

Heathrow Terminal 1		Jur	า-12		Year to	date *
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	98.43%	95.00%	Yes	0	_	0
Central security queues - Times queue = 10 minutes	99.93%	99.00%	Yes	U		
Passenger sensitive equipment (general)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.56%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.15%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.44%	99.00%	Yes	0	0	0
FEGP	99.83%	99.00%	Yes	0	0	0
Stand entry guidance	99.94%	99.00%	Yes	0	0	0
Transfer search	96.86%	95.00%	Yes	0	0	0
Staff search	99.62%	95.00%	Yes	0	0	0
Control posts search	99.08%	95.00%	Yes	0	0	0
Pier service	97.84%	94.36%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2012 to March 2013

CREDIT NOTES: will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.



Heathrow Terminal 3		Jur	า-12		Year to	date *
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.7	3.8	No	245,170	735,510	3
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	95.57% 100.00%	95.00% 99.00%	Yes Yes	0	0	0
Central security queues - Times queue = 10 minutes Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.76%	99.00%	Yes	0	0	0
Stands	99.63%	99.00%	Yes	0	0	0
Jetties	99.58%	99.00%	Yes	0	0	0
FEGP	99.20%	99.00%	Yes	0	0	0
Pre-conditioned air	99.68%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	96.10%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.08%	95.00%	Yes	0	0	0
Pier service +	95.91%	94.00%	Yes	0	0	0
				245,170	735,510	3

NOTE: * year is April 2012 to March 2013 + Pier service score is reported one month in arrears

CREDIT NOTES: will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

PIER SERVICE: Following discussion and agreement with airlines, a revised methodology for the calculation of the pier service percentage in Terminal 3 was implemented in November 2010. The revision applies from February 2009 onwards. Results reported as a fail in prior months are now reported as target achieved.



Heathrow Terminal 4		Jur	า-12		Year to	o date *
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.1	3.8	Yes	0	C	0
Cleanliness	4.1	3.9	Yes	0	O	0
Wayfinding	4.2	4.0	Yes	0	O	0
Flight information	4.3	4.2	Yes	0	O	0
Central security queues - Times queue <5 minutes	95.62%	95.00%	Yes	0	_	
Central security queues - Times queue = 10 minutes	99.95%	99.00%	Yes	U	C	'l
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	O	0
Passenger sensitive equipment (priority)	99.64%	99.00%	Yes	0	O	0
Arrivals reclaim (baggage carousels)	99.80%	99.00%	Yes	0	O	0
Stands	99.08%	99.00%	Yes	0	O	0
Jetties	99.60%	99.00%	Yes	0	O	0
FEGP	99.98%	99.00%	Yes	0	O	0
Stand entry guidance	100.00%	99.00%	Yes	0	O	0
Transfer search	95.38%	95.00%	Yes	0	O	0
Staff search	100.00%	95.00%	Yes	0	O	0
Control posts search	99.08%	95.00%	Yes	0	O	0
Pier service	99.35%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2012 to March 2013

CREDIT NOTES: will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.



Heathrow Terminal 5		Jur	า-12		Year to	o date *
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.0	3.8	Yes	0	C	0
Cleanliness	4.2	3.9	Yes	0	C	0
Wayfinding	4.2	4.0	Yes	0	C	0
Flight information	4.4	4.2	Yes	0	C	0
Central security queues - Times queue <5 minutes	96.10%	95.00%	Yes	0	592,836	
Central security queues - Times queue = 10 minutes	99.79%	99.00%	Yes	U	392,630	'
Passenger sensitive equipment (general)	99.79%	99.00%	Yes	0	C	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	C	0
Arrivals reclaim (baggage carousels)	99.72%	99.00%	Yes	0	C	0
Stands	99.92%	99.00%	Yes	0	C	0
Jetties	99.56%	99.00%	Yes	0	C	0
FEGP	99.62%	99.00%	Yes	0	C	0
Pre-conditioned air	99.08%	98.00%	Yes	N/A	N/A	. 0
Stand entry guidance	99.99%	99.00%	Yes	0	C	0
Transfer search	97.04%	95.00%	Yes	0	258,297	1
Staff search	99.09%	95.00%	Yes	0	C	0
Control posts search	99.08%	95.00%	Yes	0	C	0
Pier service	92.28%	95.00%	No	232,421	697,263	3
Transit system - % time one car available	99.97%	99.00%	Yes	0	C	0
Transit system - % time two cars available	99.35%	97.00%	Yes			
Total				232,421	1,548,396	5

NOTE: * year is April 2012 to March 2013

CREDIT NOTES: will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.



