

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

April 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%)	2924	86.74%	25 minutes upon arrival at the airport. (At least 80%)	1087	98.10%
20 minutes upon arrival at the airport. (At least 90%)	428	99.44%	35 minutes upon arrival at the airport. (At least 90%)	21	100.00%
30 minutes upon arrival at the airport. (At least 100%)	19	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	3371		Total	1108	

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%)	2637	81.41%	Within 25 minutes of “chocks”. (At least 80%)	987	98.01%
Within 10 minutes of “chocks”. (At least 90%)	545	98.24%	Within 35 minutes of “chocks”. (At least 90%)	20	100.00%
Within 20 minutes of “chocks”. (At least 100%)	57	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	3239		Total	1007	