

Assisted Travel Service Performance September 2026

Arrivals		
Standard(time assistance available at gate from arrival on chocks)	Target	September
Number Of Preadvised PRMs		1240
5 Mins	80%	98.15% (1217)
10 Mins	90%	99.84% (1238)
20 Mins	100%	99.84% (1238)
30 Mins	100%	100.00% (1240)
45 Mins	100%	100.00% (1240)
60 Mins	100%	100.00% (1240)
> 60 Mins		(0)
		Missing: 0
Number Of Non Advised PRMs		267
25 Mins	80%	100.00% (267)
35 Mins	90%	100.00% (267)
45 Mins	100%	100.00% (267)
60 Mins	100%	100.00% (267)
75 Mins	100%	100.00% (267)
> 75 Mins		(0)

Departing		
Standard(Waiting time once PRM made themselves known)	Target	September
Number Of Preadvised PRMs		1081
10 Mins	80%	100.00% (1081)
20 Mins	90%	100.00% (1081)
30 Mins	100%	100.00% (1081)
> 30 Mins		(0)
		Missing: 0
Number Of Non Advised PRMs		437
25 Mins	80%	100.00% (437)
35 Mins	90%	100.00% (437)
45 Mins	100%	100.00% (437)
> 45 Mins		(0)

During September, 3025 passengers used the Assisted Travel service making it the busiest month of the year so far. This equates to 1.68% of total passengers. However, only 76.72% of passengers prebooked assistance with their airline. Its always best to pre-book assistance with the airline to ensure you receive the appropriate service in a timely manner once at the airport.

Year to date compared to 2025, 13% more passengers are using the Assisted Travel service.