# Heathrow

Making every journey better

Heathrow Terminal 1		Ма	r-13		Year to	o 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 Central security queues - Times queue = 10 minutes	89.88% 97.72%	95.00% 99.00%	No No	322,596	322,596	1
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.57%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.71%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	95.44%	95.00%	Yes	0	0	0
Staff search	98.36%	95.00%	Yes	0	0	0
Control posts search	97.23%	95.00%	Yes	0	0	0
Pier service	98.39%	91.68%	Yes	0	0	0
Total		•	-	322,596	322,596	1

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

Making every journey better

Heathrow Terminal 3		Ма	r-13		Year to	o date *
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.8	3.8	Yes	0	1,471,020	6
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 Central security queues - Times queue = 10 minutes	78.85% 94.93%	95.00% 99.00%	No No	524,255	3,145,530	6
Passenger sensitive equipment (general)	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.94%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.73%	99.00%	Yes	0	0	0
Jetties	99.80%	99.00%	Yes	0	0	0
FEGP	99.84%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	95.99%	95.00%	Yes	0	1,034,616	4
Staff search	99.77%	95.00%	Yes	0	0	0
Control posts search	97.23%	95.00%	Yes	0	0	0
Pier service +	96.38%	94.00%	Yes	0	0	0
				524,255	5,651,166	16

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

Making every journey better

Heathrow Terminal 4		Ма	r-13		Year to	o 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	89.95%	95.00%	No	289,329	1,157,316	4
Central security queues - Times queue = 10 minutes	99.31%	99.00%	Yes	200,020	1,107,010	
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.66%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.62%	99.00%	Yes	0	0	0
Stands	99.41%	99.00%	Yes	0	0	0
Jetties	99.39%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.31%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.23%	95.00%	Yes	0	0	0
Pier service	99.73%	95.00%	Yes	0	0	0
Total				289,329	1,157,316	4

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		Ma	r-13		Year to	o 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	95.48%	95.00%	Yes	0	2 064 190	Б
Central security queues - Times queue = 10 minutes	99.72%	99.00%	Yes	0	2,964,180	5
Passenger sensitive equipment (general)	99.46%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.73%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.84%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.51%	99.00%	Yes	0	0	0
FEGP	99.82%	99.00%	Yes	0	0	0
Pre-conditioned air	99.53%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	96.27%	95.00%	Yes	0	774,891	3
Staff search	96.89%	95.00%	Yes	0	0	0
Control posts search	97.23%	95.00%	Yes	0	0	0
Pier service	92.19%	95.00%	No	0	1,394,526	12
Transit system - % time one car available	99.85%	99.00%	Yes	0	0	-
Transit system - % time two cars available	99.25%	97.00%	Yes			
Total				0	5,133,597	20

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.



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Aerodrome Congestion Term	Ма	r-13	Year to	o date *
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	Yes	11,852	287,895	5
Total			287,895	5

Emergency repair in block 210 causing 4nm spacing.

NOTE: \* year is April 2012 to March 2013

# Heathrow

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Making every journey better	£ Pahataa
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Cleanline	SS													Cleanliness												
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	3.9	4.0	4.0	4.0	4.0	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	3.9	3.9	3.9	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.1	4.1	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	3.9	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	3.9	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Wayfindin	g													Wayfindin	g											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.2	4.2	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	4.0	4.1	4.1	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	Τ4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Flight in	formation													Flight info	rmation											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.4	4.4	4.4	4.4	4.4	4.4	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	Т4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	4.2	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.3	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Departure	e lounge seat	t availability	,											Departur	e lounge seat a	vailability										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	3.8	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	3.8	3.6	3.6	3.7	3.7	3.7	3.7	3.8	3.8	3.8	3.8	3.8	3.8	Т3	£245,170	£245,170	£245,170	£245,170	£245,170	£245,170	£0	£0	£0	£0	£0	£0
T4	3.8	4.1	4.1	4.1	4.1	4.1	4.2	4.2	4.2	4.2	4.2	4.2	4.2	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	3.8	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

