

Heathrow Terminal 1		Dec	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	91.06%	95.00%	No	359,635	1,078,905	3	
Central security queues - Times queue = 10 minutes	98.94%	99.00%	No	359,635	1,076,903		
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.43%	99.00%	Yes	0	0	0	
Stands	99.91%	99.00%	Yes	0	0	0	
Jetties	99.71%	99.00%	Yes	0	0	0	
FEGP	99.92%	99.00%	Yes	0	0	0	
Stand entry guidance	100.00%	99.00%	Yes	0	0	0	
Transfer search	95.90%	95.00%	Yes	0	0	0	
Staff search	97.81%	95.00%	Yes	0	0	0	
Control posts search	96.59%	95.00%	Yes	0	0	0	
Pier service	98.64%	94.12%	Yes	0	0	0	
Total				359,635	1,078,905	3	

NOTE: * year is April 2013 to March 2014

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		Dec	Year to date *			
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.9	3.8	Yes	0	0	0
Cleanliness	4.1	3.9	Yes	0	0	0
Wayfinding	4.2	4.0	Yes	0	0	0
Flight information	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	80.97%	95.00%	No	0	2 406 656	8
Central security queues - Times queue = 10 minutes	95.44%	99.00%	No	U	3,406,656	'l °
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.84%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.63%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.76%	99.00%	Yes	0	0	0
FEGP	99.56%	99.00%	Yes	0	0	0
Pre-conditioned air	99.32%	98.00%	Yes	N/A	N/A	. 0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	94.38%	95.00%	No	280,127	280,127	1
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.59%	95.00%	Yes	0	0	0
Pier service +	96.68%	94.00%	Yes	0	0	0
				280,127	3,686,783	9

NOTE: * year is April 2013 to March 2014 + 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		Dec	Year to date *			
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.1	3.9	Yes	0	0	0
Wayfinding	4.2	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	95.25%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.40%	99.00%	Yes	U	U	U
Passenger sensitive equipment (general)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.84%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.74%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	95.26%	95.00%	Yes	0	0	0
