

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

May 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%)	4027	85.46%	25 minutes upon arrival at the airport. (At least 80%)	1225	82.05%
20 minutes upon arrival at the airport. (At least 90%)	598	98.15%	35 minutes upon arrival at the airport. (At least 90%)	268	100.00%
30 minutes upon arrival at the airport. (At least 100%)	87	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	4712		Total	1493	

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%)	3801	84.64%	Within 25 minutes of “chocks”. (At least 80%)	997	82.26%
Within 10 minutes of “chocks”. (At least 90%)	612	98.26%	Within 35 minutes of “chocks”. (At least 90%)	194	98.27%
Within 20 minutes of “chocks”. (At least 100%)	78	100.00%	Within 45 minutes of “chocks”. (At least 100%)	21	100.00%
More than 20 minutes of “chocks”.	0	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	4491		TOTAL	1212	