

Assisted Travel Service Performance January 2026

Arriving - all PRMs			
	Standard (time assistance available at gate or aircraft side from aircraft arrival on chocks)	Target	January
	Numbers of PRMs		591
	% No shows		5.24
Pre-booked	5 mins	80%	98.31%
	10 mins	90%	99.49%
	20 mins	100%	100.00%
	30 mins		100.00%
	45 mins		100.00%
	60 mins		100.00%
	Numbers of PRMs		214
Non-pre-booked	25 mins	80%	99.53%
	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	January
	Numbers of PRMs		451
Pre-booked	10 mins	80%	100.00%
	20 mins	90%	100.00%
	30 mins	100%	100.00%
	Numbers of PRMs		197
Non-pre-booked	25 mins	80%	100.00%
	35 mins	90%	100.00%
	45 mins	100%	100.00%

The flight schedule was negatively impacted by the adverse weather experienced during the first 9 days of January (Prolonged periods of snow and ice).

In addition, the impact of operational challenges at Amsterdam due to adverse weather and difficulties with de-icing supplies led to cancellations and delays.

Passengers using the Assisted Travel Service increased 1.3% in January compared to the previous years, against a lower total passenger number for the reasons listed above.