

Waiting times for PRM Customers - Measured against European Civil Aviation Conference (ECAC) standards

August 2017



Departures

Pre-Booked			Non-Pre-Booked		
Standard	Service Standard		Standard	Service Standard	
	No PRM	Percentage		No PRM	Percentage
10 minutes upon arrival at the airport. (At least 80%)	3796	89.25%	25 minutes upon arrival at the airport. (At least 80%)	1326	83.55%
20 minutes upon arrival at the airport. (At least 90%)	389	98.40%	35 minutes upon arrival at the airport. (At least 90%)	257	99.75%
30 minutes upon arrival at the airport. (At least 100%)	64	99.91%	45 minutes upon arrival at the airport. (At least 100%)	4	100.00%
More than 30 minutes upon arrival at the airport.	4	100.00%	More than 45 minutes upon arrival at the airport.	0	100.00%
Total	4253		Total	1587	

Arrivals					
Pre-Booked			Non-Pre-Booked		
Standard	Service Standard		Standard	Service Standard	
	No PRM	Percentage		No PRM	Percentage
Within 5 minutes of “chocks”. (At least 80%)	3602	87.64%	Within 25 minutes of “chocks”. (At least 80%)	1038	79.66%
Within 10 minutes of “chocks”. (At least 90%)	369	96.62%	Within 35 minutes of “chocks”. (At least 90%)	187	94.01%
Within 20 minutes of “chocks”. (At least 100%)	137	99.95%	Within 45 minutes of “chocks”. (At least 100%)	78	100.00%
More than 20 minutes of “chocks”.	2	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	4110		TOTAL	1303	