

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

September 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%)	4501	86.56%	25 minutes upon arrival at the airport. (At least 80%)	1267	84.47%
20 minutes upon arrival at the airport. (At least 90%)	598	98.06%	35 minutes upon arrival at the airport. (At least 90%)	224	99.40%
30 minutes upon arrival at the airport. (At least 100%)	99	99.96%	45 minutes upon arrival at the airport. (At least 100%)	9	100.00%
More than 30 minutes upon arrival at the airport.	2	100.00%	More than 45 minutes upon arrival at the airport.	0	100.00%
Total	5200		Total	1500	

Arrivals					
Pre-Booked			Non-Pre-Booked		
	Service Standard			Service Standard	
	No PRM	Percentage		No PRM	Percentage
Within 5 minutes of “chocks”. (At least 80%)	4314	82.88%	Within 25 minutes of “chocks”. (At least 80%)	1064	80.91%
Within 10 minutes of “chocks”. (At least 90%)	594	94.29%	Within 35 minutes of “chocks”. (At least 90%)	178	94.45%
Within 20 minutes of “chocks”. (At least 100%)	279	99.65%	Within 45 minutes of “chocks”. (At least 100%)	73	100.00%
More than 20 minutes of “chocks”.	18	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	5205		TOTAL	1315	