

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



February 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%)	2516	99.88%	25 minutes upon arrival at the airport. (At least 80%)	1187	99.83%
20 minutes upon arrival at the airport. (At least 90%)	2	99.96%	35 minutes upon arrival at the airport. (At least 90%)	1	99.92%
30 minutes upon arrival at the airport. (At least 100%)	0	99.96%	45 minutes upon arrival at the airport. (At least 100%)	1	100.00%
More than 30 minutes upon arrival at the airport.	1	100.00%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	2519		Total	1189	

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%)	2750	85.32%	Within 25 minutes of “chocks”. (At least 80%)	937	98.94%
Within 10 minutes of “chocks”. (At least 90%)	273	93.79%	Within 35 minutes of “chocks”. (At least 90%)	5	99.47%
Within 20 minutes of “chocks”. (At least 100%)	198	99.94%	Within 45 minutes of “chocks”. (At least 100%)	5	100.00%
More than 20 minutes of “chocks”.	2	100.00%	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>3223</b>		<b>Total</b>	<b>947</b>	