

CAA Quality Standards October 2021 - March 2022

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	Oct	Nov	Dec	Jan	Feb	March	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	Oct	Nov	Dec	Jan	Feb	March
Pre-booked	Numbers of PRMs		1504	1104	1288	775	976	1369	Numbers of PRMs		1688	1226	1455	798	1052	1387
	10 mins	80%	98.80%	99.91%	99.92%	100.00%	100.00%	99.78%	5 mins	80%	93.06%	97.72%	95.74%	98.12%	96.86%	94.16%
	20 mins	90%	99.93%	100.00%	100.00%	100.00%	100.00%	100.00%	10 mins	90%	96.74%	99.10%	99.17%	100.00%	99.14%	99.35%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	20 mins	100%	99.35%	99.92%	99.93%	100.00%	99.90%	99.78%
									20 mins moving average	100%						
									30 mins		99.82%	100.00%	100.00%	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%
	Numbers of PRMs		312	276	352	170	261	507	Numbers of PRMs		210	200	215	110	185	352
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	25 mins	80%	100.00%	100.00%	100.00%	100.00%	99.46%	100.00%
	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	100%						
									60 mins		100.00%	100.00%	100.00%	100.00%		100.00%
									75 mins		100.00%	100.00%	100.00%	100.00%		100.00%