

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



July 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%)	3782	98.93%	25 minutes upon arrival at the airport. (At least 80%)	1599	99.81%
20 minutes upon arrival at the airport. (At least 90%)	29	99.69%	35 minutes upon arrival at the airport. (At least 90%)	3	100.00%
30 minutes upon arrival at the airport. (At least 100%)	8	99.90%	45 minutes upon arrival at the airport. (At least 100%)		N/A
More than 30 minutes upon arrival at the airport.	4	100.00%	More than 45 minutes upon arrival at the airport.		N/A
Total	3823		Total	1602	

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%)	3976	81.78%	Within 25 minutes of “chocks”. (At least 80%)	1426	98.55%
Within 10 minutes of “chocks”. (At least 90%)	519	92.45%	Within 35 minutes of “chocks”. (At least 90%)	13	99.45%
Within 20 minutes of “chocks”. (At least 100%)	322	99.07%	Within 45 minutes of “chocks”. (At least 100%)	6	99.86%
More than 20 minutes of “chocks”.	45	100.00%	More than 45 minutes of “chocks”	2	100.00%
Total	4862		Total	1447	