

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



August 2023

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%)	3864	99.38%	25 minutes upon arrival at the airport. (At least 80%)	1533	100.00%
20 minutes upon arrival at the airport. (At least 90%)	8	99.59%	35 minutes upon arrival at the airport. (At least 90%)	0	N/A
30 minutes upon arrival at the airport. (At least 100%)	5	99.72%	45 minutes upon arrival at the airport. (At least 100%)	0	N/A
More than 30 minutes upon arrival at the airport.	11	100.00%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	3,888		Total	1,533	

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%)	4046	76.77%	Within 25 minutes of “chocks”. (At least 80%)	1476	98.33%
Within 10 minutes of “chocks”. (At least 90%)	625	88.63%	Within 35 minutes of “chocks”. (At least 90%)	19	99.60%
Within 20 minutes of “chocks”. (At least 100%)	545	98.98%	Within 45 minutes of “chocks”. (At least 100%)	4	99.87%
More than 20 minutes of “chocks”.	54	100.00%	More than 45 minutes of “chocks”	2	100.00%
<b>Total</b>	<b>5,270</b>		<b>Total</b>	<b>1,501</b>	