Staff search	97.65%	95.00%	Yes	0	0	0
Control posts search	96.59%	95.00%	Yes	0	0	0
Pier service	99.79%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2013 to March 2014

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		Dec	Year to date *				
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures	
Departure lounge seat availability	4.0	3.8	Yes	0	0	0	
Cleanliness	4.2	3.9	Yes	0	0	0	
Wayfinding	4.2	4.0	Yes	0	0	0	
Flight information	4.3	4.2	Yes	0	0	0	
Central security queues - Times queue <5 minutes	82.81%	95.00%	No	740.050	4 455 040	0	
Central security queues - Times queue = 10 minutes	95.21%	99.00%	No	742,652	4,455,912	6	
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.83%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.83%	99.00%	Yes	0	0	0	
Stands	99.85%	99.00%	Yes	0	0	0	
Jetties	99.72%	99.00%	Yes	0	0	0	
FEGP	99.88%	99.00%	Yes	0	0	0	
Pre-conditioned air	99.77%	98.00%	Yes	N/A	N/A	0	
Stand entry guidance	99.99%	99.00%	Yes	0	0	0	
Transfer search	95.62%	95.00%	Yes	0	323,227	1	
Staff search	95.87%	95.00%	Yes	0	0	0	
Control posts search	96.59%	95.00%	Yes	0	0	0	
Pier service	90.88%	95.00%	No	0	0	9	
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0	
Transit system - % time two cars available	99.44%	97.00%	Yes				
Total		•		742,652	4,779,139	16	

NOTE: * year is April 2013 to March 2014

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	Dec	c-13	Year t	Year to date *			
	Rebate due	Rebate	£ Rebate	Number of rebates			
Aerodrome Congestion Term	No	0	121,98	8 1			
Total			121,98	8 1			

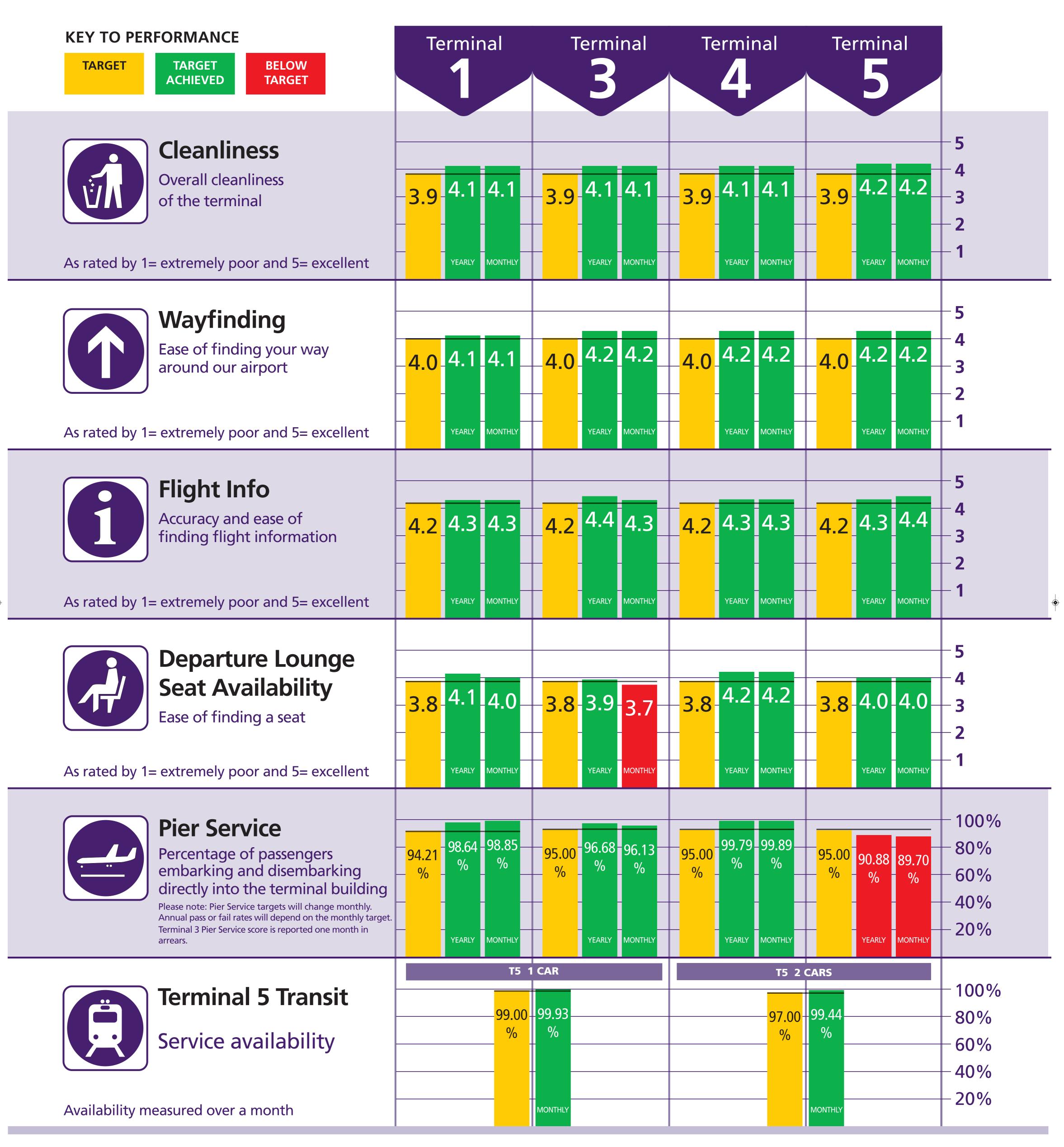
NOTE: * year is April 2013 to March 2014

_	Teat! g every jou	nrow irney bette	-	Pe	erformance										£ Rebat	es				
Cleanline T1 T3 T4	Target 3.9 3.9 3.9 3.9 3.9	Apr-13 4.1 4.1 4.1 4.2	May-13 4.1 4.1 4.1 4.2	Jun-13 4.1 4.1 4.1 4.2	Jul-13 4.1 4.1 4.1 4.2	Aug-13 4.1 4.1 4.1 4.2	Sep-13 4.1 4.1 4.1 4.2	Oct-13 4.1 4.1 4.1 4.2	Nov-13 4.1 4.1 4.1 4.2	4.1 4.1 4.1	Cleanline T1 T3 T4 T5	Apr-13 £0 £0 £0 £0	May-13 £0 £0 £0 £0	Jun-13 £0 £0 £0 £0	Jul-13 £0 £0 £0 £0	Aug-13 £0 £0 £0 £0	Sep-13 f0 f0 f0 f0	Oct-13 £0 £0 £0 £0	Nov-13 f0 f0 f0 f0	Dec-13 £0 £0 £0 £0
