Waiting times for PRM Customers - Measured against European Civil Aviation Conference (ECAC) standards May 2020 Departures Pre-Booked Non-Pre-Booked Service Standard Service Standard Standard Standard No No Percentage Percentage PRM PRM 10 minutes upon arrival at the 25 minutes upon arrival at the airport. 45 82 100% 100% airport. (At least 80%) (At least 80%) 20 minutes upon arrival at the 35 minutes upon arrival at the airport. N/A 0 N/A 0 (At least 90%) airport. (At least 90%) 30 minutes upon arrival at the 45 minutes upon arrival at the airport. 0 N/A 0 N/A (At least 100%) airport. (At least 100%) More than 30 More than 45 minutes upon arrival at the minutes upon arrival N/A 0 N/A 0 airport. at the airport. Total 82 Total 45

Arrivals					
Pre-Booked			Non-Pre-Booked		
Standard	Service Standard			Service Standard	
	No PRM	Percentage	Standard	No PRM	Percentage
Within 5 minutes of "chocks". (At least 80%)	48	100%	Within 25 minutes of "chocks". (At least 80%)	8	100%
Within 10 minutes of "chocks". (At least 90%)	0	N/A	Within 35 minutes of "chocks". (At least 90%)	0	N/A
Within 20 minutes of "chocks". (At least 100%)	0	N/A	Within 45 minutes of "chocks". (At least 100%)	0	N/A
More than 20 minutes of "chocks".	0	N/A	More than 45 minutes of "chocks"	0	N/A
Total	48		Total	8	