

# Assisted Travel Service Performance

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November 2024 to March 2025  
London City Airport



# CAA Standard of Performance

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## 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**

DEPARTURES			Nov-2024	Dec-2024	Jan-2025	Feb-2025	Mar-2025
Pre-Booked	Number of ATPs:		534	750	468	434	577
	10 mins	80%	98.7%	98%	98.10%	99.30%	98.3%
	20 mins	90%	99.30%	99.70%	99.80%	100%	99.5%
	30 mins	100%	100%	100%	100%	100%	100%
Non Pre-Booked	Number of ATPs:		105	127	73	84	72
	25 mins	80%	98.1%	99.2%	98.60%	100%	100%
	35 mins	90%	98.1%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%

**LONDON CITY AIRPORT**

# CAA Standard of Performance

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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'**

ARRIVALS			Nov-2024	Dec-2024	Jan-2025	Feb-2025	Mar-2025
Pre-Booked	Number of ATPs:		658	815	588	521	663
	5 mins	80%	95.40%	96.20%	95.20%	94.60%	90.3%
	10 mins	90%	99.10%	98.70%	98.80%	99.80%	96.7%
	20 mins	100%	100%	100%	100%	100%	100%
Non Pre-Booked	Number of ATPs:		138	142	100	97	84
	25 mins	80%	100%	100%	98.9%	96.9%	100%
	35 mins	90%	100%	100%	100%	99%	100%
	45 mins	100%	100%	100%	100%	99%	100%

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