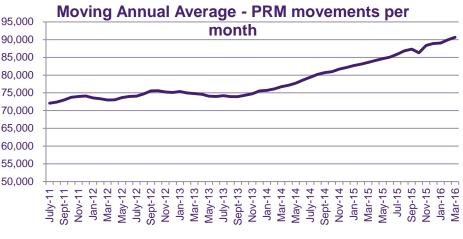


Passengers with Restricted Mobility (PRM) Service Performance - Winter 2015 (Oct 2015-Mar 2016)

	Departing Passengers								
	Waiting time once PRM has made themselves known	Target	October	November	December	January	February	March	9 8 8 7
Passenger has Pre- booked 30 Hours in Advance	10 mins.	97%	100%	100%	100%	100%	100%	100%	7
	17 mins.	99%	100%	100%	100%	100%	100%	100%	6
	45 mins.	100%	100%	100%	100%	100%	100%	100%	5
Passenger has <u>not</u> Pre- booked 30 Hours in Advance	15 mins.	97%	100%	100%	100%	100%	100%	100%	5
	20 mins.	99%	100%	100%	100%	100%	100%	100%	
	45 mins.	100%	100%	100%	100%	100%	100%	100%	



Assistance services provided increased by 9% compared to the prior year over the last 6 months 1.47%

The first quarter of 2016 has seen 1.47% of Heathrow's passengers using the Special Assistance Services

Arriving Passengers								
Time assistance available at gate from arrival on chocks	Target	October	November	December	January	February	March	
5	96%	95%	97%	98%	99%	99%	99%	
15	99%	96%	99%	98%	99%	99%	99%	Ma
20	100%	100%	100%	100%	100%	100%	100%	be
20	96%	100%	100%	100%	100%	100%	100%	
30	99%	100%	100%	100%	100%	100%	100%	
45	100%	100%	100%	100%	100%	100%	100%	
	available at gate from arrival on chocks 5 15 20 20 30	available at gate from arrival on chocks Target 5 96% 15 99% 20 100% 20 96% 30 99%	Time assistance available at gate from arrival on chocks 5 96% 95% 15 99% 96% 20 100% 100% 20 96% 100% 30 99% 100%	Time assistance available at gate from arrival on chocks 5 96% 95% 97% 15 99% 96% 99% 20 100% 100% 100% 20 96% 100% 100% 30 99% 100% 100%	Time assistance available at gate from arrival on chocks Target October November December 5 96% 95% 97% 98% 15 99% 96% 99% 98% 20 100% 100% 100% 100% 20 96% 100% 100% 100% 30 99% 100% 100% 100%	Time assistance available at gate from arrival on chocks Target October November December January 5 96% 95% 97% 98% 99% 15 99% 96% 99% 98% 99% 20 100% 100% 100% 100% 100% 20 96% 100% 100% 100% 100% 100% 30 99% 100% 100% 100% 100%	Time assistance available at gate from arrival on chocks Target October November December January February February 5 96% 95% 97% 98% 99% 99% 15 99% 96% 99% 98% 99% 99% 20 100% 100% 100% 100% 100% 100% 20 96% 100% 100% 100% 100% 100% 100% 30 99% 100% 100% 100% 100% 100%	Time assistance available at gate from arrival on chocks Target October November December January February March March 5 96% 95% 97% 98% 99% 99% 99% 15 99% 96% 99% 98% 99% 99% 99% 20 100% 100% 100% 100% 100% 100% 100% 20 96% 100% 100% 100% 100% 100% 100% 30 99% 100% 100% 100% 100% 100% 100%

Arrivals Waiting Area (Pre-Immigration)										
laximum time in a Waiting Area efore continuing journey	Target	October	November	December	January	February	March			
20 mins.	90%	100%	99.93%	99.71%	99.86%	99.91%	99.26%			
3 Omins.	100%	100%	99.93%	99.83%	99.93%	99.96%	99.71%			

