

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

February 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%)	2422	85.76%	25 minutes upon arrival at the airport. (At least 80%)	752	89.42%
20 minutes upon arrival at the airport. (At least 90%)	321	97.13%	35 minutes upon arrival at the airport. (At least 90%)	86	99.64%
30 minutes upon arrival at the airport. (At least 100%)	81	100.00%	45 minutes upon arrival at the airport. (At least 100%)	3	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	2824		Total	841	

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%)	2275	81.95%	Within 25 minutes of “chocks”. (At least 80%)	642	90.30%
Within 10 minutes of “chocks”. (At least 90%)	449	98.13%	Within 35 minutes of “chocks”. (At least 90%)	69	100.00%
Within 20 minutes of “chocks”. (At least 100%)	52	100.00%	Within 45 minutes of “chocks”. (At least 100%)	0	100.00%
More than 20 minutes of “chocks”.	0	N/A	More than 45 minutes of “chocks”	0	N/A
Total	2776		Total	711	