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

March 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%)	2226	83.21%	25 minutes upon arrival at the airport. (At least 80%)	816	82.84%
20 minutes upon arrival at the airport. (At least 90%)	427	99.18%	35 minutes upon arrival at the airport. (At least 90%)	163	99.39%
30 minutes upon arrival at the airport. (At least 100%)	19	99.89%	45 minutes upon arrival at the airport. (At least 100%)	6	100.00%
More than 30 minutes upon arrival at the airport.	3	100.00%	More than 45 minutes upon arrival at the airport.	0	100.00%
Total	2675		Total	985	

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%)	2501	85.33%	Within 25 minutes of "chocks". (At least 80%)	638	84.62%
Within 10 minutes of "chocks". (At least 90%)	222	92.90%	Within 35 minutes of "chocks". (At least 90%)	111	99.34%
Within 20 minutes of "chocks". (At least 100%)	185	99.2%	Within 45 minutes of "chocks". (At least 100%)	5	100.00%
More than 20 minutes of "chocks".	23	100.00%	More than 45 minutes of "chocks"	0	100.00%
Total	2931		TOTAL	754	