

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
June-2008						
Departure lounge seat availability	4.3	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	178,118	2
Flight information	4.1	4.2	No	89,059	89,059	1
Central security queues - Times queue <5 minutes	99.94%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.40%	99.00%	Yes	0	99,004	1
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	97.74%	99.00%	No	99,004	99,004	1
Stands	99.70%	99.00%	Yes	0	0	0
Jetties	99.55%	99.00%	Yes	0	0	0
FEGP	99.70%	99.00%	Yes	0	0	0
Stand entry guidance	99.86%	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	99.16%	95.00%	Yes	0	0	0
Total				188,063	465,185	5

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
June-2008						
Departure lounge seat availability	3.7	3.6	Yes	0	0	0
Cleanliness	3.8	3.7	Yes	0	0	0
Wayfinding	3.9	3.8	Yes	0	0	0
Flight information	4.1	4.0	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.10%	98.00%	Yes	0	65,468	1
Arrivals reclaim (baggage carousels)	99.74%	98.00%	Yes	0	0	0
Stands	99.47%	98.00%	Yes	0	0	0
Jetties	99.69%	97.00%	Yes	0	0	0
Pier service	99.92%	90.00%	Yes	0	0	0
FEGP	99.62%	98.00%	Yes	0	0	0
Total				0	65,468	1

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
June-2008						
Departure lounge seat availability	3.5	3.8	No	152,285	456,855	3
Cleanliness	3.9	3.9	Yes	0	304,570	2
Wayfinding	4.0	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	99.48%	95.00%	Yes	0	325,635	1
Central security queues - Times queue = 10 minutes	99.95%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.72%	99.00%	Yes	0	147,970	1
Passenger sensitive equipment (priority)	99.55%	99.00%	Yes	0	169,290	1
Arrivals reclaim (baggage carousels)	96.12%	99.00%	No	169,290	169,290	1
Stands	99.99%	99.00%	Yes	0	0	0
Jetties	99.63%	99.00%	Yes	0	0	0
FEGP	99.71%	99.00%	Yes	0	97,208	1
Pre-conditioned air	74.63%	98.00%	No	N/A	N/A	2
Stand entry guidance	99.89%	99.00%	Yes	0	0	0
Transfer search	99.05%	95.00%	Yes	0	0	0
Staff search	99.86%	95.00%	Yes	0	0	0
Pier service	95.64%	92.69%	Yes	0	0	0
Total				321,575	1,501,528	11

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
June-2008						
Departure lounge seat availability	3.8	3.8	Yes	0	64,365	1
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	64,365	1
Flight information	4.2	4.2	Yes	0	128,730	2
Central security queues - Times queue <5 minutes	99.10%	95.00%	Yes	0	275,268	2
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.27%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	98.77%	99.00%	No	62,541	62,541	1
Arrivals reclaim (baggage carousels)	99.42%	99.00%	Yes	0	0	0
Stands	99.39%	99.00%	Yes	0	0	0
Jetties	99.24%	99.00%	Yes	0	0	0
FEGP	99.70%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.81%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	80.61%	95.00%	No	62,541	187,623	3
Total				125,082	782,892	10

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Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
June-2008						
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	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	99.17%	95.00%	Yes	0	353,016	1
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	96.97%	99.00%	No	183,524	550,572	3
Passenger sensitive equipment (priority)	96.24%	99.00%	No	138,400	415,200	3
Arrivals reclaim (baggage carousels)	99.95%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.35%	99.00%	Yes	0	0	0
FEGP	99.79%	99.00%	Yes	0	0	0
Pre-conditioned air	97.51%	98.00%	No	N/A	N/A	1
Stand entry guidance	99.89%	99.00%	Yes	0	0	0
Transfer search	99.81%	95.00%	Yes	0	153,808	1
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	97.50%	91.00%	Yes	0	0	0
Transit system - % time one car available	97.94%	99.00%	No	153,808	153,808	1
Transit system - % time two cars available	94.92%	97.00%	No	0	0	0
Total				475,732	1,626,404	10

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
June-2008						
Control posts search	99.76%	95.00%	Yes	0	0	0
Total				0	0	0

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