

# Assisted Travel Service Performance

---

November 2025 to April 2026  
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**

DEPARTURES			Nov-2025	Dec-2025	Jan-2026	Feb-2026	Mar-2026	Apr-2026
Pre-Booked	Number of ATPs:		543	693	481	444	569	635
	10 mins	80%	97.42%	97.55%	97.71%	97.97%	99.12%	98.58%
	20 mins	90%	99.26%	99.28%	99.58%	99.55%	99.47%	99.53%
	30 mins	100%	99.82%	99.57%	100%	100%	99.82%	99.69%
Non Pre-Booked	Number of ATPs:		105	127	73	84	72	137
	25 mins	80%	100%	100%	98.92%	100%	100%	100%
	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%

# 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'**

ARRIVALS			Nov-2025	Dec-2025	Jan-2026	Feb-2026	Mar-2026	Apr-2026
Pre-Booked	Number of ATPs:		653	760	576	500	569	801
	5 mins	80%	95.85%	95.89%	94.91%	95.93%	94.82%	96.58%
	10 mins	90%	98.46%	98.14%	98.42%	98.98%	97.32%	98.73%
	20 mins	100%	99.85%	98.81%	100%	100%	99.82%	100%
Non Pre-Booked	Number of ATPs:		107	137	116	76	91	137
	25 mins	80%	100%	99.27%	100%	100%	98.90%	99.26%
	35 mins	90%	100%	100%	100%	100%	100%	100%
	45 mins	100%	100%	100%	100%	100%	100%	100%

**LONDON CITY AIRPORT**