

Heathrow Terminal 1		Sep		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	4.1	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	96.67%	95.00%	Yes	0	_	0
Central security queues - Times queue = 10 minutes	99.52%	99.00%	Yes	U	U	
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.51%	99.00%	Yes	0	0	0
Stands	99.36%	99.00%	Yes	0	0	0
Jetties	99.70%	99.00%	Yes	0	0	0
FEGP	99.94%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	96.10%	95.00%	Yes	0	0	0
Staff search	99.81%	95.00%	Yes	0	0	0
Control posts search	98.84%	95.00%	Yes	0	0	0
Pier service	98.09%	93.53%	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		Sep	Year to date *			
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.7	3.8	No	245,170	1,471,020	6
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	89.90%	95.00%	No	E04 0EE	E04 0EE	4
Central security queues - Times queue = 10 minutes	98.76%	99.00%	No	524,255	524,255	1
Passenger sensitive equipment (general)	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.85%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.86%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.81%	99.00%	Yes	0	0	0
FEGP	99.75%	99.00%	Yes	0	0	0
Pre-conditioned air	99.71%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.97%	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	98.84%	95.00%	Yes	0	0	0
Pier service +	95.97%	94.00%	Yes	0	0	0
				769,425	1,995,275	7

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		Se	Year to date *			
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.2	3.8	Yes	0	C	0
Cleanliness	4.1	3.9	Yes	0	C	0
Wayfinding	4.2	4.0	Yes	0	C	0
Flight information	4.3	4.2	Yes	0	C	0
Central security queues - Times queue <5 minutes	95.48%	95.00%	Yes	0		
Central security queues - Times queue = 10 minutes	99.95%	99.00%	Yes	U		'l
Passenger sensitive equipment (general)	99.75%	99.00%	Yes	0	C	0
Passenger sensitive equipment (priority)	99.81%	99.00%	Yes	0	C	0
Arrivals reclaim (baggage carousels)	99.54%	99.00%	Yes	0	C	0
Stands	99.74%	99.00%	Yes	0	C	0
Jetties	99.56%	99.00%	Yes	0	C	0
FEGP	99.70%	99.00%	Yes	0	C	0
Stand entry guidance	99.99%	99.00%	Yes	0	C	0
Transfer search	98.38%	95.00%	Yes	0	C	0
Staff search	97.83%	95.00%	Yes	0	C	0
Control posts search	98.84%	95.00%	Yes	0	C	0
Pier service	99.58%	95.00%	Yes	0	C	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		Se	Year to 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	93.50%	95.00%	No	592,836	1,185,672	
Central security queues - Times queue = 10 minutes	98.02%	99.00%	No	392,030	1,100,072	
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	C	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	C	0
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	C	0
Stands	99.78%	99.00%	Yes	0	C	0
Jetties	99.74%	99.00%	Yes	0	C	0
FEGP	99.82%	99.00%	Yes	0	C	0
Pre-conditioned air	99.47%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.99%	99.00%	Yes	0	C	0
Transfer search	96.12%	95.00%	Yes	0	258,297	1
Staff search	96.77%	95.00%	Yes	0	C	0
Control posts search	98.84%	95.00%	Yes	0	C	0
Pier service	92.21%	95.00%	No	232,421	1,394,526	6
Transit system - % time one car available	99.87%	99.00%	Yes	0	C	0
Transit system - % time two cars available	99.06%	97.00%	Yes			
Total				825,257	2,838,495	9

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	Sep) -12	Year to date *			
	Rebate due	Rebate 9	Rebate £	Number of rebates		
Aerodrome Congestion Term	No	0	102,523	1		
Total			102,523	1		

