

Assisted Travel Service Performance

April 2025 to September 2025

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**

Performance for Departing Passengers

Departures			Apr - 25	May - 25	Jun - 25	Jul - 25	Aug - 25	Sept - 25
Pre-Booked	Number of ATPs:		705	803	834	892	851	853
	10 mins	80%	98.44%	97.76%	97.48%	95.29%	94.24%	98.24%
	20 mins	90%	99.86%	99.38%	99.28%	98.65%	97.88%	99.77%
	30 mins	100%	100.00%	99.88%	99.64%	99.66%	98.94%	99.88%
Non Pre-Booked	Number of ATPs:		117	147	161	180	182	155
	25 mins	80%	100.00%	98.64%	100.00%	98.89%	98.35%	99.35%
	35 mins	90%	100.00%	99.32%	100.00%	99.44%	98.90%	99.35%
	45 mins	100%	100.00%	99.32%	100.00%	100.00%	98.90%	99.35%

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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'**

Performance for Arriving Passengers

Arrivals		Apr - 25	May - 25	Jun - 25	Jul - 25	Aug - 25	Sept - 25	
Pre-Booked	Number of ATPs:	864	893	940	995	927	1,045	
	5 mins	80%	94.30%	92.48%	95.41%	92.41%	92.51%	96.81%
	10 mins	90%	97.98%	99.32%	98.72%	97.27%	98.70%	98.46%
	20 mins	100%	100.00%	100.00%	100.00%	99.80%	99.67%	100.00%
Non Pre-Booked	Number of ATPs:	129	128	140	147	168	171	
	25 mins	80%	100.00%	100.00%	99.28%	100.00%	97.60%	99.41%
	35 mins	90%	100.00%	100.00%	99.28%	100.00%	98.80%	99.41%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	99.40%	100.00%

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