T5 Wayfindi T1 T3 T4	•	Apr-13 4.1 4.2 4.2	May-13 4.1 4.2 4.2	Jun-13 4.1 4.2 4.2	Jul-13 4.1 4.2 4.2	Aug-13 4.1 4.2 4.2	Sep-13 4.1 4.2 4.2	Oct-13 4.1 4.2 4.2	Nov-13 4.1 4.2 4.2	Dec-13 4.1 4.2	Wayfindi T1 T3 T4	1	May-13 £0 £0 £0	Jun-13 f0 f0 f0	Jul-13 £0 £0 £0	Aug-13 £0 £0 £0	Sep-13 f0 f0 f0	Oct-13 £0 £0 £0	Nov-13 £0 £0 £0	Dec-13 £0 £0 £0
T5 Flight int T1 T3 T4	4.0 formation Target 4.2 4.2 4.2 4.2	4.2 Apr-13 4.3 4.4 4.3	4.2 May-13 4.3 4.4 4.3	Jun-13 4.3 4.4 4.3	Jul-13 4.3 4.4 4.3	4.2 Aug-13 4.3 4.4 4.3	Sep-13 4.3 4.4 4.3	0ct-13 4.3 4.4 4.3	Nov-13 4.3 4.4 4.3	Dec-13 4.3 4.4	T5 Flight int T1 T3 T4	formation Apr-13 £0 £0 £0 £0	£0 May-13 £0 £0 £0	Jun-13 £0 £0 £0	Jul-13 £0 £0 £0	£0 Aug-13 £0 £0 £0	Sep-13 f0 f0 f0	f0 Oct-13 f0 f0 f0	10 Nov-13 f0 f0 f0	£0 Dec-13 £0 £0 £0
Т5	4.2 re lounge sea Target 3.8 3.8	4.4	4.4	Jun-13 4.1 3.8	Jul-13 4.1 3.8	Aug-13 4.1 3.9	Sep-13 4.1 3.9	Oct-13 4.1 3.9	Nov-13 4.1 3.9	Dec-13 4.1	T5	e lounge seat av Apr-13 £0 £0	£0	Jun-13 £0 £0	Jul-13 £0 £0	Aug-13 £0 £0	Sep-13 £0 £0	0ct-13 £0 £0	Nov-13 £0 £0	Dec-13 £0 £0
T1	3.8 3.8 sues - Times Target 95.00% 95.00%	4.2 4.0 queue <5 min Apr-13 96.69% 93.67%	4.2 4.0 nutes May-13 TBC TBC	4.2 4.0 Jun-13 95.07% 81.71%	4.2 4.0 Jul-13 93.36% 68.43%	4.2 4.0 Aug-13 95.37% 72.12%	4.2 4.0 Sep-13 89.76% 73.14%	4.2 4.0 Oct-13 95.44% 82.58%	4.2 4.0 Nov-13 95.31% 93.81%	4.0 Dec-13	T4 T5 CSA que	£0 £0 ues - Both Apr-13 £0 £567,776	May-13 TBC TBC		Jul-13 £359,635 £567,776		\$ep-13	60 60 Oct-13 60	_	£0 £0 Dec-13
T3 T4 T5 CSA que	95.00% 95.00% 95.00% sues - Times Target 99.00%	96.00% 96.12%	95.07% 95.30%	95.19% 91.69% Jun-13	95.25% 90.65% Jul-13	95.67% 95.28% Aug-13	75.14% 95.71% 78.55% Sep-13 99.31%	95.62% 90.02% Oct-13 99.88%	95.33% 84.62% Nov-13 99.86%	95.25% 82.81%	T4 T5	£0 £0	£0	£0	£0 £742,652	£0 £0	£0	£0	£0 £0 £742,652	£0 £0 £742,652
T3 T4 T5 Transfer	Target	99.52% 99.71% 99.79% Apr-13	99.59% 99.59% 99.75% May-13	95.62% 99.86% 98.95% Jun-13	93.23% 99.82% 98.94% Jul-13	92.30% 99.77% 99.79% Aug-13	92.29% 99.67% 95.64% Sep-13	95.12% 99.59% 98.73% Oct-13	99.71% 99.67% 96.00% Nov-13	99.40% 95.21% Dec-13	Transfer	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