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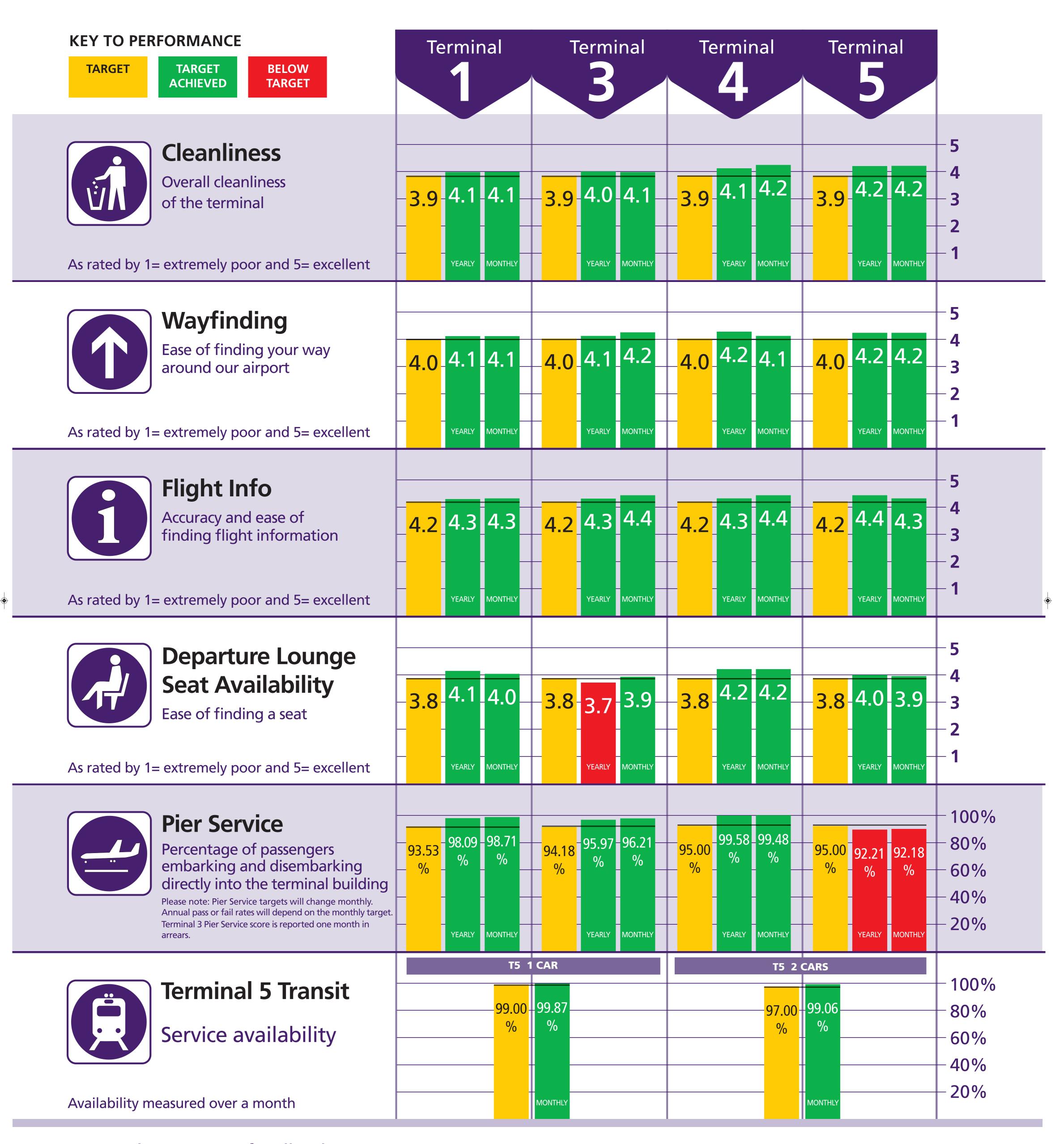
NOTE: * year is April 2012 to March 2013

