

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

July 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%)	738	100%	25 minutes upon arrival at the airport. (At least 80%)	471	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	738		Total	471	

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%)	900	94.54%	Within 25 minutes of “chocks”. (At least 80%)	224	98.68%
Within 10 minutes of “chocks”. (At least 90%)	31	97.79%	Within 35 minutes of “chocks”. (At least 90%)	3	100%
Within 20 minutes of “chocks”. (At least 100%)	18	99.68%	Within 45 minutes of “chocks”. (At least 100%)	0	N/A
More than 20 minutes of “chocks”.	3	100%	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>952</b>		<b>Total</b>	<b>227</b>	