

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

December 2019



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%)	3141	87.96%	25 minutes upon arrival at the airport. (At least 80%)	1003	90.69%
20 minutes upon arrival at the airport. (At least 90%)	397	99.08%	35 minutes upon arrival at the airport. (At least 90%)	99	99.64%
30 minutes upon arrival at the airport. (At least 100%)	33	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	N/A	More than 45 minutes upon arrival at the airport.	0	N/A
Total	3571		Total	1106	

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%)	3622	88.34%	Within 25 minutes of “chocks”. (At least 80%)	787	91.30%
Within 10 minutes of “chocks”. (At least 90%)	407	98.27%	Within 35 minutes of “chocks”. (At least 90%)	75	100.00%
Within 20 minutes of “chocks”. (At least 100%)	71	100.00%	Within 45 minutes of “chocks”. (At least 100%)	0	N/A
More than 20 minutes of “chocks”.	0	N/A	More than 45 minutes of “chocks”	0	N/A
Total	4100		Total	862	