

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

September 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.<br>(At least 80%)  | 4423             | 80.98%     | 25 minutes upon arrival at the airport.<br>(At least 80%)  | 1349             | 83.74%     |
| 20 minutes upon arrival at the airport.<br>(At least 90%)  | 997              | 99.23%     | 35 minutes upon arrival at the airport.<br>(At least 90%)  | 241              | 98.70%     |
| 30 minutes upon arrival at the airport.<br>(At least 100%) | 31               | 99.80%     | 45 minutes upon arrival at the airport.<br>(At least 100%) | 17               | 99.75%     |
| More than 30 minutes upon arrival at the airport.          | 11               | 100.00%    | More than 45 minutes upon arrival at the airport.          | 47               | 100.00%    |
| Total  | 5462             |            | Total  | 1611             |            |

| Arrivals  |                  |            |   |                  |            |
|---|------------------|------------|---|------------------|------------|
| Pre-Booked  |                  |            | Non-Pre-Booked                                    |                  |            |
| Standard  | Service Standard |            | Standard  | Service Standard |            |
|   | No PRM           | Percentage |   | No PRM           | Percentage |
| Within 5 minutes of “chocks”.<br>(At least 80%)   | 4828             | 87.96%     | Within 25 minutes of “chocks”.<br>(At least 80%)  | 985              | 85.50%     |
| Within 10 minutes of “chocks”.<br>(At least 90%)  | 492              | 96.92%     | Within 35 minutes of “chocks”.<br>(At least 90%)  | 151              | 98.61%     |
| Within 20 minutes of “chocks”.<br>(At least 100%) | 146              | 99.58%     | Within 45 minutes of “chocks”.<br>(At least 100%) | 11               | 99.57%     |
| More than 20 minutes of “chocks”.                 | 23               | 100.00%    | More than 45 minutes of “chocks”                  | 5                | 100.00%    |
| <b>Total</b>                                      | <b>5489</b>      |            | <b>Total</b>                                      | <b>1152</b>      |            |