

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

August 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%)	3760	80.76%	25 minutes upon arrival at the airport. (At least 80%)	1236	80.68%
20 minutes upon arrival at the airport. (At least 90%)	867	99.38%	35 minutes upon arrival at the airport. (At least 90%)	274	98.56%
30 minutes upon arrival at the airport. (At least 100%)	21	99.83%	45 minutes upon arrival at the airport. (At least 100%)	20	99.87%
More than 30 minutes upon arrival at the airport.	8	100.00%	More than 45 minutes upon arrival at the airport.	2	100.00%
Total	4656		Total	1532	

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%)	4076	89.29%	Within 25 minutes of “chocks”. (At least 80%)	985	86.48%
Within 10 minutes of “chocks”. (At least 90%)	351	96.98%	Within 35 minutes of “chocks”. (At least 90%)	142	98.95%
Within 20 minutes of “chocks”. (At least 100%)	114	99.47%	Within 45 minutes of “chocks”. (At least 100%)	12	100.00%
More than 20 minutes of “chocks”.	24	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	4565		Total	1139	