

Assisted Travel Service Performance June 2026

	Arriving - all PRMs		
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	June
	Numbers of PRMs		1224
	% No shows		14.04%
Pre-booked	5 mins	80%	99.18%
	10 mins	90%	99.84%
	20 mins	100%	100.00%
	30 mins		100.00%
	45 mins		100.00%
	60 mins		100.00%
Non-pre-booked	Numbers of PRMs		271
	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		977
Pre-booked	10 mins	80%	100.00%
	20 mins	90%	100.00%
	30 mins	100%	100.00%
Non-pre-booked	Numbers of PRMs		393
	25 mins	80%	100.00%
	35 mins	90%	100.00%
	45 mins	100%	100.00%

June 2026 saw 10.36% more passengers using Assisted Travel compared to the same month in 2025. During the first six months of 2026, the number of passengers using the Assisted Travel Service has increased 12.71%.

76.04% of passengers prebooked assistance with their airline.

Flights to London, Spain & Portugal continue to carry increased numbers of passengers requiring assistance.