

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

August 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%)	1447	86.59%	25 minutes upon arrival at the airport. (At least 80%)	349	86.17%
20 minutes upon arrival at the airport. (At least 90%)	194	98.20%	35 minutes upon arrival at the airport. (At least 90%)	35	94.81%
30 minutes upon arrival at the airport. (At least 100%)	30	100%	45 minutes upon arrival at the airport. (At least 100%)	21	100%
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	1671		Total	405	

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%)	1379	83.17%	Within 25 minutes of “chocks”. (At least 80%)	308	82.57%
Within 10 minutes of “chocks”. (At least 90%)	234	97.29%	Within 35 minutes of “chocks”. (At least 90%)	59	98.39%
Within 20 minutes of “chocks”. (At least 100%)	45	100%	Within 45 minutes of “chocks”. (At least 100%)	6	100%
More than 20 minutes of “chocks”.	0	N/A	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>1658</b>		<b>Total</b>	<b>373</b>	