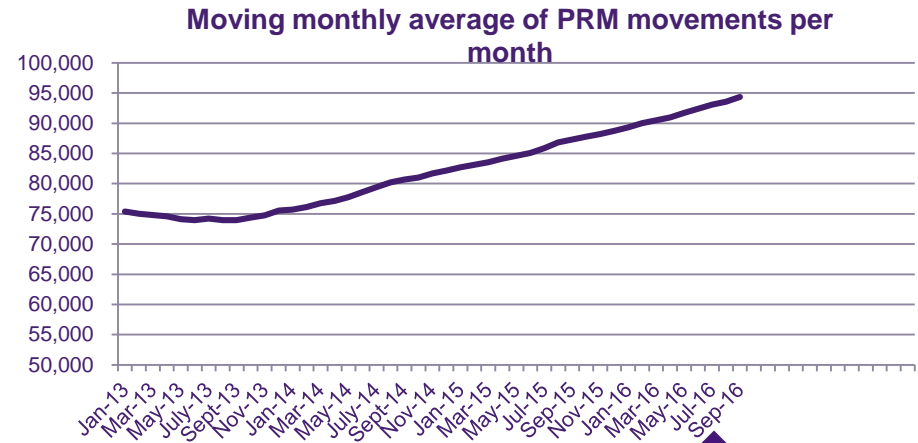




Passengers with Restricted Mobility (PRM) Service Performance – Summer 2016 (Apr 16 – Sep 16)

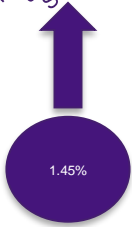
	Departing Passengers							
	Waiting time once PRM has made themselves known	Target	April	May	June	July	August	September
Passenger has Pre-booked 30 Hours in Advance	10 mins.	97%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	17 mins.	99%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
	30 mins.	100%	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%	99.75%	100.00%	100.00%	99.86%	99.98%
	20 mins.	99%	100.00%	99.90%	100.00%	100.00%	99.92%	99.98%
	45 mins.	100%	100.00%	99.98%	100.00%	100.00%	99.97%	99.98%



Summer 2016 saw a 7.6% increase in customers using Special Assistance compared with summer 2015.

The proportion of Heathrow customers using Special Assistance remains quite stable at approx. 1.45%.

September 2016 saw the largest amount of actual customers using the Special Assistance Service at 110,597.



	Arriving Passengers							
	Time assistance available at gate from arrival on chocks	Target	April	May	June	July	August	September
Passenger has Pre-booked 30 Hours in Advance	5	96%	97.28%	97.90%	97.70%	96.20%	96.41%	96.07%
	15	99%	99.77%	98.98%	99.07%	99.59%	99.24%	99.20%
	20	100%	100.00%	99.00%	100.00%	100.00%	99.45%	99.58%
Passenger has <u>not</u> Pre-booked 30 Hours in Advance	20	96%	99.86%	99.87%	99.50%	99.58%	99.52%	99.65%
	30	99%	99.92%	99.96%	99.86%	99.85%	99.74%	99.94%
	45	100%	99.97%	100.00%	99.71%	99.89%	100.00%	99.98%

Arrivals Waiting Area (Pre-Immigration)							
Maximum time in a Waiting Area before continuing journey	Target	April	May	June	July	August	September
20 mins.	90%	98.80%	99.36%	99.14%	99.32%	99.51%	99.10%
30 mins.	100%	99.44%	99.74%	99.71%	99.69%	99.84%	99.60%