

Assisted Travel Service Performance

October 2022 to March 2023
London City Airport



CAA Standard of Performance

For Departing Pre-Booked Passengers:

Upon arrival at the airport, once passengers have made themselves known to the Assisted Travel Team:

- 80% of Passengers should wait no longer than 10 minutes for assistance
- 90% of Passengers should wait no longer than 20 minutes for assistance
- **100% of Passengers should wait no longer than 30 minutes for assistance**

For Departing Non Pre-Booked Passengers:

Upon arrival at the airport, once passengers have made themselves known to the Assisted Travel Team:

- 80% of Passengers should wait no longer than 25 minutes for assistance
- 90% of Passengers should wait no longer than 35 minutes for assistance
- **100% of Passengers should wait no longer than 45 minutes for assistance**

		Departing (PRM)						
	Standard (waiting time once PRM made themselves known)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		373	322	486	281	274	343
	10 mins	80%	96.50%	95.70%	93.40%	96.80%	92.30%	92.10%
	20 mins	90%	99.70%	97.80%	96.50%	98.90%	99.30%	97.40%
	30 mins	100%	99.70%	98.40%	98.10%	99.60%	100.00%	99.10%
Non pre-booked	Numbers of PRMs		105	94	124	91	75	107
	25 mins	80%	99.00%	96.80%	96.00%	96.70%	98.70%	100.00%
	35 mins	90%	100.00%	98.90%	98.40%	98.90%	98.70%	100.00%
	45 mins	100%	100.00%	100.00%	98.40%	100.00%	100.00%	100.00%

CAA Standard of Performance

For Arriving Pre-Booked Passengers:

Assistance should be at the aircraft side/gate for:

- 80% of Passengers should wait no longer than 5 minutes of 'on chocks'
- 90% of Passengers should wait no longer than 10 minutes of 'on chocks'
- **100% of Passengers should wait no longer than 20 minutes of 'on chocks'**

For Arriving Non Pre-Booked Passengers:

Assistance should be at the aircraft side/gate for:

- 80% of Passengers should wait no longer than 25 minutes of 'on chocks'
- 90% of Passengers should wait no longer than 35 minutes of 'on chocks'
- **100% of Passengers should wait no longer than 45 minutes of 'on chocks'**

		Arriving (PRM)						
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		607	481	549	470	365	455
	5 mins	80%	94.20%	88.60%	92.50%	93.20%	88.80%	91.40%
	10 mins	90%	98.20%	92.90%	97.10%	97.90%	98.40%	96.90%
	20 mins	100%	99.20%	96.30%	99.50%	99.80%	100.00%	99.10%
	20 mins moving average	100%						
	30 mins		99.70%	98.50%	99.80%	100.00%	100.00%	99.80%
	45 mins		99.70%	99.40%	99.80%	100.00%	100.00%	100.00%
	60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Non pre-booked	Numbers of PRMs		131	105	124	108	107	96
	25 mins	80%	98.50%	98.10%	99.20%	99.10%	100.00%	99.00%
	35 mins	90%	99.20%	100.00%	100.00%	100.00%	100.00%	99.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins moving average	100%						
	60 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	75 mins		100.00%	100.00%	100.00%	100.00%	100.00%	100.00%