

Heathrow Terminal 1		Feb-14				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	96.07%	95.00%	Yes	0	1,078,905	3	
Central security queues - Times queue = 10 minutes	99.77%	99.00%	Yes	U	1,076,903	3	
Passenger sensitive equipment (general)	99.86%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.75%	99.00%	Yes	0	0	0	
Stands	99.91%	99.00%	Yes	0	0	0	
Jetties	99.66%	99.00%	Yes	0	0	0	
FEGP	99.83%	99.00%	Yes	0	0	0	
Stand entry guidance	99.99%	99.00%	Yes	0	0	0	
Transfer search	98.98%	95.00%	Yes	0	0	0	
Staff search	99.36%	95.00%	Yes	0	0	0	
Control posts search	97.29%	95.00%	Yes	0	0	0	
Pier service	98.71%	94.67%	Yes	0	0	0	
Total				0	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	Feb-14				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	98.11%	95.00%	Yes	_	2 406 656	
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	3,406,656	9
Passenger sensitive equipment (general)	99.89%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.87%	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	99.60%	99.00%	Yes	0	0	0
FEGP	99.82%	99.00%	Yes	0	0	0
Pre-conditioned air	99.99%	98.00%	Yes	N/A	N/A	. 0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	98.57%	95.00%	Yes	0	280,127	1
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.29%	95.00%	Yes	0	0	0
Pier service +	96.75%	94.00%	Yes	0	0	0
				0	3,686,783	10

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	hrow Terminal 4 Feb-14			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	96.99%	95.00%	Yes	0		0
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	U	· ·	U
Passenger sensitive equipment (general)	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.87%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.94%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.66%	99.00%	Yes	0	0	0
FEGP	99.93%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	99.11%	95.00%	Yes	0	0	0
Staff search	99.45%	95.00%	Yes	0	0	0
Control posts search	97.29%	95.00%	Yes	0	0	0
Pier service	99.76%	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		Feb-14				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	95.64%	95.00%	Yes	0	4 455 010	6		
Central security queues - Times queue = 10 minutes	99.54%	99.00%	Yes	U	4,455,912	О		
Passenger sensitive equipment (general)	99.76%	99.00%	Yes	0	0	0		
Passenger sensitive equipment (priority)	99.81%	99.00%	Yes	0	0	0		
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	0	0		
Stands	99.92%	99.00%	Yes	0	0	0		
Jetties	99.71%	99.00%	Yes	0	0	0		
FEGP	99.88%	99.00%	Yes	0	0	0		
Pre-conditioned air	99.67%	98.00%	Yes	N/A	N/A	0		
Stand entry guidance	99.95%	99.00%	Yes	0	0	0		
Transfer search	96.62%	95.00%	Yes	0	323,227	1		
Staff search	96.27%	95.00%	Yes	0	0	0		
Control posts search	97.29%	95.00%	Yes	0	0	0		
Pier service	90.73%	95.00%	No	0	0	11		
Transit system - % time one car available	99.91%	99.00%	Yes	0	0	0		
Transit system - % time two cars available	99.03%	97.00%	Yes					
Total				0	4,779,139	18		

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	Feb-14 Year t		o date *	
	Rebate due	Rebate	E Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	121,988	1
Total			121,988	1

