

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



May 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%)	5059	99.02%	25 minutes upon arrival at the airport. (At least 80%)	2002	99.95%
20 minutes upon arrival at the airport. (At least 90%)	29	99.59%	35 minutes upon arrival at the airport. (At least 90%)	1	100.00%
30 minutes upon arrival at the airport. (At least 100%)	7	99.73%	45 minutes upon arrival at the airport. (At least 100%)		N/A
More than 30 minutes upon arrival at the airport.	14	100.00%	More than 45 minutes upon arrival at the airport.		N/A
Total	5109		Total	2003	

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%)	5424	82.31%	Within 25 minutes of “chocks”. (At least 80%)	1469	98.79%
Within 10 minutes of “chocks”. (At least 90%)	738	93.51%	Within 35 minutes of “chocks”. (At least 90%)	17	99.93%
Within 20 minutes of “chocks”. (At least 100%)	367	99.07%	Within 45 minutes of “chocks”. (At least 100%)	1	100.00%
More than 20 minutes of “chocks”.	61	100.00%	More than 45 minutes of “chocks”	0	N/A
<b>Total</b>	<b>6590</b>		<b>Total</b>	<b>1487</b>	