CAA Quality Standards Report April - September 2024 (Norwich)

Departing PRM's								
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	**Numbers of PRMs**		**204**	**537**	**406**	**303**	**345**	**564**
	10 mins	80%	99%	100%	100%	98%	100%	98%
	20 mins	90%	100%	100%	100%	99%	100%	99%
	30 mins	100%	100%	100%	100%	99%	100%	100%
Non pre-booked	**Numbers of PRMs**		**7**	**32**	**35**	41	**32**	**18**
	25 mins	80%	100%	100%	100%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%

Arriving PRM's								
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July	August	September
Pre-booked	**Numbers of PRMs**		**204**	**355**	**448**	**325**	**244**	**438**
	5 mins	80%	100%	98%	94%	99%	99%	96%
	10 mins	90%	100%	99%	98%	100%	100%	99%
	20 mins	100%	100%	100%	100%	100%	100%	100%
Non pre-booked	**Numbers of PRMs**		**2**	**4**	**4**	**11**	**6**	**2**
	25 mins	80%	100%	100%	100%	100%	99%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%