

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

January 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%)	2631	85.59%	25 minutes upon arrival at the airport. (At least 80%)	913	89.25%
20 minutes upon arrival at the airport. (At least 90%)	417	99.15%	35 minutes upon arrival at the airport. (At least 90%)	108	99.80%
30 minutes upon arrival at the airport. (At least 100%)	26	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	3074		Total	1023	

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%)	2281	82.11%	Within 25 minutes of “chocks”. (At least 80%)	701	92.97%
Within 10 minutes of “chocks”. (At least 90%)	456	98.52%	Within 35 minutes of “chocks”. (At least 90%)	53	100.00%
Within 20 minutes of “chocks”. (At least 100%)	41	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	2778		Total	754	