

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

July 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%)	3645	91.24%	25 minutes upon arrival at the airport. (At least 80%)	1197	87.05%
20 minutes upon arrival at the airport. (At least 90%)	301	98.77%	35 minutes upon arrival at the airport. (At least 90%)	178	100.00%
30 minutes upon arrival at the airport. (At least 100%)	49	100.00%	45 minutes upon arrival at the airport. (At least 100%)	0	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	3995		Total	1375	

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%)	3722	89.19%	Within 25 minutes of “chocks”. (At least 80%)	923	82.12%
Within 10 minutes of “chocks”. (At least 90%)	320	96.86%	Within 35 minutes of “chocks”. (At least 90%)	138	94.40%
Within 20 minutes of “chocks”. (At least 100%)	118	99.69%	Within 45 minutes of “chocks”. (At least 100%)	63	100.00%
More than 20 minutes of “chocks”.	13	100.00%	More than 45 minutes of “chocks”	0	100.00%
Total	4173		TOTAL	1124	