

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

April 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%)	3048	80.66%	25 minutes upon arrival at the airport. (At least 80%)	973	82.11%
20 minutes upon arrival at the airport. (At least 90%)	705	99.31%	35 minutes upon arrival at the airport. (At least 90%)	199	98.90%
30 minutes upon arrival at the airport. (At least 100%)	21	99.87%	45 minutes upon arrival at the airport. (At least 100%)	13	100.00%
More than 30 minutes upon arrival at the airport.	5	100.00%	More than 45 minutes upon arrival at the airport.	0	100.00%
Total	3779		Total	1185	

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%)	2756	83.67%	Within 25 minutes of “chocks”. (At least 80%)	866	86.51%
Within 10 minutes of “chocks”. (At least 90%)	321	93.41%	Within 35 minutes of “chocks”. (At least 90%)	131	99.60%
Within 20 minutes of “chocks”. (At least 100%)	190	99.18%	Within 45 minutes of “chocks”. (At least 100%)	4	100.00%
More than 20 minutes of “chocks”.	27	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	3294		TOTAL	1001	