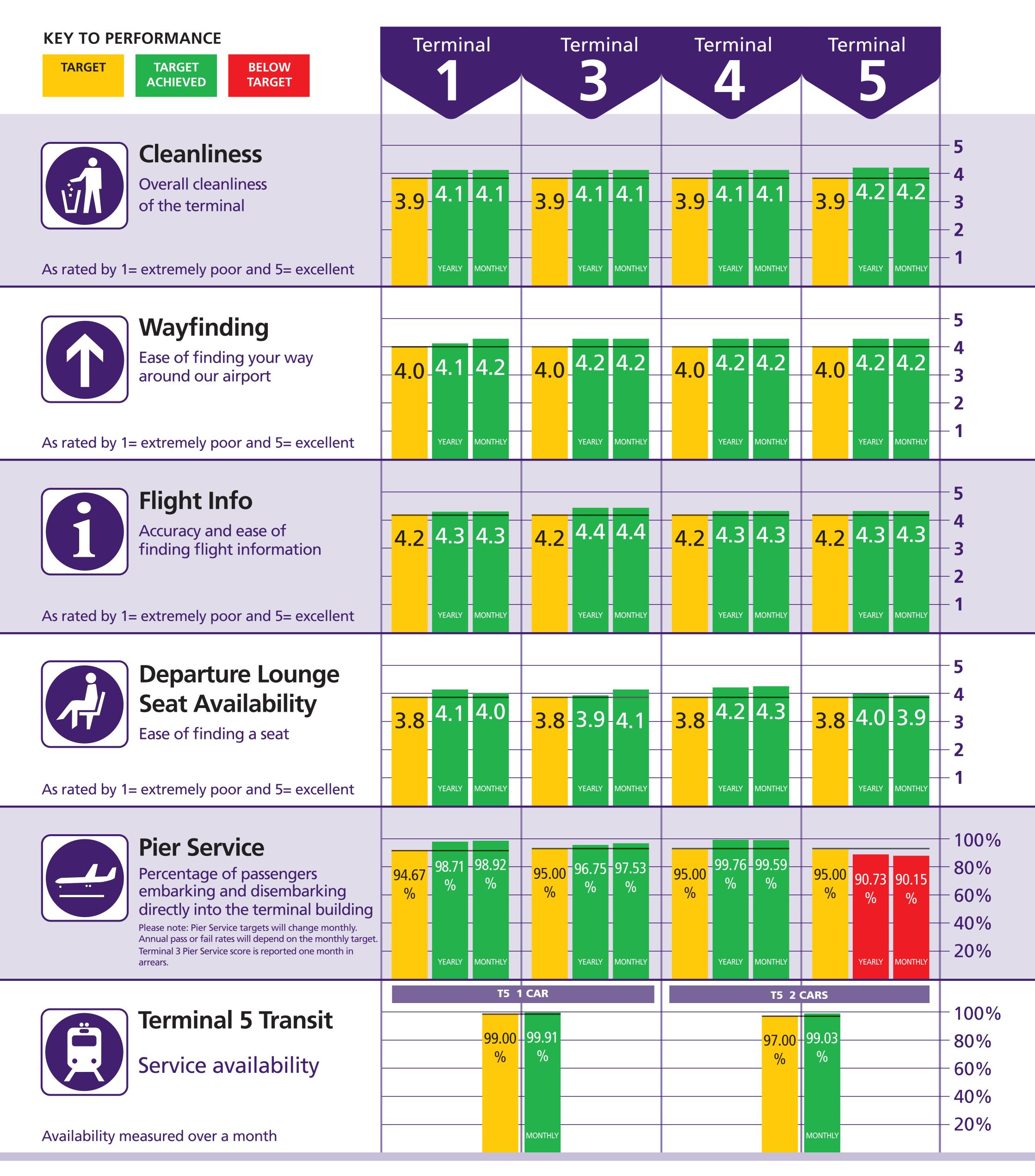
NOTE: * year is April 2013 to March 2014

