

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

February 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%)	1749	87.58%	25 minutes upon arrival at the airport. (At least 80%)	592	86.55%
20 minutes upon arrival at the airport. (At least 90%)	219	98.55%	35 minutes upon arrival at the airport. (At least 90%)	92	100.00%
30 minutes upon arrival at the airport. (At least 100%)	29	100.00%	45 minutes upon arrival at the airport. (At least 100%)	0	100.00%
More than 30 minutes upon arrival at the airport.	0	100.00%	More than 45 minutes upon arrival at the airport.	0	100.00%
Total	1997		Total	684	

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%)	1565	80.92%	Within 25 minutes of “chocks”. (At least 80%)	549	84.33%
Within 10 minutes of “chocks”. (At least 90%)	202	91.37%	Within 35 minutes of “chocks”. (At least 90%)	102	100.00%
Within 20 minutes of “chocks”. (At least 100%)	167	100.00%	Within 45 minutes of “chocks”. (At least 100%)	0	100.00%
More than 20 minutes of “chocks”.	0	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	1934		Total	651	