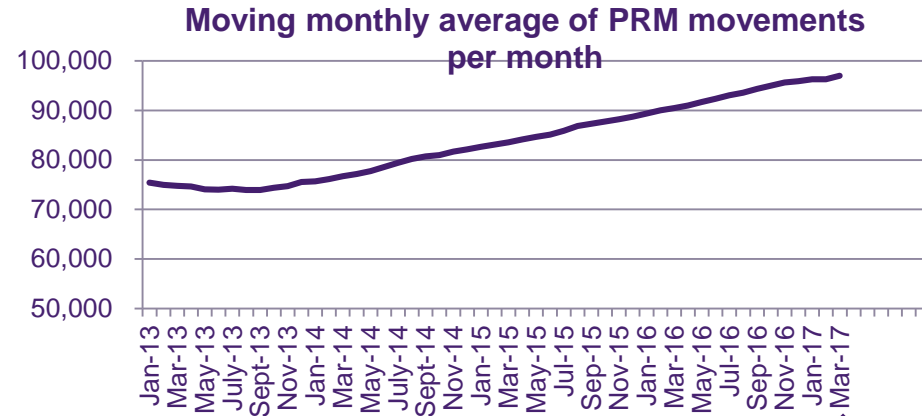




Passengers with Restricted Mobility (PRM)

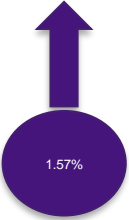
Service Performance – Winter 2016 (Oct 16 – Mar 17)

	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%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	17 mins.	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	30 mins.	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Passenger has <u>not</u> Pre-booked 30 Hours in Advance	15 mins.	97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	20 mins.	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	45 mins.	100%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%



Winter 2015 saw a 6.1% increase in customers using Special Assistance compared with Winter 2016.

The proportion of Heathrow customers using Special Assistance remains has increased in Mar 2017 to 1.57%.



	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%	87.77%	87.36%	87.94%	87.57%	89.99%	89.83%
	15	99%	92.90%	92.75%	92.98%	92.72%	94.18%	94.02%
	20	100%	96.33%	96.51%	96.52%	95.85%	96.97%	96.64%
Passenger has <u>not</u> Pre-booked 30 Hours in Advance	20	96%	98.80%	98.67%	98.83%	98.54%	98.76%	98.74%
	30	99%	99.16%	99.01%	99.17%	98.90%	99.03%	98.92%
	45	100%	99.62%	99.53%	99.60%	99.25%	99.50%	99.31%

	Arrivals Waiting Area (Pre-Immigration)						
	Maximum time in a Waiting Area before continuing journey	Target	October	November	December	January	February
20 mins.	90%	95.72%	97.55%	97.80%	97.21%	97.94%	97.57%
30 mins.	100%	97.45%	98.84%	99.00%	98.65%	99.45%	99.23%