

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



September 2022

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%)	3834	100%	25 minutes upon arrival at the airport. (At least 80%)	1095	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	3834		Total	1095	

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%)	2721	49.50%	Within 25 minutes of “chocks”. (At least 80%)	1035	86.83%
Within 10 minutes of “chocks”. (At least 90%)	648	61.29%	Within 35 minutes of “chocks”. (At least 90%)	81	93.62%
Within 20 minutes of “chocks”. (At least 100%)	1007	79.61%	Within 45 minutes of “chocks”. (At least 100%)	55	98.24%
More than 20 minutes of “chocks”.	1121	100%	More than 45 minutes of “chocks”	21	100%
<b>Total</b>	<b>5497</b>		<b>Total</b>	<b>1192</b>	