

# Assisted Travel Service Performance

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August 2023 to September 2023  
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**

Departing - all PRMs				
	Standard (waiting time once PRM made themselves known)	Target	August	September
Pre-booked	<b>Numbers of PRMs</b>		<b>611</b>	<b>561</b>
	10 mins	80%	94.60%	99.10%
	20 mins	90%	98.20%	100.00%
	30 mins	100%	99.80%	100.00%
	40 mins		100.00%	
Non pre-booked	<b>Numbers of PRMs</b>		<b>142</b>	<b>173</b>
	25 mins	80%	99.30%	100.00%
	35 mins	90%	99.30%	100.00%
	45 mins	100%	100.00%	100.00%

# 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'**

	Arriving - all PRMs			
	Standard (time assistance available at gate or aircraft side from arrival on chocks )	Target	August	September
	<b>Numbers of PRMs</b>		<b>773</b>	<b>756</b>
	<b>% no shows</b>		<b>15%</b>	<b>14%</b>
Pre-booked	5 mins	80%	92.50%	90.10%
	10 mins	90%	97.30%	97.00%
	20 mins	100%	99.40%	100.00%
	30 mins		99.90%	
	45 mins		100.00%	
	60 mins			
	<b>Numbers of PRMs</b>		<b>145</b>	<b>212</b>
Non pre-booked	25 mins	80%	100.00%	100.00%
	35 mins	90%	100.00%	100.00%
	45 mins	100%	100.00%	100.00%
	60 mins			
	75 mins			