

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

March 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%)	3076	93.21%	25 minutes upon arrival at the airport. (At least 80%)	919	96.43%
20 minutes upon arrival at the airport. (At least 90%)	217	99.79%	35 minutes upon arrival at the airport. (At least 90%)	31	99.69%
30 minutes upon arrival at the airport. (At least 100%)	7	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	100.00%	More than 45 minutes upon arrival at the airport.	0	100.00%
Total	3300		Total	953	

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%)	3045	92.47%	Within 25 minutes of “chocks”. (At least 80%)	562	90.35%
Within 10 minutes of “chocks”. (At least 90%)	217	99.05%	Within 35 minutes of “chocks”. (At least 90%)	51	98.55%
Within 20 minutes of “chocks”. (At least 100%)	28	100.00%	Within 45 minutes of “chocks”. (At least 100%)	9	100.00%
More than 20 minutes of “chocks”.	0	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	3293		Total	622	