

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



June 2024

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%)	5120	98.94%	25 minutes upon arrival at the airport. (At least 80%)	1997	100.00%
20 minutes upon arrival at the airport. (At least 90%)	31	99.54%	35 minutes upon arrival at the airport. (At least 90%)	0	N/A
30 minutes upon arrival at the airport. (At least 100%)	10	99.73%	45 minutes upon arrival at the airport. (At least 100%)	0	N/A
More than 30 minutes upon arrival at the airport.	14	100.00%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	5175		Total	1997	

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%)	5292	78.31%	Within 25 minutes of “chocks”. (At least 80%)	1742	98.98%
Within 10 minutes of “chocks”. (At least 90%)	802	90.17%	Within 35 minutes of “chocks”. (At least 90%)	14	99.77%
Within 20 minutes of “chocks”. (At least 100%)	607	99.16%	Within 45 minutes of “chocks”. (At least 100%)	4	100.00%
More than 20 minutes of “chocks”.	57	100.00%	More than 45 minutes of “chocks”	0	N/A%
<b>Total</b>	<b>6758</b>		<b>Total</b>	<b>1760</b>	