

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



May 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%)	3113	100%	25 minutes upon arrival at the airport. (At least 80%)	1193	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	3113		Total	1193	

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%)	2283	61.79%	Within 25 minutes of “chocks”. (At least 80%)	1160	88.82%
Within 10 minutes of “chocks”. (At least 90%)	408	72.83%	Within 35 minutes of “chocks”. (At least 90%)	66	93.87%
Within 20 minutes of “chocks”. (At least 100%)	493	86.17%	Within 45 minutes of “chocks”. (At least 100%)	22	95.56%
More than 20 minutes of “chocks”.	511	100%	More than 45 minutes of “chocks”	58	100%
<b>Total</b>	<b>3695</b>		<b>Total</b>	<b>1306</b>	