Aerodrome Congestion Term	Jur	า-12	Year	to date *
	Rebate due	Rebate 5	Rebate	£ Number of rebates
Aerodrome Congestion Term	No	0		0 3
Total				0 3

NOTE: * year is April 2012 to March 2013

Heathrow 🗹

		Performance				£ Reb	ates	
Cleanline	ss				Cleanlines	ss		
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-1
T1	3.9	4.0	4.0	4.0	T1	£0	£0	£
T3	3.9	3.9	3.9	4.0	T3	£0	£0	£
T4	3.9	4.1	4.1	4.1	T4	£0	£0	£
T5	3.9	4.2	4.2	4.2	T5	93	£0	£
Woufindin					Wordindin			

Wayfindi	ng				Wayfindir	ng		
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	4.0	4.1	4.1	4.1	T1	£0	£0	£
T3	4.0	4.1	4.1	4.1	T3	£0	£0	£
T4	4.0	4.1	4.1	4.2	T4	£0	£0	£
T5	4.0	4.2	4.2	4.2	T5	£0	£0	£

Flight in	formation				Flight in	formation		
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	4.2	4.3	4.3	4.3	T1	93	£0	£0
T3	4.2	4.3	4.3	4.3	T3	£0	£0	£0
T4	4.2	4.3	4.3	4.3	T4	£0	£0	£0
T5	4.2	4.4	4.4	4.4	T5	£0	£0	£0

Departure	lounge sea	t availability			Departu	ire lounge seat a	vailability	
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	3.8	4.1	4.1	4.1	T1	93	£0	£0
T3	3.8	3.6	3.6	3.7	T3	£245,170	£245,170	£245,170
T4	3.8	4.1	4.1	4.1	T4	£0	£0	£0
T5	3.8	4.0	4.0	4.0	T5	£0	£0	£0

T5	3.8	4.0	4.0	4.0	T5	£0	£0	£0
CSA queu	es - Times	queue <5 mir	nutes		CSA que	ues - Both		
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	95.00%	96.76%	97.56%	98.43%	T1	£0	£0	£0
T3	95.00%	96.05%	95.44%	95.57%	T3	93	93	£0
T4	95.00%	95.52%	95.99%	95.62%	T4	£0	£0	£0

CSA queues - Times queue = 10 minutes									
	Target	Apr-12	May-12	Jun-12					
T1	99.00%	99.95%	100.00%	99.93%					
T3	99.00%	99.71%	99.95%	100.00%					
T4	99.00%	99.76%	99.82%	99.95%					
T5	99.00%	98.55%	99.68%	99.79%					

Transfer search					Transfer search			
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	95.00%	98.62%	96.77%	96.86%	T1	93	£0	£0
T3	95.00%	98.00%	95.99%	96.10%	T3	£0	£0	£0
T4	95.00%	97.62%	95.76%	95.38%	T4	£0	£0	£0
T5	95.00%	94.48%	96.77%	97.04%	T5	£258,297	£0	£0

Staff search					Staff search				
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12	
T1	95.00%	98.90%	99.63%	99.62%	T1	£0	£0	£0	
T3	95.00%	100.00%	100.00%	100.00%	T3	£0	£0	£0	
T4	95.00%	100.00%	100.00%	100.00%	T4	£0	£0	£0	
T5	95.00%	98.34%	99.15%	99.09%	T5	£0	£0	£0	

Control p	Control posts search					Control posts search				
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12		
T1	95.00%	99.26%	99.16%	99.08%	T1	£0	£0	£0		
T3	95.00%	99.26%	99.16%	99.08%	T3	£0	£0	£0		
T4	95.00%	99.26%	99.16%	99.08%	T4	£0	£0	£0		
T5	95.00%	99.26%	99.16%	99.08%	T5	£0	£0	£0		
FEGP					FEGP					
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12		

	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	99.00%	99.70%	99.63%	99.83%	T1	93	£0	£0
T3	99.00%	99.63%	99.29%	99.20%	T3	£0	£0	£0
T4	99.00%	99.74%	99.80%	99.98%	T4	£0	£0	£0
T5	99.00%	99.56%	99.73%	99.62%	T5	£0	£0	£0
Jetties					Jetties			
	Target	Apr. 12	May 12	lun-12		Apr. 12	May 12	lun-19

