00%	100.00%
	60 mins		99.98%	99.98%	99.94%	100.00%	99.91%	99.96%	99.95%	99.95%	100.00%			
Non pre-booked	**Numbers of PRMs**		863	1212	1540	1260	1325	1569	1603	804	865	724	661	1199
	25 mins	80%	98.15%	98.43%	95.28%	97.38%	98.42%	99.04%	96.38%	99.13%	99.54%	99.17%	98.79%	91.91%
	35 mins	90%	98.61%	99.42%	98.40%	98.81%	99.47%	99.55%	98.75%	99.88%	100.00%	99.59%	99.09%	98.33%
	45 mins	100%	99.77%	99.92%	99.10%	99.68%	99.62%	99.94%	99.31%	100.00%	100.00%	99.72%	99.55%	100.00%
	60 mins		100.00%	99.92%	99.86%	99.84%			99.63%			100.00%	99.55%	
	75 mins			99.92%	100.00%	100.00%			99.81%				99.55%	

	Departing - all PRMs													
	Standard (waiting time once PRM made themselves known)	**Target**	April	May	June	July	August	September	October	November	December	January	February	March
Pre-booked	**Numbers of PRMs**		3602	5397	4871	3895	4307	6555	4925	2738	3200	2538	2578	2741
	10 mins	80%	99.56%	99.35%	99.53%	99.61%	99.93%	99.77%	99.94%	99.96%	99.91%	99.65%	99.81%	99.89%
	20 mins	90%	99.81%	99.70%	99.71%	99.74%	99.98%	99.86%	99.98%	99.96%	99.94%	99.84%	99.92%	99.96%
	30 mins	100%	99.92%	99.76%	99.82%	99.77%	100.00%	99.92%	99.98%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	**Numbers of PRMs**		1070	1676	1540	1268	1432	1656	1495	676	1154	736	638	1315
	25 mins	80%	99.63%	99.52%	99.55%	99.84%	99.93%	99.82%	99.93%	99.85%	100.00%	99.86%	99.84%	100.00%
	35 mins	90%	100.00%	99.70%	99.81%	99.92%	99.98%	99.82%	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	99.76%	99.81%	100.00%	100.00%	99.82%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%