

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

October 2017



Departures

Pre-Booked			Non-Pre-Booked		
	Service Standard			Service Standard	
	No PRM	Percentage		No PRM	Percentage
10 minutes upon arrival at the airport. (At least 80%)	3568	81.16%	25 minutes upon arrival at the airport. (At least 80%)	1229	95.57%
20 minutes upon arrival at the airport. (At least 90%)	678	96.59%	35 minutes upon arrival at the airport. (At least 90%)	44	98.99%
30 minutes upon arrival at the airport. (At least 100%)	143	99.84%	45 minutes upon arrival at the airport. (At least 100%)	11	99.84%
More than 30 minutes upon arrival at the airport.	7	100.00%	More than 45 minutes upon arrival at the airport.	2	100.00%
Total	4396		Total	1286	

Arrivals					
Pre-Booked			Non-Pre-Booked		
	Service Standard			Service Standard	
	No PRM	Percentage		No PRM	Percentage
Within 5 minutes of “chocks”. (At least 80%)	4161	81.64%	Within 25 minutes of “chocks”. (At least 80%)	1099	82.14%
Within 10 minutes of “chocks”. (At least 90%)	608	93.56%	Within 35 minutes of “chocks”. (At least 90%)	162	94.25%
Within 20 minutes of “chocks”. (At least 100%)	303	99.51%	Within 45 minutes of “chocks”. (At least 100%)	77	100.00%
More than 20 minutes of “chocks”.	25	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	5097		TOTAL	1338	