CAA Quality Standards
April 2022 - September 2022

				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		2011	2766	2509	2254	2518	2894	Numbers of PRMs		2022	2848	2746	2518	2472	3376
	10 mins	80%	99.95%	99.93%	99.92%	99.91%	99.96%	99.97%	5 mins	80%	92.43%	87.99%	88.64%	90.39%	91.63%	89.04%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	96.74%	94.42%	95.81%	97.82%	98.87%	96.68%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.85%	99.65%	99.85%	99.96%	100.00%	99.82%
									20 mins moving average							
									30 mins		100.00%	99.93%	99.96%	100.00%	100.00%	100.00%
									45 mins		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%
Non pre-booked	Numbers of PRMs		695	908	871	929	769	774	Numbers of PRMs		378	392	404	459	344	603
	25 mins	80%	100.00%	100.00%	99.89%	99.89%	100.00%	99.87%	25 mins	80%	99.74%	98.21%	99.75%	100.00%	99.71%	98.84%
	35 mins	90%	100.00%	100.00%	99.89%	99.89%	100.00%	100.00%	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%
	45 mins	100%	100.00%	100.00%	99.89%	100.00%	100.00%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	99.00%
									45 mins moving average							
									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

Please complete each percentage to two decimal places.

Standard (waiting time once PRM made themselves known) - For departing PRMs this is the time difference between the time a person first makes themselves known (either in person / phone / buzzer) and when face to face contact is made. For the majority

Standard (time assistance available at gate from arrival on chocks) - For arriving PRMs this is the time difference between when staff arrive at the gate or aircraft side ready to disembark PRMs and the on chox time. It is important that this is recorded for all