

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

May 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%)	4093	84.53%	25 minutes upon arrival at the airport. (At least 80%)	2104	88.96%
20 minutes upon arrival at the airport. (At least 90%)	621	97.36%	35 minutes upon arrival at the airport. (At least 90%)	202	97.51%
30 minutes upon arrival at the airport. (At least 100%)	126	99.96%	45 minutes upon arrival at the airport. (At least 100%)	59	100.00%
More than 30 minutes upon arrival at the airport.	2	100%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	4842		Total	2365	

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%)	4938	86.04%	Within 25 minutes of “chocks”. (At least 80%)	676	80.48%
Within 10 minutes of “chocks”. (At least 90%)	657	97.49%	Within 35 minutes of “chocks”. (At least 90%)	139	97.02%
Within 20 minutes of “chocks”. (At least 100%)	141	99.95%	Within 45 minutes of “chocks”. (At least 100%)	25	100.00%
More than 20 minutes of “chocks”.	3	100%	More than 45 minutes of “chocks”	0	N/A
Total	5739		Total	840	