

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

March 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%) | 114 | 100% | 25 minutes upon arrival at the airport. (At least 80%) | 107 | 100% |
| 20 minutes upon arrival at the airport. (At least 90%) | 0 | 100% | 35 minutes upon arrival at the airport. (At least 90%) | 0 | 100% |
| 30 minutes upon arrival at the airport. (At least 100%) | 0 | 100% | 45 minutes upon arrival at the airport. (At least 100%) | 0 | 100% |
| 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 | 114 | | Total | 107 | |

| 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%) | 190 | 77.87% | Within 25 minutes of “chocks”. (At least 80%) | 149 | 97.39% |
| Within 10 minutes of “chocks”. (At least 90%) | 27 | 88.93% | Within 35 minutes of “chocks”. (At least 90%) | 4 | 100.00% |
| Within 20 minutes of “chocks”. (At least 100%) | 10 | 93.03% | Within 45 minutes of “chocks”. (At least 100%) | 0 | N/A |
| More than 20 minutes of “chocks”. | 17 | 100% | More than 45 minutes of “chocks” | 0 | N/A |
| Total | 244 | | Total | 153 | |