PSE (gene	ral)				PSE (gene	eral)		
T5	99.00%	99.48%	99.39%	99.56%	T5	93	93	£0
T4	99.00%	99.27%	99.36%	99.60%	T4	£0		
T3	99.00%	99.77%	99.63%	99.58%	T3	£0	£0	£0
T1	99.00%	99.81%	99.74%	99.44%	T1	93	£0	£0

PSE (general)				PSE (general)				
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	99.00%	99.79%	99.58%	99.75%	T1	93	93	£0
T3	99.00%	99.81%	99.82%	99.81%	T3	£0	£0	£0
T4	99.00%	99.85%	99.67%	99.77%	T4	£0	£0	£0
T5	99.00%	99.91%	99.75%	99.79%	T5	£0	£0	£0

PSE (prior	ity)			PSE (prior	ity)			
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	99.00%	99.45%	99.57%	99.56%	T1	£0	£0	£0
T3	99.00%	99.69%	99.78%	99.77%	T3	£0	£0	£0
T4	99.00%	99.81%	99.92%	99.64%	T4	£0	£0	£0
T5	99.00%	99.76%	99.76%	99.80%	T5	£0	£0	£0

Stand en	try guidance	•			Stand er	ntry guidance		
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	99.00%	99.88%	99.93%	99.94%	T1	93	£0	£0
T3	99.00%	99.84%	99.97%	100.00%	T3	£0	£0	£0
T4	99.00%	99.96%	99.99%	100.00%	T4	£0	£0	£0
T5	99.00%	99.94%	99.98%	99.99%	T5	£0	£0	£0

Stands					Stands			
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	99.00%	99.90%	99.81%	99.82%	T1	£0	£0	£0
T3	99.00%	99.77%	99.80%	99.63%	T3	£0	£0	£0
T4	99.00%	99.77%	99.56%	99.08%	T4	£0	£0	£0
T5	99.00%	99.95%	99.87%	99.92%	T5	£0	£0	93

Pier service					Pier service				
		Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12	
T1		97.76%	97.82%	97.84%	T1	93	£0	£	
T3		96.00%	95.91%	0.00%	T3	93	£0	£	
T4		99.30%	99.30%	99.35%	T4	£0	93	£	
T5		91.29%	92.11%	92.28%	T5	£232,421	£232,421	£232,42	
T1 target		94.54%	94.63%	94.36%					
T3 target		94.00%	94.00%	94.00%					
T4 target		95.00%	95.00%	95.00%					
T5 target		95.00%	95.00%	95.00%					

TTS - % time one car available					TTS - % Bo	th		
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T5	99.00%	99.87%	99.99%	99.97%	T5	£0	£0	£0

Arrivals Reclaims					Arrivals Reclaims			
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T1	99.00%	99.20%	99.51%	99.15%	T1	93	93	£0
T3	99.00%	99.58%	99.84%	99.76%	T3	£0	£0	£0
T4	99.00%	99.81%	99.89%	99.80%	T4	£0	£0	£0
T5	99.00%	99.61%	99.69%	99.72%	T5	£0	£0	£0

Pre-conditioned air				Pre-conditioned air				
	Target	Apr-12	May-12	Jun-12		Apr-12	May-12	Jun-12
T3	98.00%	99.99%	99.96%	99.68%	T3	£0	£0	£0
T5	98.00%	99.36%	98.95%	99.08%	T5	£0	93	£0

	raigei	Api-12	IVIAY-12	Juli-12		Api-12	iviay-12	Juli-12
T3	98.00%	99.99%	99.96%	99.68%	T3	93	£0	£0
T5	98.00%	99.36%	98.95%	99.08%	T5	£0	£0	£C
Aerodror	ne congestio	n			Aerodron	ne congestion		
Aerodror	ne congestio	Apr-12	May-12	Jun-12	Aerodron	ne congestion Apr-12	May-12	Jun-12

Monthly performance - reported only

Cleanlin	Cleanliness - Month							
	Target	Apr-12	May-12	Jun-12				
T1	3.9	4.0	4.1	4.0				
T3	3.9	4.0	4.0	4.0				
T4	3.9	4.1	4.1	4.1				
T5	3.9	4.2	4.2	4.2				

Wayfinding - Month							
	Target	Apr-12	May-12	Jun-12			
T1	4.0	4.0	4.1	4.0			
T3	4.0	4.1	4.2	4.1			
T4	4.0	4.1	4.2	4.4			
T5	4.0	4.2	4.2	4.2			

