

Waiting times for PRM Customers - Measured against European Civil Aviation Conference (ECAC) standards
April 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%)	2804	98.49%	25 minutes upon arrival at the airport. (At least 80%)	1376	99.85%
20 minutes upon arrival at the airport. (At least 90%)	31	99.58%	35 minutes upon arrival at the airport. (At least 90%)	2	100.00
30 minutes upon arrival at the airport. (At least 100%)	8	99.86%	45 minutes upon arrival at the airport. (At least 100%)		N/A
More than 30 minutes upon arrival at the airport.	4	100.00%	More than 45 minutes upon arrival at the airport.		N/A
Total	2847		Total	1378	

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%)	2729	77.51%	Within 25 minutes of “chocks”. (At least 80%)	1197	93.59%
Within 10 minutes of “chocks”. (At least 90%)	405	89.01%	Within 35 minutes of “chocks”. (At least 90%)	63	98.51%
Within 20 minutes of “chocks”. (At least 100%)	357	99.15%	Within 45 minutes of “chocks”. (At least 100%)	18	99.92%
More than 20 minutes of “chocks”.	30	100.00%	More than 45 minutes of “chocks”	1	100.00%
Total	3521		Total	1279	