

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

July 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%)	1049	80.63%	25 minutes upon arrival at the airport. (At least 80%)	321	81.06%
20 minutes upon arrival at the airport. (At least 90%)	246	99.54%	35 minutes upon arrival at the airport. (At least 90%)	57	95.45%
30 minutes upon arrival at the airport. (At least 100%)	6	100%	45 minutes upon arrival at the airport. (At least 100%)	18	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	1301		Total	396	

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%)	699	81.37%	Within 25 minutes of “chocks”. (At least 80%)	99	80.49%
Within 10 minutes of “chocks”. (At least 90%)	134	96.97%	Within 35 minutes of “chocks”. (At least 90%)	21	97.56%
Within 20 minutes of “chocks”. (At least 100%)	26	100%	Within 45 minutes of “chocks”. (At least 100%)	3	100%
More than 20 minutes of “chocks”.	0	N/A	More than 45 minutes of “chocks”	0	N/A
Total	859		Total	123	