T1 T3 T4 T5		98.19% 98.10% 99.62% 96.59%	96.87% 95.44% 95.48% 95.14% May-13	96.00% 95.48% 95.25% 95.22% Jun-13	95.58% 95.76% 95.92% 96.56%	95.76% 95.71% 97.63% 96.22%	96.24% 96.43% 97.84% 89.10%	97.33% 96.54% 97.82% 95.14%	97.67% 97.00% 96.96% 95.60%	95.90% 94.38% 95.26% 95.62% Dec-13	T1 T3 T4 T5	f0 f0 f0 f0 rch	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0	£0 £0 £0 £323,227	£0 £0 £0	£0 £0 £0 £0	£0 £280,127 £0 £0
T1 T3 T4 T5	7arget 95.00% 95.00% 95.00% 95.00%	Apr-13 99.93% 99.86% 99.98% 96.74%	98.92% 100.00% 96.91% 95.08%	98.33% 100.00% 98.93% 95.21%	98.13% 99.91% 95.92% 95.35%	Aug-13 100.00% 99.95% 99.84% 96.33%	Sep-13 99.17% 100.00% 99.05% 95.14%	99.65% 100.00% 98.99% 95.95%	99.10% 100.00% 99.64% 95.47%	97.81% 100.00%	T1 T3 T4 T5	f0 f0 f0 f0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	0ct-13 £0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0
T1 T3 T4 T5	Target 95.00% 95.00% 95.00% 95.00%	Apr-13 97.26% 97.26% 97.26% 97.26%	May-13 96.09% 96.09% 96.09% 96.09%	Jun-13 96.88% 96.88% 96.88% 96.88%	Jul-13 96.61% 96.61% 96.61% 96.61%	Aug-13 96.47% 96.47% 96.47% 96.47%	Sep-13 95.46% 95.46% 95.46% 95.46%	Oct-13 95.57% 95.57% 95.57% 95.57%	Nov-13 95.63% 95.63% 95.63% 95.63%	Dec-13 96.59% 96.59% 96.59% 96.59%	T1 T3 T4 T5	Apr-13 £0 £0 £0 £0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	Jul-13 £0 £0 £0 £0	£0 £0 £0 £0	Sep-13 £0 £0 £0 £0	Oct-13 £0 £0 £0 £0	f0 f0 f0 f0 f0	Dec-13 £0 £0 £0 £0
T1 T3 T4 T5	Target 99.00% 99.00% 99.00% 99.00%	Apr-13 99.83% 99.72% 99.95% 99.75%	May-13 99.95% 99.78% 99.96% 99.91%	Jun-13 99.92% 99.83% 99.93% 99.69%	Jul-13 99.75% 99.50% 99.89% 99.56%	Aug-13 99.96% 99.81% 99.97% 99.81%	Sep-13 99.95% 99.89% 99.89% 99.86%	Oct-13 99.94% 99.72% 99.97% 99.93%	Nov-13 99.96% 99.83% 99.96% 99.95%	Dec-13 99.92% 99.56% 99.95% 99.88%	T1 T3 T4 T5	Apr-13 £0 £0 £0 £0	May-13 £0 £0 £0 £0	Jun-13 £0 £0 £0 £0	Jul-13 £0 £0 £0 £0	Aug-13 £0 £0 £0 £0	Sep-13 f0 f0 f0 f0	Oct-13 £0 £0 £0 £0	Nov-13 £0 £0 £0 £0	Dec-13 £0 £0 £0 £0