CSA que	ues - Times d	queue <5 m	inutes											CSA queu	es - Both											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	95.00%	96.76%	97.56%	98.43%	98.17%	98.98%	96.67%	96.50%	96.79%	95.16%	96.96%	96.76%	89.88%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£322,596
ТЗ	95.00%	96.05%	95.44%	95.57%	96.04%	95.81%	89.90%	76.59%	77.76%	67.83%	89.82%	96.38%	78.85%	Т3	£0	£0	£0	£0	£0	£524,255	£524,255	£524,255	£524,255	£524,255	£0	£524,255
T4	95.00%	95.52%	95.99%	95.62%	96.08%	96.87%	95.48%	90.78%	83.24%	68.99%	95.07%	95.26%	89.95%	T4	£0	£0	£0	£0	£0	£0	£289,329	£289,329	£289,329	£0	£0	£289,329
T5	95.00%	91.02%	95.99%	96.10%	96.06%	96.47%	93.50%	80.53%	87.71%	76.41%	95.23%	96.07%	95.48%	T5	£592,836	£0	£0	£0	£0	£592,836	£592,836	£592,836	£592,836	£0	£0	£0

#### CSA queues - Times queue = 10 minutes

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.95%	100.00%	99.93%	99.98%	99.98%	99.52%	99.86%	99.81%	99.54%	99.61%	99.95%	97.72%
Т3	99.00%	99.71%	99.95%	100.00%	99.95%	99.95%	98.76%	95.85%	96.67%	87.83%	98.02%	99.85%	94.93%
Τ4	99.00%	99.76%	99.82%	99.95%	99.95%	100.00%	99.95%	99.72%	97.62%	89.82%	99.72%	99.74%	99.31%
T5	99.00%	98.55%	99.68%	99.79%	99.79%	99.84%	98.02%	94.35%	98.36%	92.88%	99.54%	99.72%	99.72%

Transfei	search													Transfer s	earch											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	95.00%	98.62%	96.77%	96.86%	98.85%	97.97%	96.10%	98.29%	97.71%	95.94%	98.89%	97.60%	95.44%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	95.00%	98.00%	95.99%	96.10%	95.99%	96.50%	96.10%	88.29%	91.86%	89.40%	93.36%	97.76%	95.99%	ТЗ	£0	£0	£0	£0	£0	£0	£258,654	£258,654	£258,654	£258,654	£0	£0
Τ4	95.00%	97.62%	95.76%	95.38%	97.47%	98.48%	98.38%	98.80%	96.67%	95.44%	97.24%	99.54%	99.31%	Τ4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	95.00%	94.48%	96.77%	97.04%	98.24%	97.74%	96.12%	93.24%	96.04%	91.43%	96.03%	97.52%	96.27%	Т5	£258,297	£0	£0	£0	£0	£0	£258,297	£0	£258,297	£0	£0	£0

Staff sea	rch													Staff search												
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	95.00%	98.90%	99.63%	99.62%	100.00%	99.79%	99.81%	96.45%	99.33%	98.29%	99.79%	99.36%	98.36%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.48%	100.00%	100.00%	100.00%	99.77%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.83%	96.34%	96.36%	95.44%	98.13%	100.00%	100.00%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	95.00%	98.34%	99.15%	99.09%	98.88%	98.77%	96.77%	95.82%	97.81%	95.92%	97.35%	98.61%	96.89%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Control	posts search													Control p	osts search											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	97.23%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	97.23%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	97.23%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	97.23%	Т5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

FEGP														FEGP												
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.70%	99.63%	99.83%	99.87%	99.95%	99.94%	99.95%	99.69%	99.99%	99.97%	99.97%	99.97%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.63%	99.29%	99.20%	99.23%	99.60%	99.75%	99.73%	99.38%	99.94%	99.79%	99.82%	99.84%	ТЗ	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	99.74%	99.80%	99.98%	99.86%	99.61%	99.70%	99.98%	99.87%	99.92%	99.83%	99.96%	100.00%	Τ4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.56%	99.73%	99.62%	99.42%	99.68%	99.82%	99.94%	99.36%	99.97%	99.94%	99.91%	99.82%	Т5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
				_				_			_															

