

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

January 2017



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%)	1906	85.82%	25 minutes upon arrival at the airport. (At least 80%)	788	95.40%
20 minutes upon arrival at the airport. (At least 90%)	276	98.24%	35 minutes upon arrival at the airport. (At least 90%)	38	100.00%
30 minutes upon arrival at the airport. (At least 100%)	39	100.00%	45 minutes upon arrival at the airport. (At least 100%)	0	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	2221		Total	826	

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%)	1676	80.00%	Within 25 minutes of “chocks”. (At least 80%)	521	81.66%
Within 10 minutes of “chocks”. (At least 90%)	254	92.12%	Within 35 minutes of “chocks”. (At least 90%)	117	100.00%
Within 20 minutes of “chocks”. (At least 100%)	165	100.00%	Within 45 minutes of “chocks”. (At least 100%)	0	100.00%
More than 20 minutes of “chocks”.	0	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	2095		Total	638	