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

London Luton Airport

December 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%)	3011	99.80%	25 minutes upon arrival at the airport. (At least 80%)	1427	100.00%
20 minutes upon arrival at the airport. (At least 90%)	1	99.83%	35 minutes upon arrival at the airport. (At least 90%)	0	N/A
30 minutes upon arrival at the airport. (At least 100%)	2	99.90%	45 minutes upon arrival at the airport. (At least 100%)	0	N/A
More than 30 minutes upon arrival at the airport.	4	100.00%	More than 45 minutes upon arrival at the airport.	0	N/A
Total	**3017**		Total	**1427**	

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%)	3590	82.02%	Within 25 minutes of "chocks". (At least 80%)	1080	98.81%
Within 10 minutes of "chocks". (At least 90%)	449	92.28%	Within 35 minutes of "chocks". (At least 90%)	7	99.45%
Within 20 minutes of "chocks". (At least 100%)	311	99.38%	Within 45 minutes of "chocks". (At least 100%)	5	99.91%
More than 20 minutes of "chocks".	27	100.00%	More than 45 minutes of "chocks"	1	100.00%
Total	4377		Total	1093	