

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

June 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%)	4048	81.35%	25 minutes upon arrival at the airport. (At least 80%)	1333	82.49%
20 minutes upon arrival at the airport. (At least 90%)	904	99.52%	35 minutes upon arrival at the airport. (At least 90%)	267	99.01%
30 minutes upon arrival at the airport. (At least 100%)	14	99.80%	45 minutes upon arrival at the airport. (At least 100%)	16	100.00%
More than 30 minutes upon arrival at the airport.	10	100.00%	More than 45 minutes upon arrival at the airport.	0	100.00%
Total	4976		Total	1616	

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%)	4046	81.56%	Within 25 minutes of “chocks”. (At least 80%)	1052	81.61%
Within 10 minutes of “chocks”. (At least 90%)	681	95.28%	Within 35 minutes of “chocks”. (At least 90%)	224	98.99%
Within 20 minutes of “chocks”. (At least 100%)	209	99.50%	Within 45 minutes of “chocks”. (At least 100%)	13	100.00%
More than 20 minutes of “chocks”.	25	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	4961		TOTAL	1289	

