

CAA Quality Standards

April 2024 - September 2024

	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		3295	4061	3741	3703	3929	4360	Numbers of PRMs		3990	5226	5219	5513	5014	5540
	10 mins	80%	100.00%	99.95%	99.89%	99.95%	99.80%	99.93%	5 mins	80%	94.14%	80.02%	82.70%	83.55%	88.07%	84.60%
	20 mins	90%	100.00%	100.00%	99.97%	100.00%	100.00%	100.00%	10 mins	90%	99.62%	90.18%	93.03%	93.98%	96.37%	94.69%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.62%	98.87%	99.79%	99.85%	99.92%	99.78%
									30 mins		100.00%	99.58%	99.96%	100.00%	99.96%	99.98%
									45 mins		100.00%	99.96%	100.00%	100.00%	100.00%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non-Advised	Numbers of PRMs		628	1003	902	1075	991	939	Numbers of PRMs		468	694	563	677	604	596
	25 mins	80%	100.00%	99.90%	100.00%	99.91%	99.90%	100.00%	25 mins	80%	99.62%	99.14%	99.11%	99.85%	99.50%	98.99%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	99.90%	100.00%	35 mins	90%	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%		45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									75 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Notes