

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

December 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%)	992	100%	25 minutes upon arrival at the airport. (At least 80%)	649	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	992		Total	649	

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%)	1171	73.28%	Within 25 minutes of “chocks”. (At least 80%)	428	93.65%
Within 10 minutes of “chocks”. (At least 90%)	98	79.41%	Within 35 minutes of “chocks”. (At least 90%)	17	97.37%
Within 20 minutes of “chocks”. (At least 100%)	179	90.61%	Within 45 minutes of “chocks”. (At least 100%)	4	98.25%
More than 20 minutes of “chocks”.	150	100%	More than 45 minutes of “chocks”	8	100%
<b>Total</b>	<b>1598</b>		<b>Total</b>	<b>457</b>	