

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

February 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%)	906	100%	25 minutes upon arrival at the airport. (At least 80%)	562	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	906		Total	562	

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%)	901	73.97%	Within 25 minutes of “chocks”. (At least 80%)	355	91.49%
Within 10 minutes of “chocks”. (At least 90%)	92	81.53%	Within 35 minutes of “chocks”. (At least 90%)	16	95.62%
Within 20 minutes of “chocks”. (At least 100%)	113	90.80%	Within 45 minutes of “chocks”. (At least 100%)	7	97.42%
More than 20 minutes of “chocks”.	112	100%	More than 45 minutes of “chocks”	10	100%
Total	1218		Total	388	