Heathrow	
Making every iourney better	

Heathrow Making every journey better Performance	£ Rebates
Cleanliness Target Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 3.9 4.1 4	Cleanliness Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 £0 </th
Wayfinding Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 4.0 4.1 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.2 4.2 <t< th=""><th>Wayfinding Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 £0 £</th></t<>	Wayfinding Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 £0 £
Flight information Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 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 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.4 4.3	Flight information Apr-13 May-13 Jun-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 £0 <
Departure lounge seat availability Target Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 3.8 4.1 4.2 4.2 4.2 4.2 4.2 4.2 <t< th=""><th>Departure lounge seat availability Apr-13 May-13 Jun-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 £0 £</th></t<>	Departure lounge seat availability Apr-13 May-13 Jun-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 £0 £
CSA queues - Times queue <5 minutes Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 95.00% 96.69% TBC 95.07% 93.36% 95.37% 89.76% 95.44% 95.31% 91.06% 96.80% 96.07% T3 95.00% 93.67% TBC 81.71% 68.43% 72.12% 73.14% 82.58% 93.81% 80.97% 93.04% 98.11% T4 95.00% 96.00% 95.07% 95.19% 95.25% 95.67% 95.71% 95.62% 95.33% 95.25% 95.53% 96.99% T5 95.00% 96.12% 95.30% 91.69% 90.65% 95.28% 78.55% 90.02% 84.62% 82.81% 95.83% 95.64%	CSA queues - Both Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 £0 TBC £0 £359,635 £0 £0 £359,635 £0 £
CSA queues - Times queue = 10 minutes Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 99.00% 99.90% 99.49% 99.81% 99.65% 99.84% 99.31% 99.88% 99.86% 98.94% 99.91% 99.77% T3 99.00% 99.52% 99.59% 95.62% 93.23% 92.30% 92.29% 95.12% 99.71% 95.44% 98.29% 100.00% T4 99.00% 99.71% 99.59% 99.86% 99.82% 99.77% 99.67% 99.59% 99.67% 99.40% 99.82% 100.00% T5 99.00% 99.79% 99.75% 98.95% 98.94% 99.79% 95.64% 98.73% 96.00% 95.21% 99.79% 99.54%	
Transfer search Target Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 95.00% 98.19% 96.87% 96.00% 95.58% 95.76% 96.24% 97.33% 97.67% 95.90% 98.99% 98.98% T3 95.00% 98.10% 95.44% 95.48% 95.76% 95.71% 96.43% 96.54% 97.00% 94.38% 95.94% 98.57% T4 95.00% 99.62% 95.48% 95.25% 95.92% 97.63% 97.84% 97.82% 96.96% 95.26% 97.63% 99.11% T5 95.00% 96.59% 95.14% 95.22% 96.56% 96.22% 89.10% 95.14% 95.62% 97.93% 96.62%	Transfer search Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 £0
Staff search Target Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 95.00% 99.93% 98.92% 98.33% 98.13% 100.00% 99.17% 99.65% 99.10% 97.81% 99.54% 99.36% T3 95.00% 99.86% 100.00% 100.00% 99.91% 99.95% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 99.98% 99.45% T5 95.00% 96.74% 95.08% 95.21% 95.35% 96.33% 95.14% 95.95% 95.47% 95.87% 98.03% 96.27%	Staff search Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 £0 <td< th=""></td<>
Control posts search Target Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 95.00% 97.26% 96.09% 96.88% 96.61% 96.47% 95.46% 95.57% 95.63% 96.59% 97.79% 97.29% T3 95.00% 97.26% 96.09% 96.88% 96.61% 96.47% 95.46% 95.57% 95.63% 96.59% 97.79% 97.29% T4 95.00% 97.26% 96.09% 96.88% 96.61% 96.47% 95.46% 95.57% 95.63% 96.59% 97.79% 97.29%	Control posts search Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 £0
FEGP T1 95.00% 97.26% 96.09% 96.88% 96.61% 96.47% 95.46% 95.57% 95.63% 96.59% 97.79% 97.29% FEGP Target Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 99.00% 99.83% 99.95% 99.92% 99.75% 99.96% 99.95% 99.96% 99.96% 99.96% 99.96% 99.96% 99.88% 99.72% 99.84% 99.82% T4 99.00% 99.95% 99.93% 99.89% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97% 99.96% 99.97%	FEGP Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1
T5 99.00% 99.75% 99.91% 99.69% 99.56% 99.81% 99.86% 99.93% 99.95% 99.88% 99.93% 99.88% Jetties Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1	T5
