

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



October 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%)	3068	100%	25 minutes upon arrival at the airport. (At least 80%)	4042	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	3068		Total	4042	

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%)	2513	50.77%	Within 25 minutes of “chocks”. (At least 80%)	944	87.81%
Within 10 minutes of “chocks”. (At least 90%)	682	64.55%	Within 35 minutes of “chocks”. (At least 90%)	65	93.86%
Within 20 minutes of “chocks”. (At least 100%)	921	83.15%	Within 45 minutes of “chocks”. (At least 100%)	29	96.56%
More than 20 minutes of “chocks”.	834	100%	More than 45 minutes of “chocks”	37	100%
Total	4950		Total	1075	