

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

January 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%)	661	100%	25 minutes upon arrival at the airport. (At least 80%)	408	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	661		Total	408	

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%)	839	82.66%	Within 25 minutes of “chocks”. (At least 80%)	318	97.85%
Within 10 minutes of “chocks”. (At least 90%)	63	88.87%	Within 35 minutes of “chocks”. (At least 90%)	7	100%
Within 20 minutes of “chocks”. (At least 100%)	82	96.95%	Within 45 minutes of “chocks”. (At least 100%)	0	100%
More than 20 minutes of “chocks”.	31	100%	More than 45 minutes of “chocks”	0	100%
Total	1015		Total	325	