

Assisted Travel Service Performance

April 2025 to October 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		Apr - 25	May - 25	Jun - 25	Jul - 25	Aug - 25	Sept - 25	Oct - 25
Pre-Booked	Number of ATPs:	705	803	834	892	851	853	787
	10 mins 80%	98.40%	97.80%	97.50%	95.30%	94.20%	98.20%	99.10%
	20 mins 90%	99.90%	99.40%	99.30%	98.70%	97.90%	99.80%	99.60%
	30 mins 100%	100.00%	99.90%	99.60%	99.70%	98.90%	99.90%	99.70%
Non Pre-Booked	Number of ATPs:	117	147	161	180	182	155	107
	25 mins 80%	100.00%	98.60%	100.00%	98.90%	98.40%	99.40%	99.10%
	35 mins 90%	100.00%	99.30%	100.00%	99.40%	98.90%	99.40%	100.00%
	45 mins 100%	100.00%	99.30%	100.00%	100.00%	98.90%	99.40%	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		Apr - 25	May - 25	Jun - 25	Jul - 25	Aug - 25	Sept - 25	Oct - 25	
Pre-Booked	Number of ATPs:	864	893	940	995	927	1,045	917	
	5 mins	80%	94.30%	92.50%	95.40%	92.40%	92.50%	96.80%	95.10%
	10 mins	90%	98.00%	99.30%	98.70%	97.30%	98.70%	98.50%	98.20%
	20 mins	100%	100.00%	100.00%	100.00%	99.80%	99.70%	100.00%	99.80%
Non Pre-Booked	Number of ATPs:	129	128	140	147	168	171	133	
	25 mins	80%	100.00%	100.00%	99.30%	100.00%	97.60%	99.40%	100.00%
	35 mins	90%	100.00%	100.00%	99.30%	100.00%	98.80%	99.40%	100.00%
	45 mins	100%	100.00%	100.00%	100.00%	100.00%	99.40%	100.00%	100.00%

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