

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

March 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%)	2245	86.38%	25 minutes upon arrival at the airport. (At least 80%)	974	96.44%
20 minutes upon arrival at the airport. (At least 90%)	298	97.85%	35 minutes upon arrival at the airport. (At least 90%)	36	100.00%
30 minutes upon arrival at the airport. (At least 100%)	56	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%
<b>Total</b>	<b>2599</b>		<b>Total</b>	<b>1010</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%)	2476	92.98%	Within 25 minutes of "chocks". (At least 80%)	768	96.97%
Within 10 minutes of "chocks". (At least 90%)	134	98.01%	Within 35 minutes of "chocks". (At least 90%)	24	100.00%
Within 20 minutes of "chocks". (At least 100%)	53	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	2663		Total	792	