

Assisted Travel Service Performance July 2026

	Arriving - all PRMs		
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	July
	Numbers of PRMs		1300
Pre-booked	% No shows		
	5 mins	80%	99.46%
	10 mins	90%	100.00%
	20 mins	100%	100.00%
	30 mins		100.00%
	45 mins		100.00%
	60 mins		100.00%
Non-pre-booked	Numbers of PRMs		293
	25 mins	80%	100.00%
	35 mins	90%	100.00%
	45 mins	100%	100.00%
	60 mins		100.00%
	75 mins		100.00%

	Departing - all PRMs		
	Standard (waiting time once PRM made themselves known)	Target	July
Pre-booked	Numbers of PRMs		967
	10 mins	80%	100.00%
	20 mins	90%	100.00%
	30 mins	100%	100.00%
Non-pre-booked	Numbers of PRMs		443
	25 mins	80%	100.00%
	35 mins	90%	100.00%
	45 mins	100%	100.00%

This year in July 18.04% more passengers used the Assisted Travel Service compared to the same month in 2025.

1.57% of total passengers used the service.

24.5 % of those passengers requiring assistance did not pre-book the service through their airline.