

CAA Bi-Annual Quality Standards Report Winter 23/24

Departing - all PRMs

	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		223	106	178	99	114	125
	10 mins	80%	99.55%	92.45%	91.53%	98.99%	99.12%	99.20%
	20 mins	90%		1.89%	1.69%	1.01%	0.88%	0.80%
	30 mins	100%			0.56%			
Non pre-booked	Numbers of PRMs							
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	91.18%	100.00%
	35 mins	90%					2.94%	
	45 mins	100%						

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.

Arriving - all PRMs

	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		204	120	139	107	91	152
	5 mins	80%	99.02%	99.17%	96.38%	98.13%	97.80%	100.00%
	10 mins	90%	0.49%	0.83%	1.45%	0.93%	1.10%	
	20 mins	100%						
	30 mins							
	45 mins							
	60 mins							
Non pre-booked	Numbers of PRMs		2	2	10	2	2	7
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%						
	45 mins	100%						
	60 mins							
	75 mins							

Please complete each percentage to two decimal places

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.