

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
December-2008						
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	356,236	4
Flight information	4.2	4.2	Yes	0	89,059	1
Central security queues - Times queue <5 minutes	99.70%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.95%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.34%	99.00%	Yes	0	99,004	1
Passenger sensitive equipment (priority)	99.87%	99.00%	Yes	0	86,536	1
Arrivals reclaim (baggage carousels)	99.36%	99.00%	Yes	0	198,008	2
Stands	99.60%	99.00%	Yes	0	0	0
Jetties	99.35%	99.00%	Yes	0	0	0
FEGP	99.85%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	99.82%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.37%	93.25%	Yes	0	0	0
Total				0	828,843	9

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

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Terminal 2 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
December-2008						
Departure lounge seat availability	3.8	3.6	Yes	0	0	0
Cleanliness	3.9	3.7	Yes	0	0	0
Wayfinding	4.0	3.8	Yes	0	0	0
Flight information	4.1	4.0	Yes	0	0	0
Central security queues - Times queue < 10 minutes	97.93%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.28%	98.00%	Yes	0	65,468	1
Arrivals reclaim (baggage carousels)	93.44%	98.00%	No	65,468	65,468	1
Stands	99.78%	98.00%	Yes	0	0	0
Jetties	99.63%	97.00%	Yes	0	0	0
Pier service	99.87%	90.00%	Yes	0	0	0
FEGP	99.96%	98.00%	Yes	0	0	0
Total				65,468	130,936	2

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
December-2008						
Departure lounge seat availability	3.5	3.8	No	0	913,710	9
Cleanliness	3.9	3.9	Yes	0	304,570	2
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	98.62%	95.00%	Yes	0	325,635	1
Central security queues - Times queue = 10 minutes	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	147,970	1
Passenger sensitive equipment (priority)	99.63%	99.00%	Yes	0	169,290	1
Arrivals reclaim (baggage carousels)	99.70%	99.00%	Yes	0	131,219	1
Stands	99.61%	99.00%	Yes	0	0	0
Jetties	99.69%	99.00%	Yes	0	97,208	1
FEGP	99.76%	99.00%	Yes	0	N/A	8
Pre-conditioned air	77.78%	98.00%	No	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.83%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	97.39%	93.14%	Yes	0	0	0
Total				0	2,089,602	24

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
December-2008						
Departure lounge seat availability	4.0	3.8	Yes	0	64,365	1
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	64,365	1
Flight information	4.2	4.2	Yes	0	321,825	5
Central security queues - Times queue <5 minutes	99.54%	95.00%	Yes	0	275,268	2
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes			
Passenger sensitive equipment (general)	98.19%	99.00%	No	71,552	143,104	2
Passenger sensitive equipment (priority)	99.44%	99.00%	Yes	0	62,541	1
Arrivals reclaim (baggage carousels)	99.56%	99.00%	Yes	0	214,656	3
Stands	97.18%	99.00%	No	55,461	55,461	1
Jetties	99.52%	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	100.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	85.21%	95.00%	No	0	375,246	9
Total				127,013	1,576,831	25

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 5 - Service Quality Rebate	Month				Year to date	
	December-2008	Actual	Target	Target achieved	£ Rebate	Number of failures
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.2	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	96.77%	95.00%	Yes	0	353,016	1
Central security queues - Times queue = 10 minutes	99.77%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.57%	99.00%	Yes	0	917,620	5
Passenger sensitive equipment (priority)	99.61%	99.00%	Yes	0	692,000	5
Arrivals reclaim (baggage carousels)	99.84%	99.00%	Yes	0	0	0
Stands	99.71%	99.00%	Yes	0	0	0
Jetties	99.15%	99.00%	Yes	0	0	0
FEGP	99.76%	99.00%	Yes	0	0	0
Pre-conditioned air	87.58%	98.00%	No	N/A	N/A	7
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	97.51%	95.00%	Yes	0	153,808	1
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	89.83%	91.00%	No	138,400	138,400	1
Transit system - % time one car available	100.00%	99.00%	Yes	0	307,616	2
Transit system - % time two cars available	99.22%	97.00%	Yes	0		
Total				138,400	2,562,460	22

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
December-2008						
Control posts search	98.73%	95.00%	Yes	0	0	0
Total				0	0	0

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