

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

July 2018



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%)	3582	82.02%	25 minutes upon arrival at the airport. (At least 80%)	1434	84.06%
20 minutes upon arrival at the airport. (At least 90%)	768	99.61%	35 minutes upon arrival at the airport. (At least 90%)	259	99.24%
30 minutes upon arrival at the airport. (At least 100%)	12	99.89%	45 minutes upon arrival at the airport. (At least 100%)	13	100.00%
More than 30 minutes upon arrival at the airport.	5	100.00%	More than 45 minutes upon arrival at the airport.	0	100.00%
Total	4367		Total	1706	

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%)	3880	90.63%	Within 25 minutes of “chocks”. (At least 80%)	1021	84.94%
Within 10 minutes of “chocks”. (At least 90%)	279	97.15%	Within 35 minutes of “chocks”. (At least 90%)	172	99.25%
Within 20 minutes of “chocks”. (At least 100%)	105	99.60%	Within 45 minutes of “chocks”. (At least 100%)	9	100.00%
More than 20 minutes of “chocks”.	17	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	4281		Total	1202	