Heathrow 🗾

F	leath	irow	Perfor	mance						£	Rebates			
Cleanlin	less Target	Apr-12	May-12		Jul-12	Aug-12	Sep-12	Cleanlines	SS Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-1
T1 T3 T4 T5 Wayfind	3.9 3.9 3.9 3.9	4.0 3.9 4.1 4.2	4.0 3.9 4.1 4.2	4.0 4.0 4.1 4.2	4.0 4.0 4.1 4.2	4.0 4.0 4.1 4.2	4.1	T1 T3 T4 T5	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	2 2 2 2
T1 T3 T4 T5	4.0 4.0 4.0 4.0 4.0	Apr-12 4.1 4.1 4.1 4.2	May-12 4.1 4.1 4.1 4.2	Jun-12 4.1 4.1 4.2 4.2	Jul-12 4.1 4.1 4.2 4.2	Aug-12 4.1 4.1 4.2 4.2	Sep-12 4.1 4.1 4.2 4.2	T1 T3 T4 T5	Apr-12 £0 £0 £0 £0	May-12 £0 £0 £0 £0	Jun-12 £0 £0 £0 £0	Jul-12 £0 £0 £0 £0	£0 £0 £0 £0	Sep-
Flight in T1 T3 T4 T5	4.2 4.2 4.2 4.2 4.2	Apr-12 4.3 4.3 4.3 4.4	May-12 4.3 4.3 4.3 4.4	Jun-12 4.3 4.3 4.3 4.4	Jul-12 4.3 4.3 4.3 4.4	Aug-12 4.3 4.3 4.3 4.4	Sep-12 4.3 4.3 4.3 4.4	T1 T3 T4 T5	######################################	May-12 £0 £0 £0 £0	Jun-12 £0 £0 £0 £0	Jul-12 £0 £0 £0 £0	£0 £0 £0 £0	Sep-
Departu T1 T3 T4 T5	7 Target 3.8 3.8 3.8 3.8 3.8	Apr-12 4.1 3.6 4.1 4.0	May-12 4.1 3.6 4.1 4.0	Jun-12 4.1 3.7 4.1 4.0	Jul-12 4.1 3.7 4.1 4.0	Aug-12 4.1 3.7 4.1 4.0	Sep-12 4.1 3.7 4.2 4.0	T1 T3 T4 T5	Apr-12 £0 £245,170 £0 £0	May-12 £0 £245,170 £0 £0	Jun-12 £0 £245,170 £0 £0	Jul-12 £0 £245,170 £0 £0	Aug-12 £0 £245,170 £0 £0	Sep-
T1 T3 T4	95.00% 95.00% 95.00%	Apr-12 96.76% 96.05% 95.52%	May-12 97.56% 95.44% 95.99%	98.43% 95.57% 95.62%	Jul-12 98.17% 96.04% 96.08%	Aug-12 98.98% 95.81% 96.87%	Sep-12 96.67% 89.90% 95.48%	CSA queu T1 T3 T4	es - Both Apr-12 £0 £0 £0	May-12 £0 £0 £0	Jun-12 £0 £0 £0	Jul-12 £0 £0 £0	Aug-12 £0 £0 £0	Sep- £524,2
T5 CSA que T1 T3 T4	95.00% eues - Times	91.02% queue = 10 mag	95.99% minutes May-12 100.00% 99.95% 99.82%	96.10% Jun-12 99.93% 100.00% 99.95%	96.06% Jul-12 99.98% 99.95% 99.95%	96.47% Aug-12 99.98% 99.95% 100.00%	Sep-12 99.52% 98.76% 99.95%	T5	£592,836	03	93	03	£0	£592,8
Transfe Transfe T1 T3	99.00% r search Target 95.00% 95.00%	98.55% Apr-12 98.62% 98.00%	99.68% May-12 96.77% 95.99%	99.79% Jun-12 96.86% 96.10%	99.79% Jul-12 98.85% 95.99%	99.84% Aug-12 97.97% 96.50%	98.02% Sep-12 96.10% 96.10%	Transfer s	Apr-12 £0 £0	May-12 £0 £0	Jun-12 £0 £0	Jul-12 £0 £0	Aug-12 £0 £0	Sep-
T4 T5 Staff sea	Target 95.00%	97.62% 94.48% Apr-12 98.90%	95.76% 96.77% May-12 99.63%	99.62%	97.47% 98.24% Jul-12 100.00%	98.48% 97.74% Aug-12 99.79%	98.38% 96.12% Sep-12 99.81%	T4 T5 Staff sear	Apr-12 £0	£0 £0 May-12	£0 £0 Jun-12 £0	£0 £0 Jul-12 £0	£0 £0 Aug-12	Sep-