Jetties														Jetties												
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.81%	99.74%	99.44%	99.61%	99.56%	99.70%	99.66%	99.42%	99.72%	99.62%	99.75%	99.71%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.77%	99.63%	99.58%	99.61%	99.67%	99.81%	99.82%	99.70%	99.75%	99.67%	99.83%	99.80%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	99.27%	99.36%	99.60%	99.25%	99.38%	99.56%	99.33%	99.40%	99.40%	99.48%	99.34%	99.39%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.48%	99.39%	99.56%	99.58%	99.72%	99.74%	99.65%	99.68%	99.70%	99.60%	99.72%	99.51%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

PSE (gen	eral)													PSE (gene	eral)											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.79%	99.58%	99.75%	99.77%	99.73%	99.74%	99.80%	99.62%	99.82%	99.72%	99.74%	99.81%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.81%	99.82%	99.81%	99.70%	99.81%	99.83%	99.86%	99.85%	99.83%	99.82%	99.76%	99.88%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	99.00%	99.85%	99.67%	99.77%	99.70%	99.81%	99.75%	99.85%	99.88%	99.87%	99.79%	99.72%	99.74%	Т4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.91%	99.75%	99.79%	99.77%	99.81%	99.80%	99.78%	99.82%	99.73%	99.76%	99.78%	99.46%	Т5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

PSE (pric	ority)													PSE (priority)												
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	ŀ	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.45%	99.57%	99.56%	99.63%	99.68%	99.78%	99.65%	99.79%	99.67%	99.62%	99.56%	99.76%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.69%	99.78%	99.77%	99.56%	99.88%	99.85%	99.92%	99.93%	99.92%	99.87%	99.81%	99.94%	ТЗ	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	99.00%	99.81%	99.92%	99.64%	99.78%	99.74%	99.81%	99.84%	99.84%	99.92%	99.57%	99.77%	99.66%	Τ4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т5	99.00%	99.76%	99.76%	99.80%	99.83%	99.83%	99.88%	99.63%	99.87%	99.77%	99.78%	99.82%	99.73%	Т5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Sta	nd entry	guidance													Stand er	ntry guidance											
		Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1		99.00%	99.88%	99.93%	99.94%	99.96%	99.95%	100.00%	99.99%	99.97%	99.96%	99.97%	100.00%	99.96%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3		99.00%	99.84%	99.97%	100.00%	99.88%	99.82%	99.97%	99.90%	99.04%	99.99%	100.00%	100.00%	100.00%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4		99.00%	99.96%	99.99%	100.00%	100.00%	99.97%	99.99%	100.00%	99.99%	100.00%	99.99%	99.99%	100.00%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5		99.00%	99.94%	99.98%	99.99%	99.95%	99.92%	99.99%	99.98%	99.96%	100.00%	99.98%	99.95%	99.97%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Stands														Stands												
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.90%	99.81%	99.82%	99.86%	99.88%	99.36%	99.52%	99.76%	99.91%	99.64%	99.81%	99.89%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.77%	99.80%	99.63%	99.37%	99.75%	99.79%	99.77%	99.70%	99.58%	99.49%	99.77%	99.73%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	99.00%	99.77%	99.56%	99.08%	99.41%	99.87%	99.74%	99.68%	99.76%	99.80%	99.32%	99.68%	99.41%	Τ4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.95%	99.87%	99.92%	99.86%	99.81%	99.78%	99.84%	99.79%	99.87%	99.35%	99.79%	99.77%	Т5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Pier servi	се													Pier servic	e											
		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1		97.76%	97.82%	97.84%	97.87%	97.97%	98.09%	98.19%	98.25%	98.31%	98.32%	98.35%	98.39%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3		96.00%	95.91%	95.97%	96.01%	95.97%	95.93%	96.24%	96.52%	96.55%	96.47%	96.38%	0.00%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4		99.30%	99.30%	99.35%	99.46%	99.53%	99.58%	99.68%	99.71%	99.72%	99.73%	99.74%	99.73%	Τ4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5		91.29%	92.11%	92.28%	92.30%	92.26%	92.21%	92.21%	92.22%	92.21%	92.15%	92.11%	92.19%	T5	£232,421	£232,421	£232,421	£232,421	£232,421	£232,421	£0	£0	£0	£0	£0	£0
T1 target		94.54%	94.63%	94.36%	94.08%	93.80%	93.53%	93.19%	92.89%	92.58%	92.30%	92.02%	91.68%													
T3 target		94.00%	94.00%	94.00%	94.09%	94.18%	94.28%	94.36%	94.44%	94.52%	94.59%	94.66%	94.72%													
T4 target		95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%													
T3 target T4 target T5 target		95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%													

