

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

November 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%)	2412	82.10%	25 minutes upon arrival at the airport. (At least 80%)	717	80.47%
20 minutes upon arrival at the airport. (At least 90%)	459	97.72%	35 minutes upon arrival at the airport. (At least 90%)	173	99.89%
30 minutes upon arrival at the airport. (At least 100%)	67	100.00%	45 minutes upon arrival at the airport. (At least 100%)	1	100.00%
More than 30 minutes upon arrival at the airport.	0	N/A	More than 45 minutes upon arrival at the airport.	0	N/A
Total	2938		Total	891	

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%)	2797	83.57%	Within 25 minutes of “chocks”. (At least 80%)	492	82.97%
Within 10 minutes of “chocks”. (At least 90%)	489	98.18%	Within 35 minutes of “chocks”. (At least 90%)	101	100.00%
Within 20 minutes of “chocks”. (At least 100%)	61	100.00%	Within 45 minutes of “chocks”. (At least 100%)	0	N/A
More than 20 minutes of “chocks”.	0	N/A	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>3347</b>		<b>Total</b>	<b>593</b>	