

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

November 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%)	2498	90.77%	25 minutes upon arrival at the airport. (At least 80%)	906	98.69%
20 minutes upon arrival at the airport. (At least 90%)	251	99.89%	35 minutes upon arrival at the airport. (At least 90%)	11	99.89%
30 minutes upon arrival at the airport. (At least 100%)	3	100.00%	45 minutes upon arrival at the airport. (At least 100%)	1	00.00%
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	2752		Total	918	

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%)	2988	92.85%	Within 25 minutes of “chocks”. (At least 80%)	703	95.78%
Within 10 minutes of “chocks”. (At least 90%)	213	99.47%	Within 35 minutes of “chocks”. (At least 90%)	31	100.00%
Within 20 minutes of “chocks”. (At least 100%)	17	100.00%	Within 45 minutes of “chocks”. (At least 100%)	0	100.00%
More than 20 minutes of “chocks”.	0	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	3218		Total	734	