

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

January 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%)	2302	91.53%	25 minutes upon arrival at the airport. (At least 80%)	769	92.87%
20 minutes upon arrival at the airport. (At least 90%)	141	97.14%	35 minutes upon arrival at the airport. (At least 90%)	56	99.64%
30 minutes upon arrival at the airport. (At least 100%)	71	99.96%	45 minutes upon arrival at the airport. (At least 100%)	3	100%
More than 30 minutes upon arrival at the airport.	1	100%	More than 45 minutes upon arrival at the airport.	0	100%
Total	2515		Total	828	

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%)	1851	81.76%	Within 25 minutes of “chocks”. (At least 80%)	523	89.55%
Within 10 minutes of “chocks”. (At least 90%)	282	94.21%	Within 35 minutes of “chocks”. (At least 90%)	57	99.32%
Within 20 minutes of “chocks”. (At least 100%)	129	99.91%	Within 45 minutes of “chocks”. (At least 100%)	4	100%
More than 20 minutes of “chocks”.	2	100%	More than 45 minutes of “chocks”	0	100%
Total	2264		TOTAL	584	