



## Missed flights: Passengers with Special Assistance

Date	Airline	Pre-booked	Reason	Outcome (if known)
18/10/2019	Ryanair	N	Checked in at landside at -38 min. Advised late arrival (got stuck in traffic).They made own way. Got stuck in security due to medical fluids. Missed flight and returned to LS desk.	Booked on new flight with EZY to Toulouse from LGW.Coach organised from STN to LGW at 1625.
22/10/2019	Ryanair	Y	Checked in -35 min/checked in 13:05 for 13:40/ departure. Made own way to gate.	Booked own flight.
24/10/2019	Ryanair	N/A	Passenger never booked assistance, never checked in at LS desk. Agent got stuck at Check in and Security.	Dealt with Ryanair directly. Stayed at LS area overnight until new flight at 05:55 the following day - now checked in at LS for WCHR.
02/11/2019	Ryanair	Y	Passenger being taken to a gate that was later on changed.	Flight has been booked on the next day in the morning. Night spent in a hotel.
13/11/2019	Ryanair	Y	Passenger has been taken late to the gate.	Flight has been booked departing on the same day.
30/11/2019	Ryanair	Y	System error. Gate closed by the time passenger was moved.	Flight has been booked departing on the same day.
01/12/2019	Ryanair	Y	Staff turnaround.	Flight has been booked departing on the same day.
01/12/2019	Ryanair	Y	Passenger was late.	N/A
01/12/2019	Ryanair	Y	Staff turnaround.	Flight has been booked departing on the same day.
01/12/2019	Jet2	N	Passenger was late.	N/A
09/12/2019	Ryanair	Y	System issue.	Flight has been booked departing on the same day from Luton.
16/12/2019	Ryanair	Y	Allocation Error.	Flight has been booked departing on the same day.
27/12/2019	Ryanair	Y	Staff turnaround.	Spent night in a hotel and flight has been booked departing on the next day.
27/12/2019	Ryanair	Y	Staff turnaround.	Spent night in a hotel and flight has been booked departing on the next day.
27/12/2019	Ryanair	Y	Member of staff called passenger without noticing he was deaf.	Flight has been booked departing on the next day and passenger was picked up.
27/12/2019	Ryanair	Y	Staff turnaround.	Flight has been booked departing on the next day.
03/01/2020	Ryanair	Y	Miscommunication.	Paid for flight tickets for the next flight on the same day to Toulouse and for cab from Toulouse to Carcassonne after arriving.
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20/01/2020	Ryanair	Y	System issue.The passenger was been taken to a gate that later on has changed.	N/A
30/01/2020	Ryanair	Y	System issue.The passenger was been taken to a gate that later on has changed.	Flight has been booked departing on the next day in the morning. Night spent in a hotel.
01/02/2020	Ryanair	Y	System issue.The passenger was been taken to a gate that later on has changed.	Flight has been booked departing on the next day in the morning. Night spent in a hotel.
21/02/2020	Ryanair	Y	Miscommunication.	Flight has been booked departing on the next day in the morning. Night spent in a hotel.
02/03/2020	Ryanair	Y	System issue.The passenger was been taken to a gate that later on has changed.	Flight has been booked departing on the same day to different destination and arranged onward taxi travel.

## Waits of more than 45 minutes: Arriving passengers with Special Assistance

Date	Airline	Flight number	Pre-booked (Y/N)	Time arrived at gate / aircraft side	Delay length	Reason
24/04/2019	FR	FR702	No	24/04/2019 18:42	64	Allocation mistake.
24/04/2019	FR	FR702	No	24/04/2019 18:42	64	Allocation mistake.
24/04/2019	FR	FR702	No	24/04/2019 18:42	64	Allocation mistake.
02/05/2019	FR	FR4953	Yes	02/05/2019 13:50	49	Unknown
25/05/2019	FR	FR2405	Yes	25/05/1900 17:16	53	Vehicle went for service during task. Driver changed vehicle.
25/05/2019	FR	FR8975	Yes	25/05/2019 00:45	53	Night operation reduced staff.
27/07/2019	MT	MT505	Yes	27/07/2019 05:02	61	Unknown
27/07/2019	MT	MT505	Yes	27/07/2019 05:02	61	Unknown
27/07/2019	MT	MT505	No	27/07/2019 05:02	61	Unknown
21/09/2019	FR	FR515	Yes	21/09/2019 16:43	49	Allocation mistake.
28/09/2019	FR	FR799	Yes	28/09/2019 00:34	61	Unknown
12/10/2019	FR	FR8554	6 Yes,2 No	12/10/2019 00:34	49	Late allocation and driver's fault.
02/11/2019	FR	FR973	Yes	02/11/2019 19:01	51	Late allocation.
11/11/2019	U2	U23152	No	11/11/2019 18:24	46	Late allocation and driver's fault.
18/12/2019	FR	FR1686	No	18/12/2019 08:20	53	Late allocation.