

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



November 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%)	2454	99.11%	25 minutes upon arrival at the airport. (At least 80%)	989	100.00%
20 minutes upon arrival at the airport. (At least 90%)	17	99.80%	35 minutes upon arrival at the airport. (At least 90%)	0	N/A
30 minutes upon arrival at the airport. (At least 100%)	2	99.88%	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	2476		Total	989	

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%)	3066	80.01%	Within 25 minutes of “chocks”. (At least 80%)	928	99.68%
Within 10 minutes of “chocks”. (At least 90%)	396	90.34%	Within 35 minutes of “chocks”. (At least 90%)	1	99.79%
Within 20 minutes of “chocks”. (At least 100%)	349	99.45%	Within 45 minutes of “chocks”. (At least 100%)	2	100.00%
More than 20 minutes of “chocks”.	21	100.00%	More than 45 minutes of “chocks”	0	N/A
Total	3832		Total	931	