Heathrow

Passengers with Restricted Mobility (PRM)
Service Performance 2018 (Oct 18 – Mar 19)

Departing Passengers

	Waiting time once made themselves known	Target	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Passenger has Pre-booked 30 Hours in advance	10 Mins	80%	99.99%	99.53%	99.91%	99.90%	99.69%	99.93%
	20 Mins	90%	99.99%	99.61%	99.96%	99.94%	99.85%	99.94%
	30 Mins	100%	99.99%	99.71%	99.97%	99.97%	99.91%	99.97%
Passenger has not pre-booked 30 Hours in advance	25 Mins	80%	99.99%	98.95%	99.97%	99.98%	99.91%	99.93%
	35 Mins	90%	99.99%	99.31%	99.97%	99.99%	99.93%	99.94%
	45 Mins	100%	99.99%	99.49%	99.97%	100.00%	99.95%	99.97%

Arriving Passengers

	Time assistance available at gate from arrival on chocks	Target	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19
Passenger has Pre-booked 30 Hours in advance	5 Mins	80%	90.59%	88.32%	85.45%	88.48%	89.85%	87.91%
	10 Mins	90%	93.46%	92.26%	90.45%	92.49%	93.39%	92.25%
	20 Mins	100%	97.30%	97.01%	96.43%	97.14%	97.65%	97.46%
Passenger has not pre-booked 30 Hours in advance	25 Mins	80%	98.70%	97.63%	97.46%	97.94%	98.10%	98.23%
	35 Mins	90%	99.70%	98.78%	98.61%	99.05%	99.06%	99.16%
	45 Mins	100%	99.93%	99.34%	99.26%	99.43%	99.49%	99.57%

Actual number of PRM movements per month