

CAA Quality Standards report Winter 21/22.



	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		70	21	28	6	27	37	Numbers of PRMs		62	30	26	6	22	27
	10 mins	80%	100%	100%	100%	100%	100%	100%	5 mins	80%	100%	100%	100%	100%	100%	100%
	20 mins	90%	0%	0%	0%	0%	0%	0%	10 mins	90%	0%	0%	0%	0%	0%	0%
	30 mins	100%	0%	0%	0%	0%	0%	0%	20 mins	100%	0%	0%	0%	0%	0%	0%
									20 mins moving average	100%	0%	0%	0%	0%	0%	0%
									30 mins		0%	0%	0%	0%	0%	0%
									45 mins		0%	0%	0%	0%	0%	0%
									60 mins		0%	0%	0%	0%	0%	0%
Non pre-booked	Numbers of PRMs		47	24	31	29	20	31	Numbers of PRMs		48	18	31	12	15	47
	25 mins	80%	100%	100%	100%	100%	100%	100%	25 mins	80%	100%	100%	100%	100%	100%	100%
	35 mins	90%	0%	0%	0%	0%	0%	0%	35 mins	90%	0%	0%	0%	0%	0%	0%
	45 mins	100%	0%	0%	0%	0%	0%	0%	45 mins	100%	0%	0%	0%	0%	0%	0%
									45 mins moving average	100%	0%	0%	0%	0%	0%	0%
									60 mins		0%	0%	0%	0%	0%	0%
									75 mins		0%	0%	0%	0%	0%	0%

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 of occasions with airports with manned PRM desks, this should be immediate. This is intended primarily to capture waiting times when PRMs call from designated points or from unmanned PRM desks.

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 PRMs (i.e. airports must measure this standard for all staff needed to disembark all PRMs - and not just based on the first staff member to arrive at the gate). If airports prefer to record the time difference between the time PRMs are actually disembarked and on chock time, this is acceptable although the same targets apply.