



**CAA Quality Standards Reporting LDY
October 2016 – March 2017**

Departing

	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March
Pre- booked	Numbers of PRM's		120	75	121	87	77	91
	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		4	18	19	17	4	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 October 2016 – March 2017

Arriving

	Standard (time assistance available at gate from arrival on chocks)	Target	October	November	December	January	February	March
Pre- booked	Numbers of PRM's		99	76	109	82	45	70
	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		2	0	1	12	13	15
	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%