

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

June 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%)	550	100%	25 minutes upon arrival at the airport. (At least 80%)	459	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	550		Total	459	

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%)	581	88.43%	Within 25 minutes of “chocks”. (At least 80%)	229	100%
Within 10 minutes of “chocks”. (At least 90%)	29	92.85%	Within 35 minutes of “chocks”. (At least 90%)	0	N/A
Within 20 minutes of “chocks”. (At least 100%)	29	97.26%	Within 45 minutes of “chocks”. (At least 100%)	0	N/A
More than 20 minutes of “chocks”.	18	100%	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>657</b>		<b>Total</b>	<b>229</b>	