

## Assisted Travel Service Performance April 2026

Arriving - all PRMs			
	Standard (time assistance available at gate or aircraft side from aircraft arrival on chocks)	Target	April
	<b>Numbers of PRMs</b>		<b>942</b>
Pre-booked	<b>% No shows</b>		
	5 mins	80%	97.85%
	10 mins	90%	99.72%
	20 mins	100%	99.91%
	30 mins		100.00%
	45 mins		100.00%
	60 mins		100.00%
Non-pre-booked	<b>Numbers of PRMs</b>		<b>177</b>
	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
Pre-booked	<b>Numbers of PRMs</b>		<b>723</b>
	10 mins	80%	100.00%
	20 mins	90%	100.00%
	30 mins	100%	100.00%
Non-pre-booked	<b>Numbers of PRMs</b>		<b>213</b>
	25 mins	80%	100.00%
	35 mins	90%	100.00%
	45 mins	100%	100.00%

April is a busy month and the number of passengers using Assisted Travel can vary depending on the date of Easter. This month we experienced a 9.6% increase in passengers using Assisted Travel. 80.94% of passengers prenotified their airline that they required assistance.

Prebooking is important so that staff and equipment can be scheduled to attend flights in a timely manner. Assistance required for the complete itinerary should be booked with the airline at least 48 hours before the first flight. The airline will then convey this information to the Assisted Travel team at the airport.