T5 99.00% 99.66% 99.64% 99.67% 99.68% 99.20% 99.47% 99.80% 99.63% 99.72% 99.77% 99.71% PSE (general) Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 99.00% 99.80% 99.76% 99.73% 99.77% 99.78% 99.85% 99.82% 99.74% 99.78% 99.82% 99.86% T3 99.00% 99.82% 99.88% 99.83% 99.84% 99.86% 99.81% 99.89% 99.81% 99.80% 99.80% 99.89% T4 99.00% 99.61% 99.68% 99.71% 99.24% 99.82% 99.74% 99.74% 99.84% 99.73% 99.85% 99.84%	PSE (general) Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1
T5 99.00% 99.69% 99.67% 99.62% 99.70% 99.77% 99.71% 99.73% 99.78% 99.77% 99.79% 99.76% PSE (priority) Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 99.00% 99.73% 99.66% 99.80% 99.82% 99.40% 99.69% 99.80% 99.84% 99.75% 99.81% 99.78% T3 99.00% 99.85% 99.89% 99.87% 99.82% 99.79% 99.66% 99.89% 99.88% 99.84% 99.89% 99.87%	PSE (priority) Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 f0
T4 99.00% 99.72% 99.75% 99.89% 99.85% 99.80% 99.76% 99.63% 99.67% 99.80% 99.76% 99.82% 99.82% 99.83% 99.77% 99.81% Stand entry guidance Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 99.00% 99.99% 100.00% 99.98% 99.94% 100.00% 99.91% 99.99% 99.99% 99.99% T3 99.00% 99.98% 99.94% 100.00% 99.99% 99.97% 99.97% 99.94% 99.97% <th>T4 £0<</th>	T4 £0<
T4 99.00% 100.00% 100.00% 99.99% 99.99% 99.91% 99.93% 100.00% 99.99% 100.00% 100.00% 99.99% 99.99% 99.99% 99.99% 99.99% 100.00% 99.88% 99.99%	T4 f0 f0<
T4 99.00% 99.55% 99.08% 99.74% 99.55% 99.83% 99.78% 99.60% 99.82% 99.86% 99.92% 99.89% Pier service Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 98.42% 98.45% 98.48% 98.53% 98.59% 98.61% 98.61% 98.61% 98.64% 98.67% 98.71%	T4 £0<
T3 96.34% 96.37% 96.39% 96.46% 96.53% 96.59% 96.67% 96.68% 96.72% 96.75% 0.00% T4 99.73% 99.74% 99.74% 99.74% 99.73% 99.76% 99.77% 99.77% 99.79% 99.78% 99.76% T5 92.08% 91.89% 91.75% 91.55% 91.41% 91.31% 91.12% 91.01% 90.88% 90.83% 90.73% T1 target 91.67% 91.67% 92.04% 92.44% 92.82% 93.19% 93.52% 93.82% 94.12% 94.40% 94.67% T3 target 94.83% 94.91% 95.00% <th>T3 £0<</th>	T3 £0<
TTS - % time one car available Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T5 99.00% 99.54% 99.80% 100.00% 99.97% 99.90% 99.93% 99.93% 99.93% 99.93% 99.93% 99.93% 99.93% 99.91% TTS - % time two cars available Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14	TTS - % Both Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T5 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0
T5 97.00% 99.24% 99.12% 99.86% 99.63% 99.51% 99.37% 99.55% 99.47% 99.44% 98.40% 99.03% Arrivals Reclaims Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 99.00% 99.57% 99.69% 99.59% 99.72% 99.62% 99.44% 99.60% 99.59% 99.43% 99.69% 99.75% T3 99.00% 99.82% 99.72% 99.76% 99.72% 99.80% 99.70% 99.87% 99.78% 99.63% 99.88% 99.86% T4 99.00% 99.77% 99.79% 99.79% 99.72% 99.80% 99.59% 99.32% 99.76% 99.84% 99.91% 99.94%	Arrivals Reclaims Apr-13 May-13 Jun-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 f0 f0 <t< th=""></t<>
T5 99.00% 99.80% 99.81% 99.78% 99.76% 99.67% 99.67% 99.83% 99.88% 99.88% 99.84% 99.81% Pre-conditioned air Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T3 98.00% 100.00% 99.82% 100.00% 98.92% 99.70% 99.98% 100.00% 99.84% 99.32% 99.87% 99.99% T5 98.00% 99.49% 99.04% 99.37% 99.14% 99.51% 99.72% 99.60% 99.54% 99.77% 99.80% 99.67%	T5
Aerodrome congestion Target Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 All N/A	Aerodrome congestion Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 All N/A N/A N/A N/A N/A N/A N/A N/A
Cleanliness - Month Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 3.9 4.2 4.1	
Wayfinding - Month T1 4.0 4.2 4.2 4.1 4.2 4.2 4.2 4.2 4.2 4.2 4.1 4.2 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2<	
Flight information - Month Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 4.2 4.3 4.3 4.4 4.3 4.3 4.2 4.2 4.3 4.3 4.2 4.3 T3 4.2 4.4 4.4 4.4 4.3 4.4 4.5 4.4 4.4 4.3 4.3 4.4 4.4 T4 4.2 4.3 4.3 4.3 4.3 4.3 4.3 4.3 4.3 4.3 4.3	
T5	
Pier service - Month Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 T1 98.93% 98.67% 98.32% 98.31% 99.09% 98.97% 98.88% 98.29% 98.85% 98.79% 98.92% T3 96.76% 96.50% 97.16% 97.19% 96.97% 96.55% 96.87% 96.13% 96.54% 97.53% 0.00% T4 99.75% 99.81% 99.72% 99.68% 99.75% 99.84% 99.81% 99.86% 99.89% 99.68% 99.59%	
T5 91.11% 90.64% 91.35% 90.58% 90.96% 91.00% 90.55% 89.66% 89.70% 90.68% 90.15%	

