

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

June 2019



## 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%)	3868	84.27%	25 minutes upon arrival at the airport. (At least 80%)	2136	87.87%
20 minutes upon arrival at the airport. (At least 90%)	599	97.32%	35 minutes upon arrival at the airport. (At least 90%)	219	96.87%
30 minutes upon arrival at the airport. (At least 100%)	122	99.98%	45 minutes upon arrival at the airport. (At least 100%)	76	100.00%
More than 30 minutes upon arrival at the airport.	1	100	More than 45 minutes upon arrival at the airport.	0	N/A
Total	4590		Total	2431	

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%)	4721	86.56%	Within 25 minutes of “chocks”. (At least 80%)	707	80.07%
Within 10 minutes of “chocks”. (At least 90%)	557	96.77%	Within 35 minutes of “chocks”. (At least 90%)	144	96.38%
Within 20 minutes of “chocks”. (At least 100%)	171	99.91%	Within 45 minutes of “chocks”. (At least 100%)	32	100.00%
More than 20 minutes of “chocks”.	5	100%	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>5454</b>		<b>Total</b>	<b>883</b>	