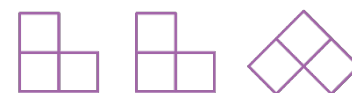**Waiting times for PRM Customers - Measured against European Civil Aviation Conference (ECAC) standards**
March 2023

London Luton Airport

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%)	2763	98.50%	25 minutes upon arrival at the airport. (At least 80%)	866	100%
20 minutes upon arrival at the airport. (At least 90%)	25	99.39%	35 minutes upon arrival at the airport. (At least 90%)		N/A
30 minutes upon arrival at the airport. (At least 100%)	9	99.71%	45 minutes upon arrival at the airport. (At least 100%)		N/A
More than 30 minutes upon arrival at the airport.	8	100.00%	More than 45 minutes upon arrival at the airport.		N/A
Total	2805		Total	866	

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%)	2568	75.91%	Within 25 minutes of "chocks". (At least 80%)	980	97.13%
Within 10 minutes of "chocks". (At least 90%)	427	88.53%	Within 35 minutes of "chocks". (At least 90%)	21	99.21%
Within 20 minutes of "chocks". (At least 100%)	351	98.91%	Within 45 minutes of "chocks". (At least 100%)	5	99.70%
More than 20 minutes of "chocks".	37	100.00%	More than 45 minutes of "chocks"	3	100.00%
Total	3383		Total	1009	