

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

December 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%)	2685	94%	25 minutes upon arrival at the airport. (At least 80%)	822	95%
20 minutes upon arrival at the airport. (At least 90%)	104	98%	35 minutes upon arrival at the airport. (At least 90%)	38	99%
30 minutes upon arrival at the airport. (At least 100%)	51	100%	45 minutes upon arrival at the airport. (At least 100%)	2	100%
More than 30 minutes upon arrival at the airport.	8	100%	More than 45 minutes upon arrival at the airport.	4	100%
Total	2848		Total	866	

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%)	2604	80%	Within 25 minutes of “chocks”. (At least 80%)	598	89%
Within 10 minutes of “chocks”. (At least 90%)	517	96%	Within 35 minutes of “chocks”. (At least 90%)	72	100%
Within 20 minutes of “chocks”. (At least 100%)	120	100%	Within 45 minutes of “chocks”. (At least 100%)	3	100%
More than 20 minutes of “chocks”.	4	100%	More than 45 minutes of “chocks”	0	100%
	3245		TOTAL	673	