

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



August 2022

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%)	3244	100%	25 minutes upon arrival at the airport. (At least 80%)	882	100%
20 minutes upon arrival at the airport. (At least 90%)	0	N/A	35 minutes upon arrival at the airport. (At least 90%)	0	N/A
30 minutes upon arrival at the airport. (At least 100%)	0	N/A	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	3244		Total	882	

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%)	3037	60.79%	Within 25 minutes of “chocks”. (At least 80%)	841	88.16%
Within 10 minutes of “chocks”. (At least 90%)	472	70.24%	Within 35 minutes of “chocks”. (At least 90%)	57	94.13%
Within 20 minutes of “chocks”. (At least 100%)	725	84.75%	Within 45 minutes of “chocks”. (At least 100%)	33	97.59%
More than 20 minutes of “chocks”.	762	100%	More than 45 minutes of “chocks”	23	100%
Total	4996		Total	954	