

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

**August 2021**



**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%)	1252	100%	25 minutes upon arrival at the airport. (At least 80%)	613	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
<b>Total</b>	<b>1252</b>		<b>Total</b>	<b>613</b>	

<b>Arrivals</b>					
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%)	1444	89.58%	Within 25 minutes of "chocks". (At least 80%)	469	97.91%
Within 10 minutes of "chocks". (At least 90%)	52	92.80%	Within 35 minutes of "chocks". (At least 90%)	7	99.37%
Within 20 minutes of "chocks". (At least 100%)	75	97.46%	Within 45 minutes of "chocks". (At least 100%)	2	99.79%
More than 20 minutes of "chocks".	41	100%	More than 45 minutes of "chocks"	1	100%
<b>Total</b>	<b>1612</b>		<b>Total</b>	<b>479</b>	