

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



June 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%)	4116	99.04%	25 minutes upon arrival at the airport. (At least 80%)	1690	100.00%
20 minutes upon arrival at the airport. (At least 90%)	25	99.64%	35 minutes upon arrival at the airport. (At least 90%)		%
30 minutes upon arrival at the airport. (At least 100%)	6	99.78%	45 minutes upon arrival at the airport. (At least 100%)		N/A
More than 30 minutes upon arrival at the airport.	9	100.00%	More than 45 minutes upon arrival at the airport.		N/A
Total	4156		Total	1690	

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%)	3895	74.66%	Within 25 minutes of “chocks”. (At least 80%)	1505	97.16%
Within 10 minutes of “chocks”. (At least 90%)	692	87.92%	Within 35 minutes of “chocks”. (At least 90%)	37	99.55%
Within 20 minutes of “chocks”. (At least 100%)	557	98.60%	Within 45 minutes of “chocks”. (At least 100%)	7	100.00%
More than 20 minutes of “chocks”.	73	100.00%	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>5217</b>		<b>Total</b>	<b>1549</b>	