

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

February 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%)	2324	92.96%	25 minutes upon arrival at the airport. (At least 80%)	906	97.84%
20 minutes upon arrival at the airport. (At least 90%)	175	99.96%	35 minutes upon arrival at the airport. (At least 90%)	19	99.89%
30 minutes upon arrival at the airport. (At least 100%)	1	100.00%	45 minutes upon arrival at the airport. (At least 100%)	1	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	2500		Total	926	

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%)	2249	93.86%	Within 25 minutes of “chocks”. (At least 80%)	745	94.18%
Within 10 minutes of “chocks”. (At least 90%)	129	99.25%	Within 35 minutes of “chocks”. (At least 90%)	44	99.75%
Within 20 minutes of “chocks”. (At least 100%)	18	100.00%	Within 45 minutes of “chocks”. (At least 100%)	2	100.00%
More than 20 minutes of “chocks”.	0	100.00%	More than 45 minutes of “chocks”	0	100.00%
<b>Total</b>	<b>2396</b>		<b>Total</b>	<b>791</b>	