

**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.<br>(At least 80%)  | 3782             | 98.93%     | 25 minutes upon arrival at the airport.<br>(At least 80%)  | 1599             | 99.81%     |
| 20 minutes upon arrival at the airport.<br>(At least 90%)  | 29               | 99.69%     | 35 minutes upon arrival at the airport.<br>(At least 90%)  | 3                | 100.00%    |
| 30 minutes upon arrival at the airport.<br>(At least 100%) | 8                | 99.90%     | 45 minutes upon arrival at the airport.<br>(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        |
| <b>Total</b>   | <b>3823</b>      |            | <b>Total</b>   | <b>1602</b>      |            |

| <b>Arrivals</b>                                   |                  |            |   |                  |            |
|---|------------------|------------|---|------------------|------------|
| Pre-Booked  |                  |            | Non-Pre-Booked                                    |                  |            |
| Standard  | Service Standard |            | Standard  | Service Standard |            |
|   | No PRM           | Percentage |   | No PRM           | Percentage |
| Within 5 minutes of "chocks".<br>(At least 80%)   | 3976             | 81.78%     | Within 25 minutes of "chocks".<br>(At least 80%)  | 1426             | 98.55%     |
| Within 10 minutes of "chocks".<br>(At least 90%)  | 519              | 92.45%     | Within 35 minutes of "chocks".<br>(At least 90%)  | 13               | 99.45%     |
| Within 20 minutes of "chocks".<br>(At least 100%) | 322              | 99.07%     | Within 45 minutes of "chocks".<br>(At least 100%) | 6                | 99.86%     |
| More than 20 minutes of "chocks".                 | 45               | 100.00%    | More than 45 minutes of "chocks"                  | 2                | 100.00%    |
| <b>Total</b>                                      | <b>4862</b>      |            | <b>Total</b>                                      | <b>1447</b>      |            |