T1 T3 T4 T5	Target 99.00% 99.00% 99.00% 99.00%	Apr-13 99.38% 99.78% 99.37% 99.66%	May-13 99.63% 99.82% 99.63% 99.64%	Jun-13 99.77% 99.73% 99.51% 99.67%	Jul-13 99.66% 99.63% 99.17% 99.68%	Aug-13 99.13% 99.83% 99.45% 99.20%	Sep-13 99.48% 99.78% 99.33% 99.47%	Oct-13 99.61% 99.79% 99.46% 99.80%	Nov-13 99.04% 99.80% 99.52% 99.63%	Dec-13 99.71% 99.76% 99.74% 99.72%	T1 T3 T4 T5	Apr-13 £0 £0 £0 £0	May-13 £0 £0 £0 £0	Jun-13 £0 £0 £0 £0	Jul-13 £0 £0 £0 £0	Aug-13 £0 £0 £0 £0	Sep-13 f0 f0 f0 f0	Oct-13 £0 £0 £0 £0	Nov-13 £0 £0 £0 £0	Dec-13 £0 £0 £0 £0
PSE (gen T1 T3 T4	Target 99.00% 99.00% 99.00%	Apr-13 99.80% 99.82% 99.61%	May-13 99.76% 99.88% 99.68%	Jun-13 99.73% 99.83% 99.71%	Jul-13 99.77% 99.84% 99.24%	Aug-13 99.78% 99.86% 99.82%	Sep-13 99.85% 99.81% 99.74%	Oct-13 99.82% 99.89% 99.74%	Nov-13 99.74% 99.81% 99.84%	99.78% 99.80% 99.73%	PSE (gen	Apr-13 £0 £0 £0	May-13 £0 £0 £0	Jun-13 £0 £0 £0	Jul-13 £0 £0 £0	Aug-13 £0 £0 £0	Sep-13 £0 £0 £0	Oct-13 £0 £0 £0	Nov-13 £0 £0 £0	Dec-13 £0 £0 £0
T5 PSE (prior T1 T3 T4	99.00% Target 99.00% 99.00% 99.00% 99.00%	99.69% Apr-13 99.73% 99.85% 99.72%	99.67% May-13 99.66% 99.89% 99.75%	Jun-13 99.80% 99.87% 99.89%	99.70% Jul-13 99.82% 99.82% 99.85%	99.77% Aug-13 99.40% 99.79% 99.80%	99.71% Sep-13 99.69% 99.66% 99.76%	99.73% Oct-13 99.80% 99.89% 99.63%	99.78% Nov-13 99.84% 99.88% 99.67%	99.77% Dec-13 99.75% 99.84% 99.80%	T5 PSE (prior T1 T3 T4	f0 Apr-13 f0 f0 f0 f0	£0 May-13 £0 £0 £0	Jun-13 £0 £0 £0	Jul-13 £0 £0 £0	£0 Aug-13 £0 £0 £0	Sep-13 £0 £0 £0	0ct-13 £0 £0 £0	Nov-13 £0 £0 £0	Dec-13 £0 £0 £0
Stand en	99.00% Atry guidance Target 99.00% 99.00%	Apr-13 99.99% 99.98%	99.83% May-13 100.00% 99.96%	99.87% Jun-13 99.98% 99.94%	99.91% Jul-13 99.82% 100.00%	99.89% Aug-13 99.94% 99.99%	99.76% Sep-13 100.00% 99.97%	99.82% Oct-13 99.91% 99.75%	99.82% Nov-13 99.98% 99.94%	100.00% 99.97%	T1 T3	try guidance Apr-13 £0 £0	May-13 £0 £0	Jun-13 f0 f0	Jul-13 £0 £0	£0 Aug-13 £0 £0	Sep-13 f0 f0	0ct-13 £0 £0	Nov-13 £0 £0	Dec-13 £0 £0