#### TTS - % time one car available

TTS - % t	ime one car	available												TTS - % B	oth											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T5	99.00%	99.87%	99.99%	99.97%	99.81%	99.87%	99.87%	99.74%	99.59%	99.74%	99.91%	99.80%	99.85%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

#### TTS - % time two cars available

		Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T5	5	97.00%	99.36%	98.51%	99.35%	98.58%	98.60%	99.06%	97.38%	97.86%	97.73%	99.02%	98.74%	99.25%

Arrivals F	Reclaims													Arrivals R	eclaims											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.20%	99.51%	99.15%	99.52%	99.50%	99.51%	99.53%	99.56%	99.48%	99.51%	99.42%	99.57%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.58%	99.84%	99.76%	99.94%	99.65%	99.86%	99.91%	99.85%	99.88%	99.91%	99.88%	99.85%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	99.81%	99.89%	99.80%	99.85%	99.88%	99.54%	99.85%	99.71%	99.84%	99.69%	99.87%	99.62%	Τ4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.61%	99.69%	99.72%	99.77%	99.83%	99.81%	99.85%	99.87%	99.83%	99.86%	99.81%	99.84%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Pre-co	nditioned air													Pre-condit	ioned air											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
Т3	98.00%	99.99%	99.96%	99.68%	99.86%	99.91%	99.71%	99.98%	99.93%	99.93%	100.00%	99.98%	100.00%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	98.00%	99.36%	98.95%	99.08%	99.02%	98.90%	99.47%	99.27%	99.88%	99.29%	99.54%	99.84%	99.53%	Т5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

15 98.00% 99.36% 98.95% 99.08% 99.02% 98.90% 99.47% 99.27% 99.88% 99.29% 99.54% 99.53% 15 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0
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Aeroc	frome congest	ion												Aerodrome congestion	1										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
All	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	All N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

#### Monthly performance - reported only

#### **Cleanliness - Month**

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	3.9	4.0	4.1	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.0
Т3	3.9	4.0	4.0	4.0	4.0	4.0	4.1	4.1	4.1	4.0	4.1	4.1	4.1
T4	3.9	4.1	4.1	4.1	4.2	4.2	4.2	4.1	4.2	4.1	4.1	4.2	4.1
T5	3.9	4.2	4.2	4.2	4.2	4.3	4.2	4.2	4.2	4.2	4.3	4.2	4.2

#### Wayfinding - Month

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	4.0	4.0	4.1	4.0	4.1	4.1	4.1	4.1	4.2	4.2	4.1	4.2	4.0
Т3	4.0	4.1	4.2	4.1	4.2	4.2	4.2	4.2	4.2	4.1	4.2	4.2	4.2
Τ4	4.0	4.1	4.2	4.4	4.3	4.3	4.1	4.2	4.3	4.2	4.2	4.3	4.3
T5	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2

