

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



February 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%)	1958	99.44%	25 minutes upon arrival at the airport. (At least 80%)	676	100%
20 minutes upon arrival at the airport. (At least 90%)	7	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%)	4	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	1969		Total	676	

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%)	2036	79.22%	Within 25 minutes of “chocks”. (At least 80%)	735	97.22%
Within 10 minutes of “chocks”. (At least 90%)	301	90.93%	Within 35 minutes of “chocks”. (At least 90%)	15	99.21%
Within 20 minutes of “chocks”. (At least 100%)	205	98.91%	Within 45 minutes of “chocks”. (At least 100%)	6	100.00%
More than 20 minutes of “chocks”.	28	100.00%	More than 45 minutes of “chocks”	N/A	N/A
<b>Total</b>	<b>2570</b>		<b>Total</b>	<b>756</b>	