T4 T5 Stands T1 T3	99.00% 99.00% Target 99.00%	100.00% 99.99% Apr-13 99.60% 99.64%	100.00% 99.97% May-13 99.78% 99.79%	99.99% 99.99% Jun-13 99.94% 99.79%	99.98% 99.96% Jul-13 99.90% 99.81%	99.91% 99.99% Aug-13 99.88% 99.86%	99.93% 100.00% Sep-13 99.80% 99.78%	0ct-13 99.72% 99.73%	99.99% 99.98% Nov-13 99.92% 99.84%	100.00% 99.99% Dec-13 99.91% 99.88%	T4 T5 Stands T1 T3	Apr-13 £0 £0	£0 £0 May-13 £0 £0	f0 f0 Jun-13 f0 f0	£0 £0 Jul-13 £0 £0	£0 £0 Aug-13 £0 £0	5ep-13 £0 £0	0ct-13 £0 £0	10 10 Nov-13 10 10	£0 £0 Dec-13 £0
T4 T5 Pier serv	99.00% 99.00%	99.55% 99.81% Apr-13 98.42%	99.08% 99.84% May-13 98.45%	99.74% 99.84% Jun-13 98.48%	99.55% 99.80% Jul-13 98.53%	99.83% 99.86% Aug-13 98.59%	99.78% 99.74% Sep-13 98.61%	99.60% 99.89% Oct-13 98.61%	99.82% 99.81% Nov-13 98.61%	99.86% 99.85%	T4 T5 Pier serv	£0 £0	£0 £0 £0	f0 f0 f0	f0 f0 f0	£0 £0 £0	f0 f0 f0	f0 f0 Cot-13	f0 f0 f0 Nov-13	£0 £0 Dec-13
T3 T4 T5 T1 target T3 target T4 target		96.34% 99.73% 92.08% 91.67% 94.83% 95.00% 95.00%	96.37% 99.74% 91.89% 91.67% 94.91% 95.00%	96.39% 99.74% 91.75% 92.04% 95.00% 95.00%	96.46% 99.74% 91.55% 92.44% 95.00% 95.00%	96.53% 99.73% 91.41% 92.82% 95.00% 95.00%	96.59% 99.76% 91.31% 93.19% 95.00% 95.00%	96.67% 99.77% 91.12% 93.52% 95.00% 95.00%	96.68% 99.77% 91.01% 93.82% 95.00% 95.00%	0.00% 99.79% 90.88% 94.12% 95.00% 95.00%	T3 T4 T5	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0	£0 £0	f0 f0 f0	£0 £0 £0	£0 £0 £0	£0 £0 £0
T5	Target 99.00%	available Apr-13 99.54%	95.00% May-13 99.80%	95.00% Jun-13 100.00%	Jul-13 99.97%	95.00% Aug-13 99.90%	95.00% Sep-13 99.93%	95.00% Oct-13 99.93%	95.00% Nov-13 99.93%		TTS - % E	Apr-13 £0	May-13 £0	Jun-13 £0	Jul-13 £0	Aug-13 £0	Sep-13 £0	Oct-13 £0	Nov-13 £0	Dec-13 £0
T5 Arrivals T1	Target 99.00%	Apr-13 99.24% Apr-13 99.57%	May-13 99.12% May-13 99.69%	Jun-13 99.86% Jun-13 99.59%	Jul-13 99.63% Jul-13 99.72%	Aug-13 99.51% Aug-13 99.62%	Sep-13 99.37% Sep-13 99.44%	Oct-13 99.55% Oct-13 99.60%	Nov-13 99.47% Nov-13 99.59%	99.44% Dec-13 99.43%	Arrivals	Apr-13 £0	May-13 £0	Jun-13 £0	Jul-13 £0	Aug-13 £0	Sep-13 £0	Oct-13 £0	Nov-13 £0	Dec-13 £0
