

## CAA Quality Standards April 2023 - September 2023

	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	<b>Numbers of PRMs</b>		<b>2653</b>	<b>3178</b>	<b>3022</b>	<b>2758</b>	<b>2857</b>	<b>3274</b>	<b>Numbers of PRMs</b>		<b>3210</b>	<b>3785</b>	<b>3915</b>	<b>9871</b>	<b>3703</b>	<b>3987</b>
	10 mins	80%	99.96%	99.84%	100.00%	100.00%	99.96%	99.94%	5 mins	80%	86.98%	88.35%	86.72%	89.10%	88.47%	84.22%
	20 mins	90%	100.00%	99.94%	100.00%	100.00%	99.96%	99.97%	10 mins	90%	95.51%	95.09%	94.84%	96.10%	95.87%	93.96%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	99.97%	20 mins	100%	99.91%	99.87%	99.92%	99.95%	99.92%	99.82%
									20 mins moving average							
									30 mins		100.00%	100.00%	100.00%	99.97%	100.00%	99.95%
									45 mins		100.00%	100.00%	100.00%	100.00%	100.00%	99.97%
									60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	<b>Numbers of PRMs</b>		<b>736</b>	<b>907</b>	<b>969</b>	<b>949</b>	<b>932</b>	<b>837</b>	<b>Numbers of PRMs</b>		<b>556</b>	<b>620</b>	<b>657</b>	<b>720</b>	<b>643</b>	<b>659</b>
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	99.64%	99.35%	98.48%	99.72%	99.84%	98.63%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	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%	100.00%	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
									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 chock time. It is important that this is recorded for all