#### Flight information - Month

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	4.2	4.3	4.4	4.3	4.3	4.3	4.3	4.3	4.3	4.4	4.3	4.4	4.2
Т3	4.2	4.4	4.4	4.4	4.4	4.5	4.4	4.4	4.4	4.4	4.4	4.4	4.5
T4	4.2	4.4	4.3	4.3	4.3	4.3	4.4	4.3	4.3	4.3	4.3	4.4	4.3
T5	4.2	4.3	4.3	4.4	4.4	4.4	4.3	4.4	4.3	4.4	4.4	4.4	4.4

#### Departure lounge seat availability - Month

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	3.8	4.1	4.2	4.1	4.1	4.1	4.0	4.2	4.2	4.1	4.2	4.2	4.0
Т3	3.8	3.9	3.9	3.7	3.6	3.7	3.9	3.8	4.1	3.8	3.9	4.0	3.8
Т4	3.8	4.2	4.2	4.2	4.2	4.1	4.2	4.1	4.3	4.2	4.1	4.2	4.2
Т5	3.8	4.0	3.9	4.0	3.9	4.0	3.9	4.0	4.0	4.0	4.0	4.0	4.0

#### Pier service - Month

	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	98.53%	98.34%	97.97%	97.76%	98.45%	98.71%	98.92%	98.29%	98.56%	98.26%	98.41%	98.51%
T3	97.02%	96.22%	96.91%	96.49%	96.21%	95.89%	95.94%	96.01%	96.03%	97.20%	96.04%	0.00%
T4	99.76%	99.77%	99.73%	99.68%	99.82%	99.48%	99.73%	99.87%	99.61%	99.85%	99.84%	99.73%
T5	92.50%	92.70%	92.96%	92.66%	92.49%	92.18%	92.78%	90.95%	91.48%	91.27%	91.72%	92.16%

# How are we performing?

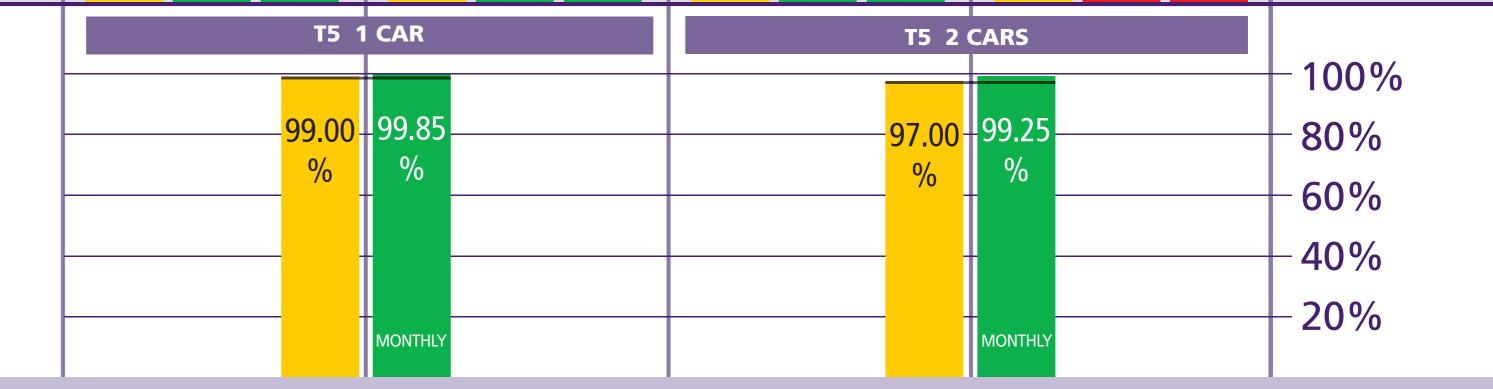
**KEY TO PERFORMANCE** Terminal Terminal Terminal Terminal B **TARGET** TARGET BELOW TARGET ACHIEVED 5 Cleanliness 4 -<mark>3.9</mark> 4.2 4.2 **Overall cleanliness 3.9** 4.1 4.1 **3.9 4.1 4.1** 3.9 4.1 4.0 3 of the terminal YEARLY MONTHLY As rated by 1= extremely poor and 5= excellent YEARLY MONTHLY YEARLY MONTHLY YEARLY MONTHLY 5 Wayfinding 4.0 4.2 4.3 4 4.0 4.2 4.2 4.0 4.2 4.2 Ease of finding your way 4.0\_4.1\_4.0\_ around our airport 3

