

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

July 2019



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%)	4221	83.88%	25 minutes upon arrival at the airport. (At least 80%)	1327	81.16%
20 minutes upon arrival at the airport. (At least 90%)	675	97.30%	35 minutes upon arrival at the airport. (At least 90%)	205	93.70%
30 minutes upon arrival at the airport. (At least 100%)	134	99.96%	45 minutes upon arrival at the airport. (At least 100%)	103	100.00%
More than 30 minutes upon arrival at the airport.	2	N/A	More than 45 minutes upon arrival at the airport.	0	N/A
Total	5032		Total	1635	

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%)	4304	85.04%	Within 25 minutes of “chocks”. (At least 80%)	754	80.04%
Within 10 minutes of “chocks”. (At least 90%)	537	95.65%	Within 35 minutes of “chocks”. (At least 90%)	139	94.80%
Within 20 minutes of “chocks”. (At least 100%)	209	99.78%	Within 45 minutes of “chocks”. (At least 100%)	49	100.00%
More than 20 minutes of “chocks”.	11	100%	More than 45 minutes of “chocks”	0	N/A
Total	5061		Total	942	