

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



January 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%)	2463	99.84%	25 minutes upon arrival at the airport. (At least 80%)	1091	100.00%
20 minutes upon arrival at the airport. (At least 90%)	3	99.96%	35 minutes upon arrival at the airport. (At least 90%)	0	N/A
30 minutes upon arrival at the airport. (At least 100%)	1	100.00%	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	2467		Total	1091	

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%)	2785	86.71%	Within 25 minutes of “chocks”. (At least 80%)	795	98.64%
Within 10 minutes of “chocks”. (At least 90%)	299	96.01%	Within 35 minutes of “chocks”. (At least 90%)	8	99.63%
Within 20 minutes of “chocks”. (At least 100%)	114	99.56%	Within 45 minutes of “chocks”. (At least 100%)	3	100.00%
More than 20 minutes of “chocks”.	14	100.00%	More than 45 minutes of “chocks”	0	N/A
Total	3212		Total	806	