

CAA Quality Standards Reporting LDY – April 2017 – September 2017

Departing

	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRM's		42	96	97	111	100	82
	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		10	6	12	10	6	27
	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– September 2017

Arriving

	Standard (time assistance available at gate from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	Numbers of PRM's		43	61	67	80	58	67
	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%

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	Numbers of PRM's		0	1	1	1	0	0
Non pre-booked	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%