

Departing - all PRMs								
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		3943	2583	2941	2157	2269	2703
	10 mins	80%	99.92%	100.00%	99.83%	100.00%	99.91%	99.85%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	99.91%	99.93%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		567	352	454	356	342	326
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	99.91%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	99.91%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	99.91%	100.00%

CAA Quality Standards October 2024 – March 2025

Arriving - all PRMs								
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
	Numbers of PRMs		5871	3686	4005	2913	3117	3832
Pre-booked	5 mins		83.21%	88.85%	87.12%	90.35%	85.24%	84.16%
	10 mins	80%	94.62%	97.91%	96.28%	99.93%	94.03%	93.87%
	20 mins	90%	99.88%	99.97%	99.85%	99.93%	99.62%	99.40%
	30 mins	100%	99.97%	100.00%	99.85%	99.93%	99.62%	99.95%
	45 mins		99.98%	100.00%	99.85%	99.93%	99.62%	100%
	60 mins		99.98%	100.00%	99.85%	99.93%	99.62%	100%
Non pre-booked	Numbers of PRMs		552	342	367	372.00	362	405
	25 mins	80%	99.28%	100.00%	99.46%	99.46%	99.62%	100%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	99.62%	100%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	99.62%	100%
	60 mins		100.00%	100.00%	100.00%	100.00%	99.62%	100%

	75 mins		100.00%	100.00%	100.00%	100.00%	99.62%	100%
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