

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



June 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%)	3213	100%	25 minutes upon arrival at the airport. (At least 80%)	1350	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	3213		Total	1350	

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%)	2638	60.17%	Within 25 minutes of “chocks”. (At least 80%)	806	89.16%
Within 10 minutes of “chocks”. (At least 90%)	491	71.37%	Within 35 minutes of “chocks”. (At least 90%)	52	94.91%
Within 20 minutes of “chocks”. (At least 100%)	637	85.90%	Within 45 minutes of “chocks”. (At least 100%)	30	98.23%
More than 20 minutes of “chocks”.	618	100%	More than 45 minutes of “chocks”	16	100%
Total	4384		Total	904	