

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

March 2020



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%)	2241	85.47%	25 minutes upon arrival at the airport. (At least 80%)	482	82.68%
20 minutes upon arrival at the airport. (At least 90%)	330	98.05%	35 minutes upon arrival at the airport. (At least 90%)	99	99.66%
30 minutes upon arrival at the airport. (At least 100%)	51	100.00%	45 minutes upon arrival at the airport. (At least 100%)	2	100.00%
More than 30 minutes upon arrival at the airport.	0	N/A	More than 45 minutes upon arrival at the airport.	0	N/A
Total	2622		Total	583	

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%)	2251	83.49%	Within 25 minutes of “chocks”. (At least 80%)	368	89.32%
Within 10 minutes of “chocks”. (At least 90%)	401	98.37%	Within 35 minutes of “chocks”. (At least 90%)	44	100.00%
Within 20 minutes of “chocks”. (At least 100%)	44	100.00%	Within 45 minutes of “chocks”. (At least 100%)	0	100.00%
More than 20 minutes of “chocks”.	0	N/A	More than 45 minutes of “chocks”	0	N/A
Total	2696		Total	412	