

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

January 2021



| 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%)  | 211              | 83.73%     | 25 minutes upon arrival at the airport.<br>(At least 80%)  | 102              | 94.44%     |
| 20 minutes upon arrival at the airport.<br>(At least 90%)  | 38               | 98.81%     | 35 minutes upon arrival at the airport.<br>(At least 90%)  | 6                | 100%       |
| 30 minutes upon arrival at the airport.<br>(At least 100%) | 3                | 100.00%    | 45 minutes upon arrival at the airport.<br>(At least 100%) | 0                | 100.00%    |
| 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  | 252              |            | Total  | 108              |            |

| Arrivals  |                  |            |   |                  |            |
|---|------------------|------------|---|------------------|------------|
| 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%)   | 182              | 82.35%     | Within 25 minutes of “chocks”.<br>(At least 80%)  | 33               | 91.67%     |
| Within 10 minutes of “chocks”.<br>(At least 90%)  | 35               | 98.19%     | Within 35 minutes of “chocks”.<br>(At least 90%)  | 3                | 100.00%    |
| Within 20 minutes of “chocks”.<br>(At least 100%) | 4                | 100.00%    | Within 45 minutes of “chocks”.<br>(At least 100%) | 0                | 100.00%    |
| More than 20 minutes of “chocks”.                 | 0                | N/A        | More than 45 minutes of “chocks”                  | 0                | N/A        |
| <b>Total</b>                                      | <b>221</b>       |            | <b>Total</b>                                      | <b>36</b>        |            |