

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



July 2024

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%)	5006	99.96%	25 minutes upon arrival at the airport. (At least 80%)	1974	100.00%
20 minutes upon arrival at the airport. (At least 90%)	1	99.98%	35 minutes upon arrival at the airport. (At least 90%)		N/A
30 minutes upon arrival at the airport. (At least 100%)	1	100.00%	45 minutes upon arrival at the airport. (At least 100%)		N/A
More than 30 minutes upon arrival at the airport.		N/A	More than 45 minutes upon arrival at the airport.		N/A
Total	5008		Total	1974	

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%)	4647	76.07%	Within 25 minutes of “chocks”. (At least 80%)	1818	98.54%
Within 10 minutes of “chocks”. (At least 90%)	854	90.05%	Within 35 minutes of “chocks”. (At least 90%)	20	99.62%
Within 20 minutes of “chocks”. (At least 100%)	533	98.77%	Within 45 minutes of “chocks”. (At least 100%)	7	100.00%
More than 20 minutes of “chocks”.	75	100.00%	More than 45 minutes of “chocks”		N/A
Total	6109		Total	1845	