

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



October 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%)	3855	99.87%	25 minutes upon arrival at the airport. (At least 80%)	1350	99.93%
20 minutes upon arrival at the airport. (At least 90%)	2	99.92%	35 minutes upon arrival at the airport. (At least 90%)	1	100.00%
30 minutes upon arrival at the airport. (At least 100%)	2	99.97%	45 minutes upon arrival at the airport. (At least 100%)	0	N/A
More than 30 minutes upon arrival at the airport.	1	100.00%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	3860		Total	1351	

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%)	4911	78.89%	Within 25 minutes of “chocks”. (At least 80%)	1373	99.35%
Within 10 minutes of “chocks”. (At least 90%)	719	90.44%	Within 35 minutes of “chocks”. (At least 90%)	9	100.00%
Within 20 minutes of “chocks”. (At least 100%)	530	98.96%	Within 45 minutes of “chocks”. (At least 100%)	0	N/A
More than 20 minutes of “chocks”.	65	100.00%	More than 45 minutes of “chocks”	0	N/A
Total	6225		Total	1382	