

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

May 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%)	4038	81.53%	25 minutes upon arrival at the airport. (At least 80%)	1183	82.04%
20 minutes upon arrival at the airport. (At least 90%)	881	99.31%	35 minutes upon arrival at the airport. (At least 90%)	246	99.10%
30 minutes upon arrival at the airport. (At least 100%)	26	99.84%	45 minutes upon arrival at the airport. (At least 100%)	13	100.00%
More than 30 minutes upon arrival at the airport.	8	100%	More than 45 minutes upon arrival at the airport.	0	100.00%
<b>Total</b>	<b>4953</b>		<b>Total</b>	<b>1442</b>	

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%)	3846	83.81%	Within 25 minutes of "chocks". (At least 80%)	993	88.11%
Within 10 minutes of "chocks". (At least 90%)	567	96.16%	Within 35 minutes of "chocks". (At least 90%)	131	99.73%
Within 20 minutes of "chocks". (At least 100%)	157	99.59%	Within 45 minutes of "chocks". (At least 100%)	3	100.00%
More than 20 minutes of "chocks".	19	100.00%	More than 45 minutes of "chocks"	0	100.00%
<b>Total</b>	<b>4589</b>		<b>TOTAL</b>	<b>1127</b>	