

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

September 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%)	5652	87.36%	25 minutes upon arrival at the airport. (At least 80%)	1233	80.12%
20 minutes upon arrival at the airport. (At least 90%)	673	97.76%	35 minutes upon arrival at the airport. (At least 90%)	185	92.14%
30 minutes upon arrival at the airport. (At least 100%)	141	99.94%	45 minutes upon arrival at the airport. (At least 100%)	121	100.00%
More than 30 minutes upon arrival at the airport.	4	100%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	6470		Total	1539	

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%)	5624	86.05%	Within 25 minutes of “chocks”. (At least 80%)	687	82.97%
Within 10 minutes of “chocks”. (At least 90%)	632	95.72%	Within 35 minutes of “chocks”. (At least 90%)	112	96.50%
Within 20 minutes of “chocks”. (At least 100%)	265	99.77%	Within 45 minutes of “chocks”. (At least 100%)	29	100.00%
More than 20 minutes of “chocks”.	15	100%	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>6536</b>		<b>Total</b>	<b>828</b>	