

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

November 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%)	985	100%	25 minutes upon arrival at the airport. (At least 80%)	573	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	985		Total	573	

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%)	1305	77.72%	Within 25 minutes of "chocks". (At least 80%)	429	97.95%
Within 10 minutes of "chocks". (At least 90%)	94	83.32%	Within 35 minutes of "chocks". (At least 90%)	8	99.77%
Within 20 minutes of "chocks". (At least 100%)	196	95.00%	Within 45 minutes of "chocks". (At least 100%)	1	100%
More than 20 minutes of "chocks".	84	100%	More than 45 minutes of "chocks"	0	100%
Total	1679		Total	438	