

Assisted Travel Service Performance

October 2024 to March 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			Oct - 24	Nov - 24	Dec - 24	Jan - 25	Feb - 25	Mar - 25
Pre-Booked	Number of ATPs:		698	534	750	468	434	577
	10 mins	80%	96.99%	98.69%	98.00%	98.08%	99.31%	98.27%
	20 mins	90%	99.00%	99.25%	99.73%	99.79%	100.00%	99.48%
	30 mins	100%	99.71%	100.00%	100.00%	100.00%	100.00%	100.00%
Non Pre-Booked	Number of ATPs:		103	105	127	73	84	72
	25 mins	80%	100.00%	98.10%	99.21%	98.63%	100.00%	100.00%
	35 mins	90%	100.00%	98.10%	100.00%	100.00%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

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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			Oct - 24	Nov - 24	Dec - 24	Jan - 25	Feb - 25	Mar - 25
Pre-Booked	Number of ATPs:		903	658	815	588	521	663
	5 mins	80%	94.93%	95.37%	96.20%	95.14%	94.58%	90.48%
	10 mins	90%	98.76%	99.07%	98.69%	98.61%	99.81%	96.83%
	20 mins	100%	99.77%	100.00%	100.00%	100.00%	100.00%	100.00%
Non Pre-Booked	Number of ATPs:		163	138	142	100	97	84
	25 mins	80%	100.00%	100.00%	100.00%	98.94%	96.91%	100.00%
	35 mins	90%	100.00%	100.00%	100.00%	100.00%	98.97%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	98.97%	100.00%

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