

Assisted Travel Service Performance

October 2023 to March 2024
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**

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'**

Departing								
	Standard	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		553	354	645	319	348	480
	10 mins	80%	98.2%	98.6%	97.4%	99.4%	97.4%	98.1%
	20 mins	90%	99.8%	99.4%	98.9%	99.7%	99.4%	99.2%
	30 mins	100%	100%	100%	99.2%	100%	100%	100%
Non-pre-booked	Numbers of PRMs		159	147	168	109	110	135
	25 mins	80%	99.4%	98.6%	99.4%	99.1%	99.1%	99.3%
	35 mins	90%	100%	100%	100%	99.1%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%

Arriving								
	Standard	Target	October	November	December	January	February	March
Pre-booked	Numbers of PRMs		669	462	707	512	430	547
	5 mins	80%	94.6%	95.0%	93.7%	93.1%	93.2%	92.7%
	10 mins	90%	98.0%	99.3%	97.7%	98.2%	97.6%	97.9%
	20 mins	100%	98.8%	100%	99.3%	99.8%	100%	99.4%
Non-pre-booked	Numbers of PRMs		211	152	143	130	140	145
	25 mins	80%	99.0%	98.7%	100%	98.4%	100%	98.6%
	35 mins	90%	100%	100%	100%	99.2%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%