CAA QUALITY STANDARDS - OCTOBER 25 - MARCH 2026

DEPARTING - all PRMs								
	Standard (waiting time once PRM made themselves known)	**Target**	**October**	**November**	**December**	**January**	**February**	**March**
Pre-booked	**Numbers of PRMs**		**1395**	**667**	**881**	**717**	**603**	**863**
	10 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	20 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	30 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	**Numbers of PRMs**		**182**	**83**	**128**	**94**	**82**	**116**
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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**		**2302**	**860**	**1059**	**904**	**801**	**1053**
	5 mins	80%	99.65%	100.00%	99.34%	98.69%	99.26%	99.15%
	10 mins	90%	99.74%	100.00%	99.34%	99.89%	99.26%	99.72%
	20 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	30 mins							
	45 mins							
	60 mins							
Non pre-booked	**Numbers of PRMs**		**168**	**62**	**79**	**91**	**56**	**82**
	25 mins	80%	100.00%	100.00%	100.00%	100.00%	96.55%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	96.55%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	60 mins							
	75 mins							

Results show the percentage of passengers assisted within each time limit

Pre-booked means assistance was requested in advance