

CAA Quality Standards Report October 2024 - March 2025 (Norwich)

	Departing								Arriving							
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March	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		432	143	195	149	123	192	Numbers of PRMs		488	140	185	141	126	203
	10 mins	80%	96%	96%	100%	95%	100%	99%	5 mins	80%	87%	90%	99%	100%	99%	89%
	20 mins	90%	99%	99%	100%	99%	100%	99%	10 mins	90%	90%	95%	100%	100%	100%	98%
	30 mins	100%	99%	100%	100%	100%	100%	100%	20 mins	100%	100%	100%	100%	100%	100%	100%
Non pre-booked	Numbers of PRMs		29	11	7	13	9	10	Numbers of PRMs		5	0	1	3	1	0
	25 mins	80%	100%	100%	100%	100%	99%	100%	25 mins	80%	100%	N/A	100%	100%	100%	N/A
	35 mins	90%	100%	100%	100%	100%	100%	100%	35 mins	90%	100%	N/A	100%	100%	100%	N/A
	45 mins	100%	100%	100%	100%	100%	100%	100%	45 mins	100%	100%	N/A	100%	100%	100%	N/A