

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

March 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%)	2274	100%	25 minutes upon arrival at the airport. (At least 80%)	791	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	2274		Total	791	

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%)	1441	66.01%	Within 25 minutes of “chocks”. (At least 80%)	612	92.59%
Within 10 minutes of “chocks”. (At least 90%)	417	85.11%	Within 35 minutes of “chocks”. (At least 90%)	24	95.92%
Within 20 minutes of “chocks”. (At least 100%)	32	86.58%	Within 45 minutes of “chocks”. (At least 100%)	3	96.37%
More than 20 minutes of “chocks”.	293	100%	More than 45 minutes of “chocks”	22	100%
Total	2183		Total	661	