As rated by 1= extremely poor and 5= excellent	-	YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY	- 1
Flight InfoAccuracy and ease offinding flight information	4.2		<b>4.2</b>	4.2	<b>4.4</b> YEARLY	<b>4.5</b>	4.2	<b>4.3</b> YEARLY	4.3 Monthly	4.2	4.3 YEARLY	<b>4.4</b>	-5 -4 -3 -2 -1
Departure Lounge Seat Availability Ease of finding a seatAs rated by 1= extremely poor and 5= excellent	3.8		<b>4.0</b>	3.8		<b>3.8</b>	3.8		4.2 Monthly	3.8	<b>4.0</b> YEARLY	<b>4.0</b>	- 5 - 4 - 3 - 2 - 1
Image: Non-State StateImage: Non-State StateImage: Non-StateNon-StateImage: Non-StateNon-State<	H	%	98.51 %	94.66%	%	96.04 %	95.00	%	99.73 %		- %	92.16 %	- 100% - 80% - 60% - 40% - 20%



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# Terminal 5 Transit Service availability



Availability measured over a month

We welcome your feedback: heathrowcustomerfeedback@baa.com



**March 2013** 

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# How are we performing?

**KEY TO PERFORMANCE** Terminal Terminal Terminal Terminal B **TARGET** TARGET **BELOW** ACHIEVED TARGET 100% **Security waiting** 80% time 5 mins 95.00 95.48 95.00 95.00 95.00 89.95 89.88 % % % -78.85 60% % % queue < 5mins % 40% 20% Based on 15min time periods measured MONTHLY MONTHLY MONTHLY MONTHLY 100% **Security waiting** -<mark>99.00</mark>-99.72 99.00 97.72 99.00-99.31 time 10 mins 99.00-80% 94.93 % % % % % % % 60% % queue < 10mins 40%

Based on 15min time periods measured



Security waiting time for transfer passengers queue < 10mins

Based on 15min time periods measured



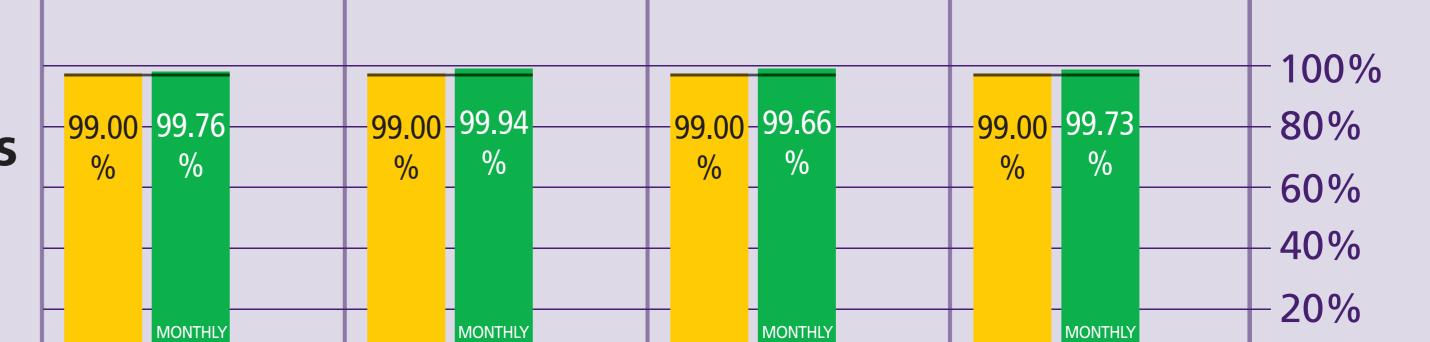
Lifts, escalators & passenger conveyors Service availability





