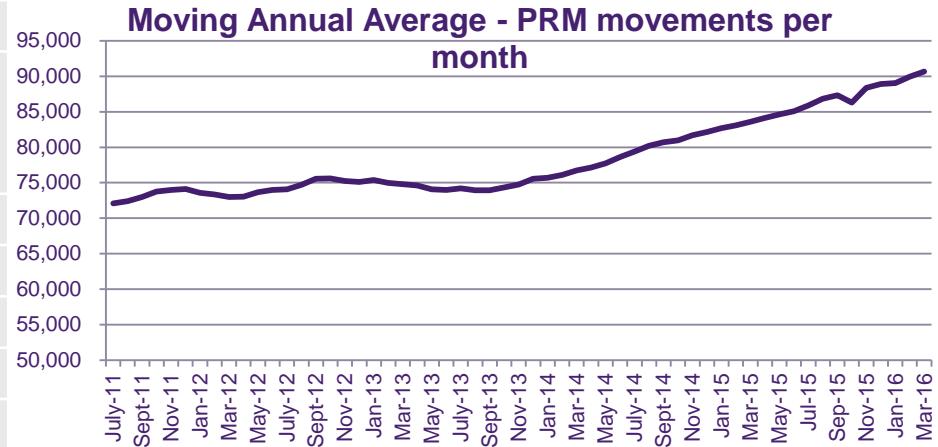




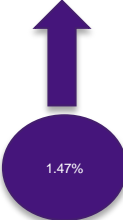
Passengers with Restricted Mobility (PRM) Service Performance – Winter 2015 (Oct 2015-Mar 2016)

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

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
Passenger has Pre-booked 30 Hours in Advance	5	96%	95%	97%	98%	99%	99%	99%
	15	99%	96%	99%	98%	99%	99%	99%
	20	100%	100%	100%	100%	100%	100%	100%
Passenger has <u>not</u> Pre-booked 30 Hours in Advance	20	96%	100%	100%	100%	100%	100%	100%
	30	99%	100%	100%	100%	100%	100%	100%
	45	100%	100%	100%	100%	100%	100%	100%

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