Flight in	Flight information - Month						
	Target	Apr-12	May-12	Jun-12			
T1	4.2	4.3	4.4	4.3			
T3	4.2	4.4	4.4	4.4			
T4	4.2	4.4	4.3	4.3			
T5	4.2	4.3	4.3	4.4			

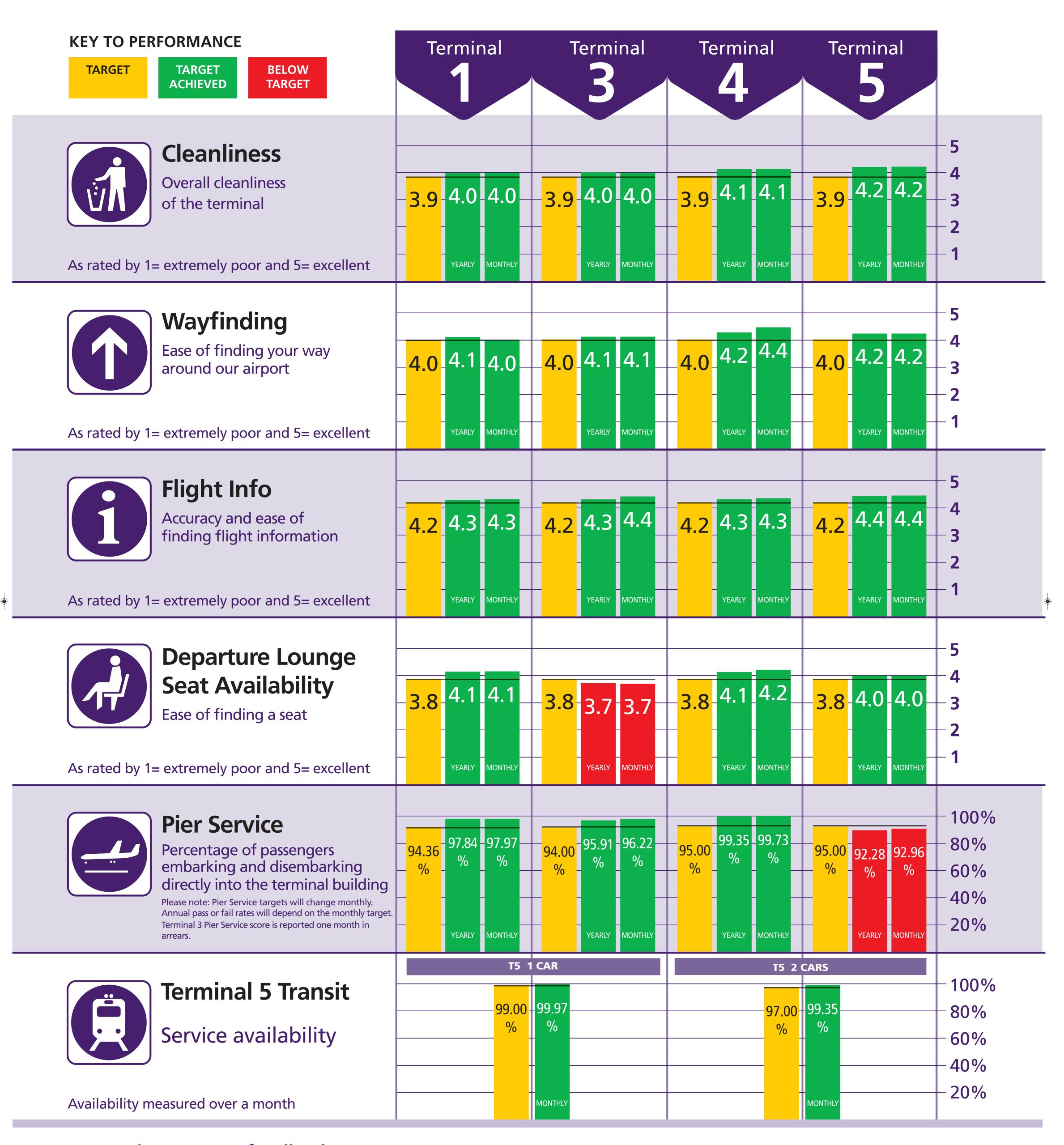
Departure lounge seat availability - Month							
	Target	Apr-12	May-12	Jun-12			
T1	3.8	4.1	4.2	4.1			
T3	3.8	3.9	3.9	3.7			
T4	3.8	4.2	4.2	4.2			
T5	3.8	4.0	3.9	4.0			

Pier service - Month						
		Apr-12	May-12	Jun-12		
T1		98.53%	98.34%	97.97%		
T3		97.02%	96.22%	0.00%		
T4		99.76%	99.77%	99.73%		
T5		92.50%	92.70%	92.96%		

How are we performing?

