

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

October 2020



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%)	747	81.46%	25 minutes upon arrival at the airport. (At least 80%)	149	84.66%
20 minutes upon arrival at the airport. (At least 90%)	156	98.47%	35 minutes upon arrival at the airport. (At least 90%)	27	100.00%
30 minutes upon arrival at the airport. (At least 100%)	14	100.00%	45 minutes upon arrival at the airport. (At least 100%)	0	N/A
More than 30 minutes upon arrival at the airport.	0	N/A	More than 45 minutes upon arrival at the airport.	0	N/A
Total	917		Total	176	

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%)	1102	80.32%	Within 25 minutes of “chocks”. (At least 80%)	94	84.68%
Within 10 minutes of “chocks”. (At least 90%)	251	98.62%	Within 35 minutes of “chocks”. (At least 90%)	16	99.10%
Within 20 minutes of “chocks”. (At least 100%)	19	100.00%	Within 45 minutes of “chocks”. (At least 100%)	1	100.00%
More than 20 minutes of “chocks”.	0	N/A	More than 45 minutes of “chocks”	0	N/A
Total	1372		Total	111	