

Assisted Travel Service Performance February 2026

| Arriving - all PRMs | | | |
|---------------------|---|--------|-------------|
| | Standard (time assistance available at gate or aircraft side from aircraft arrival on chocks) | Target | February |
| | Numbers of PRMs | | 594 |
| | % No shows | | 5.24 |
| Pre-booked | 5 mins | 80% | 99.49% |
| | 10 mins | 90% | 99.66% |
| | 20 mins | 100% | 99.83% |
| | 30 mins | | 100.00% |
| | 45 mins | | 100.00% |
| | 60 mins | | 100.00% |
| | Numbers of PRMs | | 143 |
| 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 | February |
| | Numbers of PRMs | | 439 |
| Pre-booked | 10 mins | 80% | 100.00% |
| | 20 mins | 90% | 100.00% |
| | 30 mins | 100% | 100.00% |
| | Numbers of PRMs | | 134 |
| Non-pre-booked | 25 mins | 80% | 100.00% |
| | 35 mins | 90% | 100.00% |
| | 45 mins | 100% | 100.00% |

February is normally a quieter month in terms of overall passengers and those requesting assistance while travelling.

However, given the impact of the weather in January, the first two months of the year were reasonably comparable in terms of those requesting assistance.

We continue to see high numbers of passengers using Assisted Travel on TUI, Ryanair, Loganair and British Airways flights.