

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



December 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%)	2298	98.54%	25 minutes upon arrival at the airport. (At least 80%)	836	100%
20 minutes upon arrival at the airport. (At least 90%)	25	99.61%	35 minutes upon arrival at the airport. (At least 90%)	0	N/A
30 minutes upon arrival at the airport. (At least 100%)	9	100.00%	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	2332		Total	836	

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%)	2630	76.74%	Within 25 minutes of “chocks”. (At least 80%)	884	92.18%
Within 10 minutes of “chocks”. (At least 90%)	369	87.51%	Within 35 minutes of “chocks”. (At least 90%)	44	96.77%
Within 20 minutes of “chocks”. (At least 100%)	327	97.05%	Within 45 minutes of “chocks”. (At least 100%)	24	99.27%
More than 20 minutes of “chocks”.	101	100.00%	More than 45 minutes of “chocks”	7	100.00%
Total	3427		Total	959	