T3 T4 T5 Control	95.00% 95.00% 95.00% posts search Target 95.00%	100.00% 100.00% 98.34% Apr-12 99.26%	100.00% 100.00% 99.15% May-12 99.16%	100.00% 100.00% 99.09% Jun-12 99.08%	100.00% 100.00% 98.88% Jul-12 99.51%	100.00% 100.00% 98.77% Aug-12 99.80%	100.00% 97.83% 96.77% Sep-12 98.84%	T3 T4 T5 Control po	\$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$0 \$	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	Sep
T3 T4 T5 FEGP	95.00% 95.00% 95.00% Target	99.26% 99.26% 99.26% Apr-12	99.16% 99.16% 99.16% May-12	99.08% 99.08% 99.08%	99.51% 99.51% 99.51% Jul-12	99.80% 99.80% 99.80% Aug-12	98.84% 98.84% 98.84% Sep-12	T3 T4 T5	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0	Sep
T1 T3 T4 T5	99.00% 99.00% 99.00% 99.00%	99.70% 99.63% 99.74% 99.56%	99.63% 99.29% 99.80% 99.73%	99.83% 99.20% 99.98% 99.62%	99.87% 99.23% 99.86% 99.42%	99.95% 99.60% 99.61% 99.68%	99.94% 99.75% 99.70% 99.82%	T1 T3 T4 T5	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	
T1 T3 T4 T5 PSE (ge	99.00% 99.00% 99.00% 99.00%	Apr-12 99.81% 99.77% 99.27% 99.48%	May-12 99.74% 99.63% 99.36% 99.39%	Jun-12 99.44% 99.58% 99.60% 99.56%	Jul-12 99.61% 99.61% 99.25% 99.58%	Aug-12 99.56% 99.67% 99.38% 99.72%	Sep-12 99.70% 99.81% 99.56% 99.74%	T1 T3 T4 T5	Apr-12 £0 £0 £0 £0	May-12 £0 £0 £0 £0	Jun-12 £0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	Sep
T1 T3 T4 T5	Target 99.00% 99.00% 99.00% 99.00%	Apr-12 99.79% 99.81% 99.85% 99.91%	May-12 99.58% 99.82% 99.67% 99.75%	Jun-12 99.75% 99.81% 99.77% 99.79%	Jul-12 99.77% 99.70% 99.70% 99.77%	Aug-12 99.73% 99.81% 99.81% 99.81%	Sep-12 99.74% 99.83% 99.75% 99.80%	T1 T3 T4 T5	Apr-12 £0 £0 £0 £0	May-12 £0 £0 £0 £0	Jun-12 £0 £0 £0 £0	Jul-12 £0 £0 £0 £0	£0 £0 £0 £0 £0	Sep
PSE (pri T1 T3 T4 T5	99.00% 99.00% 99.00% 99.00%	Apr-12 99.45% 99.69% 99.81% 99.76%	May-12 99.57% 99.78% 99.92% 99.76%	Jun-12 99.56% 99.77% 99.64% 99.80%	Jul-12 99.63% 99.56% 99.78% 99.83%	Aug-12 99.68% 99.88% 99.74% 99.83%	Sep-12 99.78% 99.85% 99.81% 99.88%	T1 T3 T4 T5	Apr-12 £0 £0 £0 £0	May-12 £0 £0 £0 £0	Jun-12 £0 £0 £0 £0	Jul-12 £0 £0 £0 £0	£0 £0 £0 £0	Sep
Stand e T1 T3 T4 T5	99.00% 99.00% 99.00% 99.00% 99.00%	Apr-12 99.88% 99.84% 99.96% 99.94%	May-12 99.93% 99.97% 99.99% 99.98%	Jun-12 99.94% 100.00% 100.00% 99.99%	Jul-12 99.96% 99.88% 100.00% 99.95%	Aug-12 99.95% 99.82% 99.97% 99.92%	Sep-12 100.00% 99.97% 99.99% 99.99%	T1 T3 T4 T5	ry guidance Apr-12 £0 £0 £0 £0 £0	May-12 £0 £0 £0 £0	Jun-12 £0 £0 £0 £0	Jul-12 £0 £0 £0 £0	Aug-12 £0 £0 £0 £0	Sep
T1 T3 T4 T5	Target 99.00% 99.00% 99.00% 99.00%	Apr-12 99.90% 99.77% 99.77% 99.95%	May-12 99.81% 99.80% 99.56% 99.87%	Jun-12 99.82% 99.63% 99.08% 99.92%	Jul-12 99.86% 99.37% 99.41% 99.86%	Aug-12 99.88% 99.75% 99.87% 99.81%	Sep-12 99.36% 99.79% 99.74% 99.78%	T1 T3 T4 T5	Apr-12 £0 £0 £0 £0	May-12 £0 £0 £0 £0	Jun-12 £0 £0 £0 £0	Jul-12 £0 £0 £0	Aug-12 £0 £0 £0	Sep
