

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

December 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%)	3163	90.09%	25 minutes upon arrival at the airport. (At least 80%)	1154	94.59%
20 minutes upon arrival at the airport. (At least 90%)	326	99.37%	35 minutes upon arrival at the airport. (At least 90%)	62	99.67%
30 minutes upon arrival at the airport. (At least 100%)	22	100.00%	45 minutes upon arrival at the airport. (At least 100%)	4	100.00%
More than 30 minutes upon arrival at the airport.	0	100.00%	More than 45 minutes upon arrival at the airport.	0	100.00%
Total	3511		Total	1220	

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%)	3285	89.39%	Within 25 minutes of “chocks”. (At least 80%)	837	92.08%
Within 10 minutes of “chocks”. (At least 90%)	356	99.07%	Within 35 minutes of “chocks”. (At least 90%)	59	98.57%
Within 20 minutes of “chocks”. (At least 100%)	34	100.00%	Within 45 minutes of “chocks”. (At least 100%)	13	100.00%
More than 20 minutes of “chocks”.	0	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	3675		Total	909	