

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

November 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%)	2217	89.83%	25 minutes upon arrival at the airport. (At least 80%)	627	84.05%
20 minutes upon arrival at the airport. (At least 90%)	200	97.93%	35 minutes upon arrival at the airport. (At least 90%)	119	100.00%
30 minutes upon arrival at the airport. (At least 100%)	51	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	2468		Total	746	

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%)	2184	80.00%	Within 25 minutes of “chocks”. (At least 80%)	564	89.24%
Within 10 minutes of “chocks”. (At least 90%)	437	95.00%	Within 35 minutes of “chocks”. (At least 90%)	60	98.73%
Within 20 minutes of “chocks”. (At least 100%)	138	100.00%	Within 45 minutes of “chocks”. (At least 100%)	8	100.00%
More than 20 minutes of “chocks”.	0	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total			TOTAL		