

# CAA Quality Standards October 2020 – March 2021

|                | Departing  |        |               |              |               |              |              |              | Arriving  |        |               |               |               |               |              |              |
|----------------|--|--------|---------------|--------------|---------------|--------------|--------------|--------------|---|--------|---------------|---------------|---------------|---------------|--------------|--------------|
|                | Standard (waiting time once PRM made themselves known) | Target | October       | November     | December      | January      | February     | March        | Standard (time assistance available at gate or aircraft side from arrival on chocks ) | Target | October       | November      | December      | January       | February     | March        |
| Pre-booked     | <b>Numbers of PRMs</b>                                 |        | <b>331</b>    | <b>90</b>    | <b>255</b>    | <b>43</b>    | <b>233</b>   | <b>71</b>    | <b>Numbers of PRMs</b>  |        | <b>505</b>    | <b>150</b>    | <b>322</b>    | <b>103</b>    | <b>39</b>    | <b>78</b>    |
|                | 10 mins  | 80%    | 99.40% (329)  | 100.00% (90) | 100.00% (255) | 100.00% (43) | 100.00% (23) | 100.00% (71) | 5 mins  | 80%    | 99.60% (503)  | 99.33% (149)  | 97.52% (314)  | 100.00% (103) | 100.00% (39) | 97.44% (76)  |
|                | 20 mins  | 90%    | 100.00% (331) |              |               |              |              |              | 10 mins   | 90%    | 100.00% (505) | 100.00% (150) | 99.07% (319)  |               |              | 98.72% (77)  |
|                | 30 mins  | 100%   |               |              |               |              |              |              | 20 mins   | 100%   |               |               | 100.00% (322) |               |              | 100.00% (78) |
|                |  |        |               |              |               |              |              |              | 30 mins   |        |               |               |               |               |              |              |
|                |  |        |               |              |               |              |              |              | 45 mins   |        |               |               |               |               |              |              |
| Non pre-booked | <b>Numbers of PRMs</b>                                 |        | <b>71</b>     | <b>53</b>    | <b>68</b>     | <b>13</b>    | <b>16</b>    | <b>19</b>    | <b>Numbers of PRMs</b>  |        | <b>58</b>     | <b>34</b>     | <b>45</b>     | <b>12</b>     | <b>8</b>     | <b>16</b>    |
|                | 25 mins  | 80%    | 100.00% (71)  | 100.00% (53) | 100.00% (68)  | 100.00% (13) | 100.00% (16) | 100.00% (19) | 25 mins   | 80%    | 100.00% (58)  | 100.00% (34)  | 100.00% (45)  | 100.00% (12)  | 100.00% (8)  | 100.00% (16) |
|                | 35 mins  | 90%    |               |              |               |              |              |              | 35 mins   | 90%    |               |               |               |               |              |              |
|                | 45 mins  | 100%   |               |              |               |              |              |              | 45 mins   | 100%   |               |               |               |               |              |              |
|                |  |        |               |              |               |              |              |              | 60 mins   |        |               |               |               |               |              |              |
|                |  |        |               |              |               |              |              | 75 mins      |   |        |               |               |               |               |              |              |