

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

April 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. (At least 80%)	121	99.18%	25 minutes upon arrival at the airport. (At least 80%)	103	100%
20 minutes upon arrival at the airport. (At least 90%)	1	100%	35 minutes upon arrival at the airport. (At least 90%)	0	100%
30 minutes upon arrival at the airport. (At least 100%)	0	100%	45 minutes upon arrival at the airport. (At least 100%)	0	100%
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	122		Total	103	

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%)	151	73.30%	Within 25 minutes of “chocks”. (At least 80%)	78	96.30%
Within 10 minutes of “chocks”. (At least 90%)	34	89.81%	Within 35 minutes of “chocks”. (At least 90%)	2	98.77%
Within 20 minutes of “chocks”. (At least 100%)	15	97.09%	Within 45 minutes of “chocks”. (At least 100%)	1	100.00%
More than 20 minutes of “chocks”.	6	100%	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>206</b>		<b>Total</b>	<b>81</b>	