Pier ser T1 T3 T4		Apr-12 97.76% 96.00% 99.30%	May-12 97.82% 95.91% 99.30%		Jul-12 97.87% 96.01% 99.46%	Aug-12 97.97% 95.97% 99.53%		Pier servio		May-12 £0 £0 £0	Jun-12 £0 £0 £0	Jul-12 £0 £0 £0	Aug-12 £0 £0 £0	Sep
T5 T1 targe T3 targe T4 targe T5 targe	t t	91.29% 94.54% 94.00% 95.00% 95.00%	92.11% 94.63% 94.00% 95.00% 95.00%	92.28% 94.36% 94.00% 95.00% 95.00%	92.30% 94.08% 94.09% 95.00% 95.00%	92.26% 93.80% 94.18% 95.00% 95.00%	92.21% 93.53% 94.20% 95.00% 95.00%	T5	£232,421	£232,421	£232,421	£232,421	£232,421	£232,4
T5	Target 99.00%	Apr-12 99.87%	May-12 99.99% May-12 98.51%	Jun-12 99.97% Jun-12 99.35%	Jul-12 99.81% Jul-12 98.58%	Aug-12 99.87% Aug-12 98.60%	Sep-12 99.87% Sep-12 99.06%	TTS - % B	Apr-12 £0	May-12 £0	Jun-12 £0	Jul-12 £0	Aug-12 £0	Sep
Arrivals T1 T3 T4	Reclaims Target 99.00% 99.00% 99.00%	Apr-12 99.20% 99.58% 99.81%	May-12 99.51% 99.84% 99.89%	Jun-12 99.15% 99.76% 99.80%	Jul-12 99.52% 99.94% 99.85%	Aug-12 99.50% 99.65% 99.88%	Sep-12 99.51% 99.86% 99.54%	Arrivals R T1 T3 T4	Apr-12 £0 £0 £0	May-12 £0 £0 £0	Jun-12 £0 £0 £0	Jul-12 £0 £0 £0	Aug-12 £0 £0 £0	Sep
T5 Pre-con T3 T5	99.00% ditioned air	99.61% Apr-12 99.99% 99.36%	99.69% May-12 99.96% 98.95%	99.72% Jun-12 99.68% 99.08%	99.77% Jul-12 99.86% 99.02%	99.83% Aug-12 99.91% 98.90%	99.81% Sep-12 99.71% 99.47%	Pre-condi T3 T5	£0 tioned air Apr-12 £0 £0	£0 May-12 £0 £0	£0 Jun-12 £0 £0	£0 Jul-12 £0 £0	£0 Aug-12 £0 £0	Sep
All	Target N/A	Apr-12 N/A	May-12 N/A	Jun-12 N/A	Jul-12 N/A	Aug-12 N/A	Sep-12 N/A	Aerodrom All	e congestion Apr-12 N/A	May-12 N/A	Jun-12 N/A	Jul-12 N/A	Aug-12 N/A	Sep N/A
Cleanlin T1 T3 T4 T5	Target 3.9 3.9 3.9 3.9	Apr-12 4.0 4.0 4.1 4.2	May-12 4.1 4.0 4.1 4.2	Jun-12 4.0 4.0 4.1 4.2	Jul-12 4.1 4.0 4.2 4.2	Aug-12 4.1 4.0 4.2 4.3	4.1 4.1							
Wayfind T1 T3 T4	Target 4.0 4.0 4.0	Apr-12 4.0 4.1 4.1	May-12 4.1 4.2 4.2	Jun-12 4.0 4.1 4.4	Jul-12 4.1 4.2 4.3	Aug-12 4.1 4.2 4.3	Sep-12 4.1 4.2 4.1							
T1 T3 T4	4.0 Information - M Target 4.2 4.2 4.2 4.2	4.2 Month Apr-12 4.3 4.4 4.4	May-12 4.4 4.4 4.3	Jun-12 4.3 4.4 4.3	Jul-12 4.3 4.4 4.3	4.2 Aug-12 4.3 4.5 4.3	4.3 4.4							
T5 Departu T1 T3	4.2 re lounge se Target 3.8 3.8	4.3 at availabilit Apr-12 4.1 3.9	4.3 y - Month May-12 4.2 3.9	4.4 Jun-12 4.1 3.7	4.4 Jul-12 4.1 3.6	4.4 Aug-12 4.1 3.7	4.3 Sep-12 4.0 3.9							
T1	3.8 3.8 vice - Month	4.2 4.0 Apr-12 98.53% 97.02%	4.2 3.9 May-12 98.34% 96.22%	97.97%	4.2 3.9 Jul-12 97.76% 96.49%	4.1 4.0 Aug-12 98.45% 96.21%	98.71%							
T3 T4 T5	<u> </u>	97.02% 99.76% 92.50%	96.22% 99.77% 92.70%	96.91% 99.73% 92.96%	96.49% 99.68% 92.66%	96.21% 99.82% 92.49%	0.00% 99.48% 92.18%							

