

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



August 2024

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%)	4838	99.94%	25 minutes upon arrival at the airport. (At least 80%)	1982	100.00%
20 minutes upon arrival at the airport. (At least 90%)	1	99.96%	35 minutes upon arrival at the airport. (At least 90%)		N/A
30 minutes upon arrival at the airport. (At least 100%)	2	100.00%	45 minutes upon arrival at the airport. (At least 100%)		N/A
More than 30 minutes upon arrival at the airport.		N/A	More than 45 minutes upon arrival at the airport.		N/A
Total	4841		Total	1982	

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%)	5200	80.10%	Within 25 minutes of “chocks”. (At least 80%)	1757	98.38%
Within 10 minutes of “chocks”. (At least 90%)	760	91.81%	Within 35 minutes of “chocks”. (At least 90%)	23	99.66%
Within 20 minutes of “chocks”. (At least 100%)	485	99.28%	Within 45 minutes of “chocks”. (At least 100%)	6	100.00%
More than 20 minutes of “chocks”.	47	100.00%	More than 45 minutes of “chocks”		N/A
Total	6492		Total	1786	