

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

November 2020



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%)	206	83.40%	25 minutes upon arrival at the airport. (At least 80%)	59	90.77%
20 minutes upon arrival at the airport. (At least 90%)	29	95.14%	35 minutes upon arrival at the airport. (At least 90%)	6	100.00%
30 minutes upon arrival at the airport. (At least 100%)	12	100.00%	45 minutes upon arrival at the airport. (At least 100%)	0	N/A
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	247		Total	65	

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%)	321	81.27%	Within 25 minutes of “chocks”. (At least 80%)	26	92.86%
Within 10 minutes of “chocks”. (At least 90%)	62	96.96%	Within 35 minutes of “chocks”. (At least 90%)	2	100.00%
Within 20 minutes of “chocks”. (At least 100%)	12	100.00%	Within 45 minutes of “chocks”. (At least 100%)	0	N/A
More than 20 minutes of “chocks”.	0	N/A	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>395</b>		<b>Total</b>	<b>28</b>	