

Assisted Travel Service Performance

April 2023 to July 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 - all PRMs

	Standard (waiting time once PRM made themselves known)	Target	April	May	June	July
Pre-booked	Numbers of PRMs		486	518	597	547
	10 mins	80%	96.30%	97.90%	93.40%	96.00%
	20 mins	90%	98.60%	99.20%	97.00%	97.80%
	30 mins	100%	99.40%	99.80%	99.20%	99.30%
	40 mins		99.60%	100.00%	99.30%	100.00%
	50mins		100.00%		100.00%	
Non pre-booked	Numbers of PRMs		117	113	169	170
	25 mins	80%	99.10%	99.10%	98.20%	97.60%
	35 mins	90%	99.10%	100.00%	98.20%	99.40%
	45 mins	100%	100.00%	100.00%	99.40%	100.00%
	60min				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 - All PRMs						
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	April	May	June	July
Pre-booked	Numbers of PRMs		643	653	787	758
	% no shows		0.14%	0.06%	0.12%	0.16%
	5 mins	80%	88.20%	96.70%	94.20%	91.90%
	10 mins	90%	94.40%	99.70%	98.20%	97.10%
	20 mins	100%	98.10%	100.00%	99.50%	99.60%
	30 mins		99.40%		99.90%	100.00%
	45 mins		100.00%		100.00%	
	60 mins					
Non pre-booked	Numbers of PRMs		151	132	189	145
	25 mins	80%	99.30%	100.00%	98.40%	97.80%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%
	60 mins					
	75 mins					