

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



September 2023

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%)	4941	99.34%	25 minutes upon arrival at the airport. (At least 80%)	1322	100.00%
20 minutes upon arrival at the airport. (At least 90%)	16	99.66%	35 minutes upon arrival at the airport. (At least 90%)	0	N/A
30 minutes upon arrival at the airport. (At least 100%)	6	99.78%	45 minutes upon arrival at the airport. (At least 100%)	0	N/A
More than 30 minutes upon arrival at the airport.	11	100.00%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	4974		Total	1322	

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%)	5084	76.03%	Within 25 minutes of “chocks”. (At least 80%)	1320	97.63%
Within 10 minutes of “chocks”. (At least 90%)	796	87.93%	Within 35 minutes of “chocks”. (At least 90%)	26	99.56%
Within 20 minutes of “chocks”. (At least 100%)	721	98.71%	Within 45 minutes of “chocks”. (At least 100%)	6	100.00%
More than 20 minutes of “chocks”.	86	100.00%	More than 45 minutes of “chocks”	0	N/A
Total	6687		Total	1352	