

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

April 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%)	3573	88.14%	25 minutes upon arrival at the airport. (At least 80%)	1876	91.51%
20 minutes upon arrival at the airport. (At least 90%)	453	99.319%	35 minutes upon arrival at the airport. (At least 90%)	149	98.78%
30 minutes upon arrival at the airport. (At least 100%)	28	100.00%	45 minutes upon arrival at the airport. (At least 100%)	25	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	4054		Total	2050	

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%)	4007	90.27%	Within 25 minutes of “chocks”. (At least 80%)	654	82.58%
Within 10 minutes of “chocks”. (At least 90%)	364	98.47%	Within 35 minutes of “chocks”. (At least 90%)	126	98.48%
Within 20 minutes of “chocks”. (At least 100%)	68	100.00%	Within 45 minutes of “chocks”. (At least 100%)	12	100.00%
More than 20 minutes of “chocks”.	0	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	4439		Total	792	