

Assisted Travel Service Performance

April 2024 to October 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**

Departing									
		Standard	Apr-2024	May-2024	Jun-2024	Jul-2024	Aug-2024	Sep-2024	Oct-2024
Pre-Booked	Number of PRMs		542	670	671	732	839	805	698
	10mins	80%	97.40%	96.70%	99.00%	97.00%	97.70%	96.90%	97.00%
	20mins	90%	99.10%	99.60%	100.00%	99.00%	99.40%	99.80%	99.00%
	30mins	100%	100.00%	100.00%	100.00%	100.00%	99.80%	100.00%	99.70%
Non Pre-Booked	Number of PRMs		154	198	175	174	194	144	103
	25mins	80%	99.40%	99.00%	100.00%	98.90%	100.00%	98.60%	100.00%
	35mins	90%	100.00%	100.00%	100.00%	99.40%	100.00%	98.60%	100.00%
	45mins	100%	100.00%	100.00%	100.00%	99.40%	100.00%	98.60%	100.00%

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'**

Arriving									
	Standard	Target	Apr-2024	May-2024	Jun-2024	Jul-2024	Aug-2024	Sep-2024	Oct-2024
Pre-booked	Number of PRMs		593	768	850	874	872	901	903
	5mins	80%	92.80%	93.70%	95.30%	94.70%	95.10%	93.30%	94.90%
	10mins	90%	98.60%	98.40%	98.90%	98.70%	98.00%	96.40%	98.80%
	20mins	100%	100.00%	99.30%	100.00%	99.90%	99.60%	100.00%	99.80%
Non Pre-Booked	Number of PRMs		198	175	200	218	203	207	163
	25mins	80%	100.00%	100.00%	98.50%	99.50%	99.50%	100.00%	100.00%
	35mins	90%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45mins	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%