

Assisted Travel Service Performance March 2026

Arriving - all PRMs			
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	March
	Numbers of PRMs		806
	% No shows		2.48
Pre-booked	5 mins	80%	98.76%
	10 mins	90%	100.00%
	20 mins	100%	100.00%
	30 mins		100.00%
	45 mins		100.00%
	60 mins		100.00%
	Numbers of PRMs		186
Non-pre-booked	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	March
	Numbers of PRMs		599
Pre-booked	10 mins	80%	100.00%
	20 mins	90%	100.00%
	30 mins	100%	100.00%
	Numbers of PRMs		181
Non-pre-booked	25 mins	80%	100.00%
	35 mins	90%	100.00%
	45 mins	100%	100.00%

In March, the number of passengers using the Assisted Travel service increased by 15.59% compared to the same month last year.

83.82% of passengers booked their assistance requirements in advance (when reserving their flight), allowing the airline concerned to pre-notify the Assistance Service provider at Aberdeen Airport.

In 2025, the number of passengers using the service increased 26%. We are currently recruiting additional staff for the peak summer period.