How are we performing?

February 2014

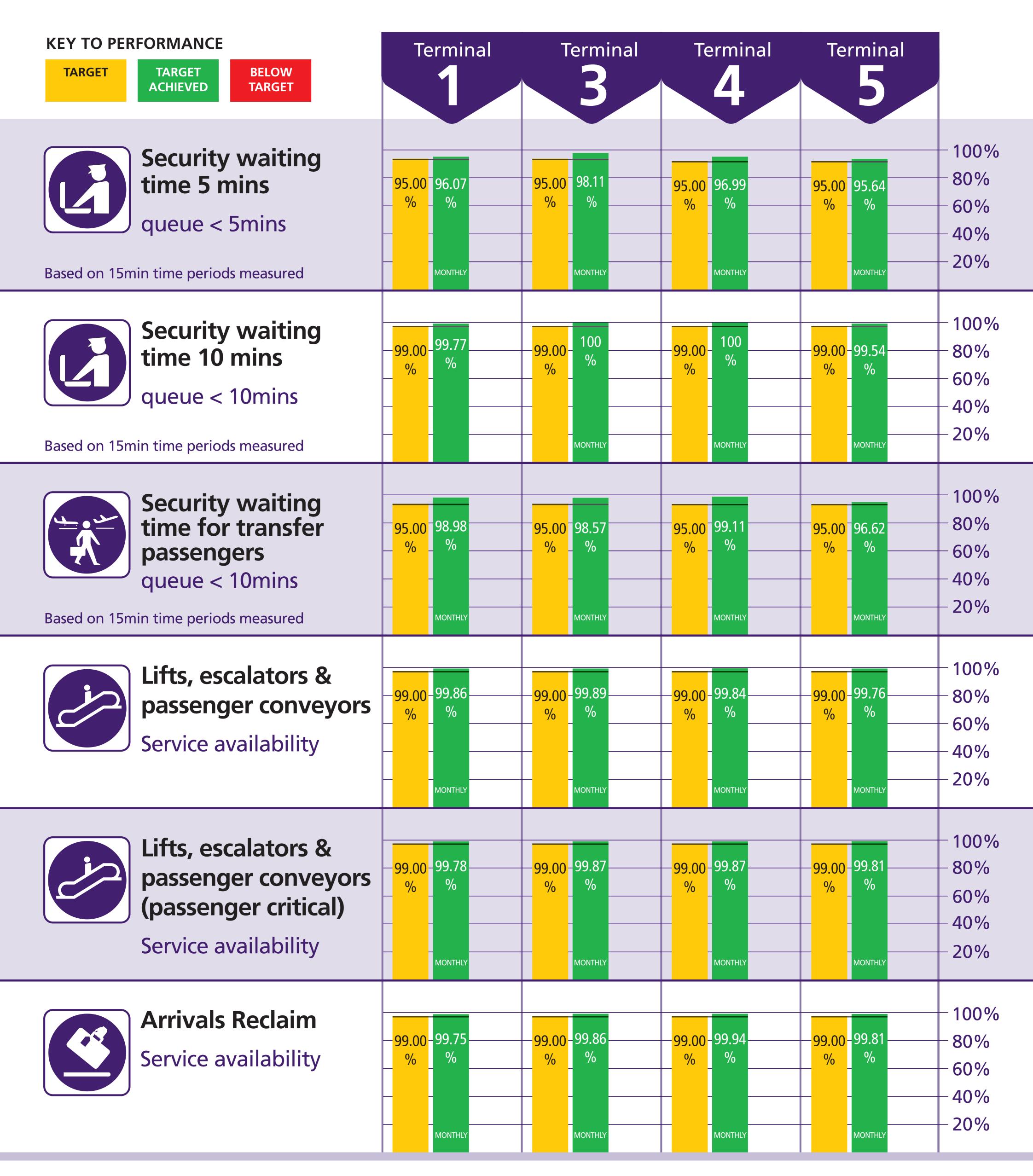


We welcome your feedback: heathrowcustomerfeedback@baa.com



How are we performing?

February 2014



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How are we performing?

February 2014