T3 T4 T5 Pre-conc	99.00% 99.00% 99.00% ditioned air Target 98.00%	99.82% 99.77% 99.80% Apr-13	99.72% 99.79% 99.81% May-13	99.76% 99.79% 99.78% Jun-13	99.72% 99.72% 99.76% Jul-13	99.80% 99.80% 99.67% Aug-13	99.70% 99.59% 99.67% Sep-13	99.87% 99.32% 99.83% Oct-13 100.00%	99.78% 99.76% 99.88% Nov-13	99.63% 99.84% 99.83% Dec-13	T3 T4 T5 Pre-cond	£0 £0 £0 litioned air Apr-13 £0	£0 £0 £0 May-13	£0 £0 £0 Jun-13	£0 £0 £0 Jul-13	£0 £0 £0 Aug-13	£0 £0 £0 Sep-13	f0 f0 f0 Oct-13	£0 £0 £0 Nov-13	£0 £0 £0 Dec-13
T5	98.00% me congestio Target N/A	99.49% on Apr-13 N/A	99.04% May-13 N/A	99.37% Jun-13 N/A	99.14% Jul-13 N/A	99.51% Aug-13 N/A	99.72% Sep-13 N/A	99.60% Oct-13 N/A	99.54% Nov-13 N/A	99.77%	T5	me congestion Apr-13 N/A	May-13 N/A	Jun-13 N/A	Jul-13 N/A	Aug-13 N/A	Sep-13 N/A	Oct-13 N/A	Nov-13 N/A	Dec-13
Cleanling	ess - Month Target 3.9	Apr-13 4.2	May-13 4.1 4.1	Jun-13 4.1	Jul-13 4.1	Aug-13 4.1	Sep-13 4.1	Oct-13 4.1	Nov-13 4.2	4.1										
T3 T4 T5 Wayfindi	3.9 3.9 3.9 mg - Month Target 4.0	4.1 4.0 4.2 Apr-13	4.1 4.2 4.3 May-13	4.1 4.2 4.2 Jun-13	4.1 4.2 4.2 Jul-13	4.1 4.1 4.2 Aug-13	4.1 4.1 4.2 Sep-13	4.1 4.0 4.2 Oct-13 4.1	4.1 4.2 4.2 Nov-13	4.1 4.2										
T3 T4 T5 Flight in	4.0 4.0 4.0 formation - M	4.1 4.0 4.2 Ionth	4.2 4.2 4.2 May-13	4.1 4.1 4.2 Jun-13	4.2 4.2 4.2 Jul-13	4.2 4.1 4.2 Aug-13	4.1 4.2 4.2 Sep-13	4.2 4.1 4.2 Oct-13	4.2 4.2 4.2 Nov-13	4.2 4.2 Dec-13										
T1 T3 T4 T5 Departur	4.2 4.2 4.2 4.2 re lounge sea	4.3 4.4 4.3 4.4 at availability Apr-13		4.4 4.3 4.3 4.3	4.3 4.4 4.3 4.4	4.3 4.5 4.2 4.3 Aug-13	4.2 4.4 4.3 4.2 Sep-13	4.2 4.4 4.1 4.3	4.3 4.3 4.2 4.4 Nov-13	4.3 4.3 4.4										
T1 T3 T4 T5	3.8 3.8 3.8 3.8 3.8	4.2 3.9 4.2 4.0	4.2 4.0 4.3 4.0	4.3 3.7	4.1 3.8 4.2 3.9	4.0 3.9 4.2 3.9	4.1 4.0 4.2 3.9	4.0 3.9 4.0 3.9	4.2 4.0 4.2 4.0	4.0 3.7 4.2										
T1 T3 T4 T5		Apr-13 98.93% 96.76% 99.75% 91.11%	May-13 98.67% 96.50% 99.81% 90.64%	Jun-13 98.32% 97.16% 99.72% 91.35%	Jul-13 98.31% 97.19% 99.68% 90.58%	Aug-13 99.09% 96.97% 99.75% 90.96%	Sep-13 98.97% 96.55% 99.84% 91.00%	Oct-13 98.88% 96.87% 99.81% 90.55%	Nov-13 98.29% 96.13% 99.86% 89.66%	98.85% 0.00% 99.89%										

How are we performing?

