

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



April 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%)	2364	99.83%	25 minutes upon arrival at the airport. (At least 80%)	847	99.76%
20 minutes upon arrival at the airport. (At least 90%)	0	99.83%	35 minutes upon arrival at the airport. (At least 90%)	0	99.76%
30 minutes upon arrival at the airport. (At least 100%)	0	99.83%	45 minutes upon arrival at the airport. (At least 100%)	0	99.76%
More than 30 minutes upon arrival at the airport.	4	100%	More than 45 minutes upon arrival at the airport.	2	100%
Total	2368		Total	849	

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%)	1937	63.28%	Within 25 minutes of “chocks”. (At least 80%)	785	88.50%
Within 10 minutes of “chocks”. (At least 90%)	317	73.64%	Within 35 minutes of “chocks”. (At least 90%)	52	94.36%
Within 20 minutes of “chocks”. (At least 100%)	395	86.54%	Within 45 minutes of “chocks”. (At least 100%)	25	97.18%
More than 20 minutes of “chocks”.	412	100%	More than 45 minutes of “chocks”	25	100%
Total	3061		Total	887	