

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



April 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%)	4438	99.46%	25 minutes upon arrival at the airport. (At least 80%)	1624	100.00%
20 minutes upon arrival at the airport. (At least 90%)	13	99.75%	35 minutes upon arrival at the airport. (At least 90%)		N/A
30 minutes upon arrival at the airport. (At least 100%)	9	99.96%	45 minutes upon arrival at the airport. (At least 100%)		N/A
More than 30 minutes upon arrival at the airport.	2	100.00%	More than 45 minutes upon arrival at the airport.		N/A
Total	4462		Total	1624	

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%)	4143	81.59%	Within 25 minutes of “chocks”. (At least 80%)	1303	98.79%
Within 10 minutes of “chocks”. (At least 90%)	518	91.79%	Within 35 minutes of “chocks”. (At least 90%)	14	99.85%
Within 20 minutes of “chocks”. (At least 100%)	384	99.35%	Within 45 minutes of “chocks”. (At least 100%)	2	100.00%
More than 20 minutes of “chocks”.	33	100.00%	More than 45 minutes of “chocks”	0	N/A
Total	5078		Total	1319	