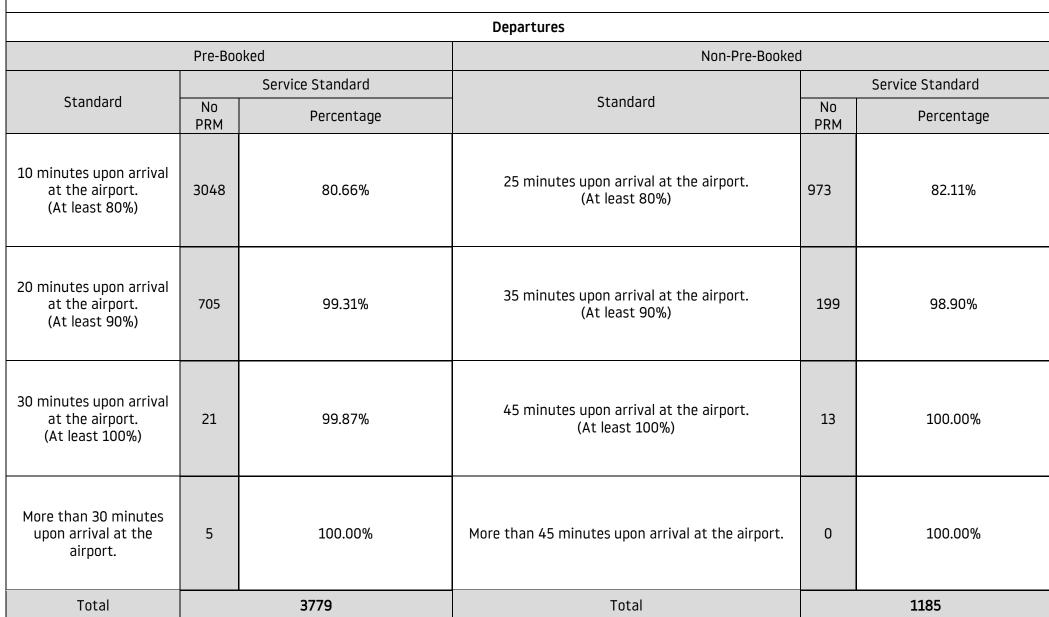
Waiting times for PRM Customers - Measured against European Civil Aviation Conference (ECAC) standards

## April 2018





Arrivals					
Pre-Booked			Non-Pre-Booked		
Standard	Service Standard			Service Standard	
	No PRM	Percentage	Standard	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	