

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

January 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%)	2622	91.81%	25 minutes upon arrival at the airport. (At least 80%)	1092	98.73%
20 minutes upon arrival at the airport. (At least 90%)	232	99.93%	35 minutes upon arrival at the airport. (At least 90%)	12	99.82%
30 minutes upon arrival at the airport. (At least 100%)	2	100.00%	45 minutes upon arrival at the airport. (At least 100%)	2	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	2856		Total	1106	

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%)	2454	98.73%	Within 25 minutes of “chocks”. (At least 80%)	751	93.99%
Within 10 minutes of “chocks”. (At least 90%)	211	99.18%	Within 35 minutes of “chocks”. (At least 90%)	47	99.87%
Within 20 minutes of “chocks”. (At least 100%)	22	100.00%	Within 45 minutes of “chocks”. (At least 100%)	1	100.00%
More than 20 minutes of “chocks”.	0	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	2687		Total	799	