Lifts, escalators & passenger conveyors (passenger critical)

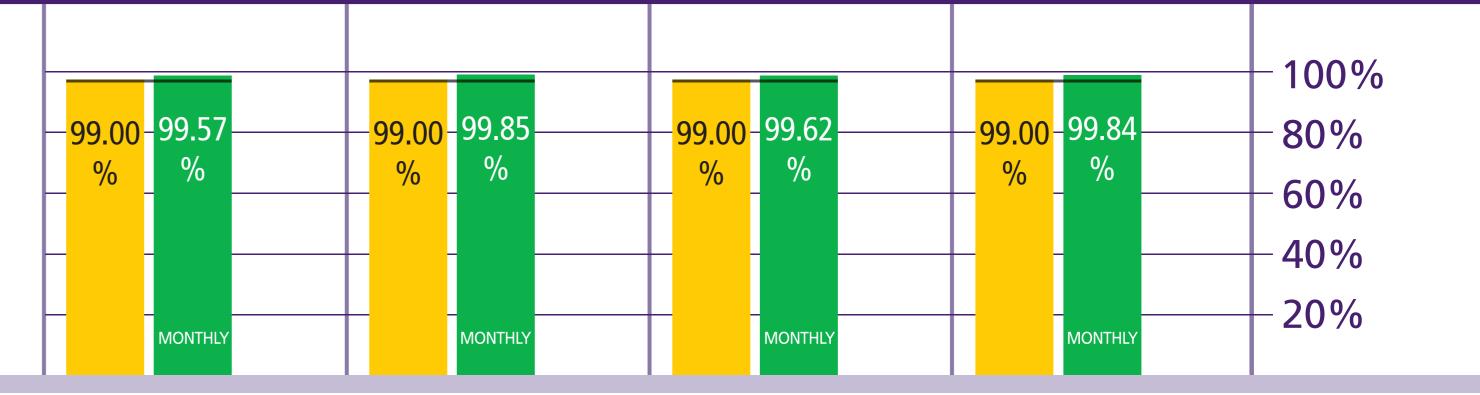
Service availability





# **Arrivals Reclaim**

Service availability



We welcome your feedback: heathrowcustomerfeedback@baa.com



**March 2013** 

20%

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# How are we performing?

# March 2013

KEY TO MONTHLY PERFORMANCE	Terminal	Terminal	Terminal	Terminal	
<b>PIER SERVICE</b> Percentage of passengers embarking and disembarking directly into the terminal building Please note: pier service targets change monthly. A pass/fail on an annual basis will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.	91.68 % 98.39 98.51 % %	94.66 % 96.38 96.04 % yearly monthly	95.00 % 99.73 % 99.73 %	95.00 % 92.19 % 92.16 %	- 100% - 80% - 60% - 40% - 20%
<b>STAND</b> <b>AVAILABILITY</b> Service Availability	-99.00 - 99.89 %	99.00 % 99.73 %	99.00 % 99.41 %	99.00 % //////////////////////////////////	- 100% - 80% - 60% - 40% - 20%
<b>FIXED ELECTRICAL</b> <b>GROUND POWER</b> Service Availability	99.00 - 99.97 %	99.00 % %	99.00 % %	99.00 % 99.82 %	- 100% - 80% - 60% - 40% - 20%
<b>STAND ENTRY</b> <b>GUIDANCE</b> Service Availability	-99.00 - 99.96	99.00- % //////////////////////////////////	-99.00 % %	99.00 % 99.97 %	- 100% - 80% - 60% - 40% - 20%
<b>ARRIVALS RECLAIM</b> (Baggage carousels) Service Availability	-99.00 - 99.57 % %	99.00 % 99.85 %	99.00 % 99.62 %	99.00 % 99.84 %	- 100% - 80% - 60% - 40% - 20%
AERODROME CONGESTION TERM The scheme by which third parties are compensated for material events which impacted the airfield	£118.5	¢ £27.5	5k £1 <sup>°</sup>	– £1	57.9k



Making every journey better

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