

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

May 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%)	348	99.71%	25 minutes upon arrival at the airport. (At least 80%)	228	100%
20 minutes upon arrival at the airport. (At least 90%)	1	100%	35 minutes upon arrival at the airport. (At least 90%)	0	100%
30 minutes upon arrival at the airport. (At least 100%)	0	100%	45 minutes upon arrival at the airport. (At least 100%)	0	100%
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	349		Total	228	

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%)	271	79.24%	Within 25 minutes of “chocks”. (At least 80%)	143	96.30%
Within 10 minutes of “chocks”. (At least 90%)	37	90.06%	Within 35 minutes of “chocks”. (At least 90%)	1	100.00%
Within 20 minutes of “chocks”. (At least 100%)	32	99.42%	Within 45 minutes of “chocks”. (At least 100%)	0	100.00%
More than 20 minutes of “chocks”.	2	100%	More than 45 minutes of “chocks”	0	N/A
Total	342		Total	144	