

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

September 2021



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%)	1460	100%	25 minutes upon arrival at the airport. (At least 80%)	739	100%
20 minutes upon arrival at the airport. (At least 90%)	0	N/A	35 minutes upon arrival at the airport. (At least 90%)	0	N/A
30 minutes upon arrival at the airport. (At least 100%)	0	N/A	45 minutes upon arrival at the airport. (At least 100%)	0	N/A
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	1460		Total	739	

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%)	1706	82.66%	Within 25 minutes of “chocks”. (At least 80%)	521	98.30%
Within 10 minutes of “chocks”. (At least 90%)	141	89.49%	Within 35 minutes of “chocks”. (At least 90%)	5	99.25%
Within 20 minutes of “chocks”. (At least 100%)	146	96.56%	Within 45 minutes of “chocks”. (At least 100%)	2	99.62%
More than 20 minutes of “chocks”.	71	100%	More than 45 minutes of “chocks”	2	100%
Total	2064		Total	530	