

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



July 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%)	2973	100%	25 minutes upon arrival at the airport. (At least 80%)	885	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	2973		Total	885	

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%)	2664	60.17%	Within 25 minutes of “chocks”. (At least 80%)	750	87.62%
Within 10 minutes of “chocks”. (At least 90%)	460	71.37%	Within 35 minutes of “chocks”. (At least 90%)	54	93.93%
Within 20 minutes of “chocks”. (At least 100%)	689	85.90%	Within 45 minutes of “chocks”. (At least 100%)	26	96.96%
More than 20 minutes of “chocks”.	596	100%	More than 45 minutes of “chocks”	26	100%
<b>Total</b>	<b>4409</b>		<b>Total</b>	<b>856</b>	