

CAA Quality Standards Reporting LDY – April 2016 – September 2016

Departing

	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September
Pre- booked	Numbers of PRM's		116	105	139	153	177	153
	5mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	10mins	90%	0%	0%	0%	0%	0%	0%
	20mins	100%	0%	0%	0%	0%	0%	0%
Non pre-booked	Numbers of PRM's		0	1	6	18	12	13
	25mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35mins	90%	0%	0%	0%	0%	0%	0%
	45mins	100%	0%	0%	0%	0%	0%	0%

Missed Flights: No PRM's missed their flight for the period April 2016 - September 2016

Arriving

	Standard (time assistance available at gate from arrival on chocks)	Target	April	May	June	July	August	September
Pre- booked	Numbers of PRM's		98	119	89	136	152	100
	5mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	10mins	90%	0%	0%	0%	0%	0%	0%
	20mins	100%	0%	0%	0%	0%	0%	0%
Non pre-booked	Numbers of PRM's		0	2	2	0	4	1
	25mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35mins	90%	0%	0%	0%	0%	0%	0%
	45mins	100%	0%	0%	0%	0%	0%	0%