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June 2012



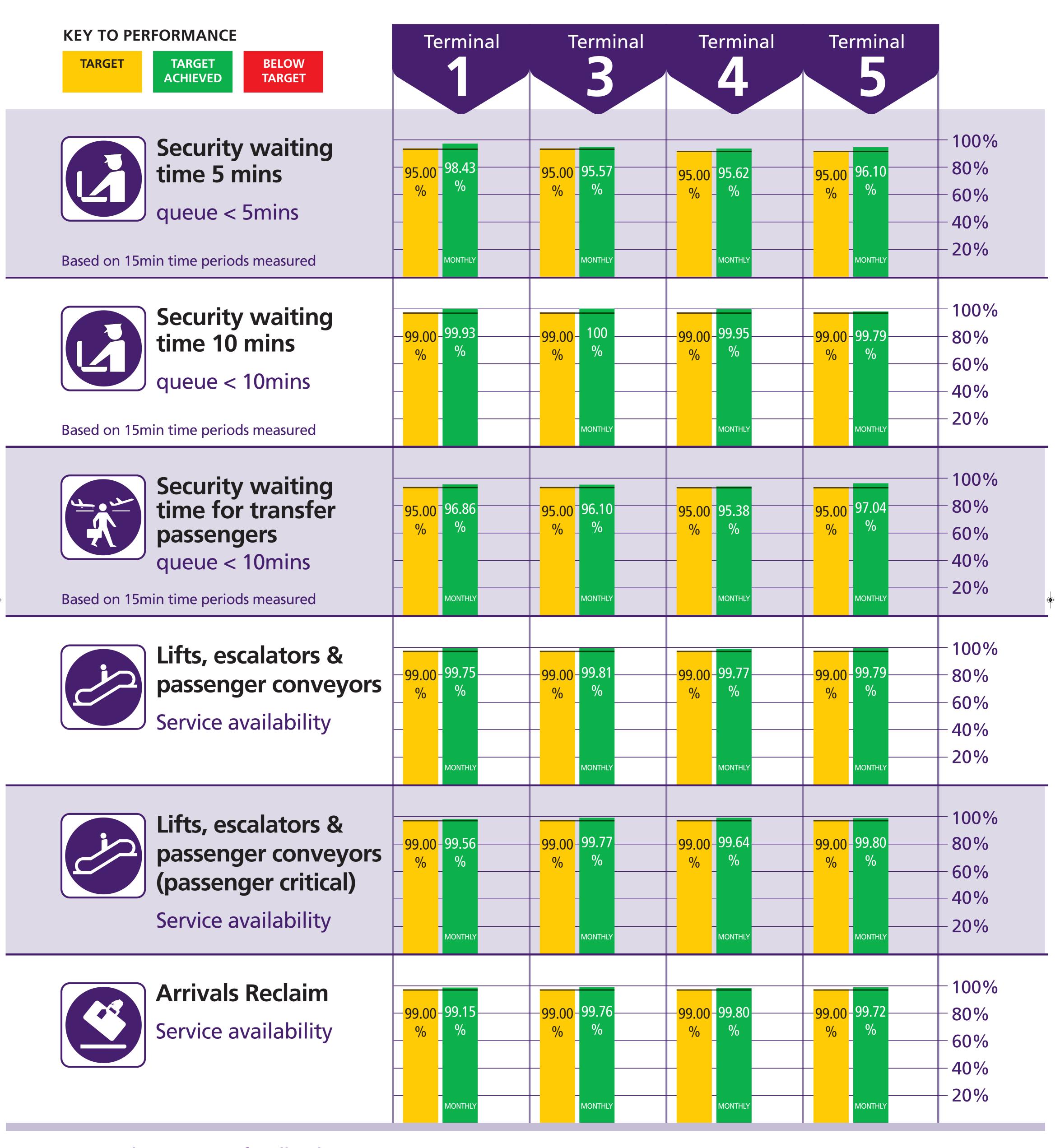
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How are we performing?

SQR-Posters-June-2012-Poster-2_Layout 1 16/07/2012 15:04 Page 1

June 2012



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How are we performing?

June 2012

