

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

September 2020



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%)	1252	86.59%	25 minutes upon arrival at the airport. (At least 80%)	275	86.17%
20 minutes upon arrival at the airport. (At least 90%)	181	98.20%	35 minutes upon arrival at the airport. (At least 90%)	20	94.81%
30 minutes upon arrival at the airport. (At least 100%)	53	100%	45 minutes upon arrival at the airport. (At least 100%)	16	100%
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	1486		Total	311	

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%)	1549	83.17%	Within 25 minutes of “chocks”. (At least 80%)	199	82.57%
Within 10 minutes of “chocks”. (At least 90%)	315	97.29%	Within 35 minutes of “chocks”. (At least 90%)	39	98.39%
Within 20 minutes of “chocks”. (At least 100%)	39	100%	Within 45 minutes of “chocks”. (At least 100%)	10	100%
More than 20 minutes of “chocks”.	0	N/A	More than 45 minutes of “chocks”	0	N/A
Total	1903		Total	248	