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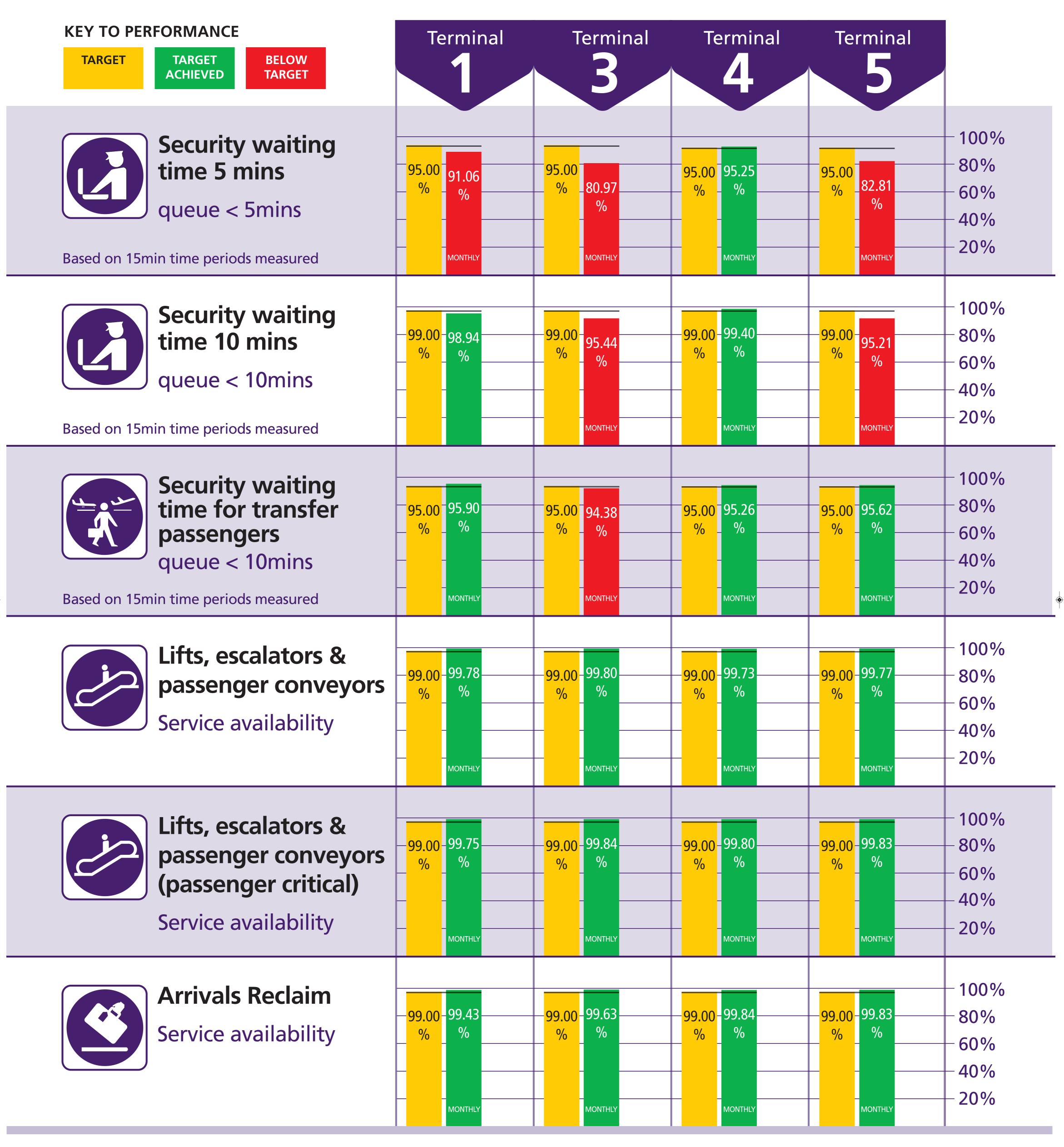


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How are we performing?

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