

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

August 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%)	4436	84.45%	25 minutes upon arrival at the airport. (At least 80%)	1167	80.43%
20 minutes upon arrival at the airport. (At least 90%)	711	97.98%	35 minutes upon arrival at the airport. (At least 90%)	185	93.18%
30 minutes upon arrival at the airport. (At least 100%)	103	99.94%	45 minutes upon arrival at the airport. (At least 100%)	99	100.00%
More than 30 minutes upon arrival at the airport.	3	100%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	5253		Total	1451	

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%)	4409	84.46%	Within 25 minutes of “chocks”. (At least 80%)	615	81.03%
Within 10 minutes of “chocks”. (At least 90%)	576	95.50%	Within 35 minutes of “chocks”. (At least 90%)	119	96.71%
Within 20 minutes of “chocks”. (At least 100%)	218	99.67%	Within 45 minutes of “chocks”. (At least 100%)	25	100.00%
More than 20 minutes of “chocks”.	17	100%	More than 45 minutes of “chocks”	0	N/A
Total	5220		Total	759	