

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

February 2018



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%)	2027	89.02%	25 minutes upon arrival at the airport. (At least 80%)	621	89.22%
20 minutes upon arrival at the airport. (At least 90%)	223	98.81%	35 minutes upon arrival at the airport. (At least 90%)	74	99.86%
30 minutes upon arrival at the airport. (At least 100%)	22	99.78%	45 minutes upon arrival at the airport. (At least 100%)	1	100.00%
More than 30 minutes upon arrival at the airport.	1	99.82%	More than 45 minutes upon arrival at the airport.	0	100.00%
Total	2277		Total	696	

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%)	1627	77.48%	Within 25 minutes of “chocks”. (At least 80%)	548	88.67%
Within 10 minutes of “chocks”. (At least 90%)	273	90.48%	Within 35 minutes of “chocks”. (At least 90%)	64	99.03%
Within 20 minutes of “chocks”. (At least 100%)	197	99.86%	Within 45 minutes of “chocks”. (At least 100%)	6	100.00%
More than 20 minutes of “chocks”.	3	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	2100		TOTAL	618	

