

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



March 2024

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%)	3062	99.35%	25 minutes upon arrival at the airport. (At least 80%)	1209	100.00%
20 minutes upon arrival at the airport. (At least 90%)	12	99.74%	35 minutes upon arrival at the airport. (At least 90%)	0	N/A
30 minutes upon arrival at the airport. (At least 100%)	5	99.90%	45 minutes upon arrival at the airport. (At least 100%)	0	N/A
More than 30 minutes upon arrival at the airport.	3	100.00%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	3082		Total	1209	

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%)	3462	84.48%	Within 25 minutes of “chocks”. (At least 80%)	1041	99.05%
Within 10 minutes of “chocks”. (At least 90%)	374	93.61%	Within 35 minutes of “chocks”. (At least 90%)	4	99.43%
Within 20 minutes of “chocks”. (At least 100%)	254	99.80%	Within 45 minutes of “chocks”. (At least 100%)	5	99.90%
More than 20 minutes of “chocks”.	8	100.00%	More than 45 minutes of “chocks”	1	100.00%
<b>Total</b>	<b>4098</b>		<b>Total</b>	<b>1051</b>	