How are we performing?

September 2012



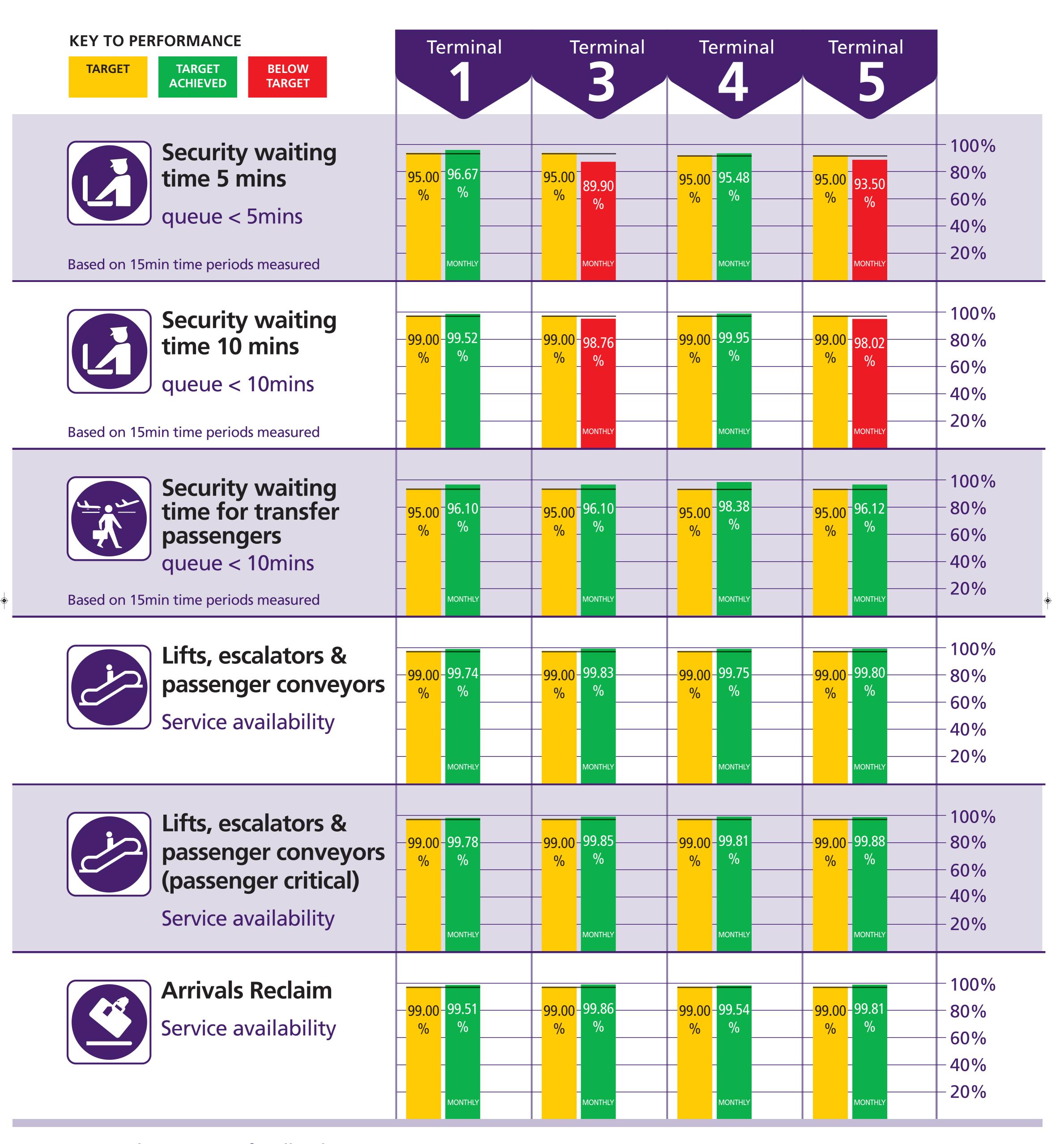
We welcome your feedback: heathrowcustomerfeedback@baa.com



How are we performing?

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We welcome your feedback: heathrowcustomerfeedback@baa.com



How are we performing?

September 2012

