

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
May-2008						
Departure lounge seat availability	4.3	3.8	Yes	0	0	0
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	3.9	4.0	No	89,059	178,118	2
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	99.97%	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)	99.50%	99.00%	Yes	0	99,004	1
Passenger sensitive equipment (priority)	99.57%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.37%	99.00%	Yes	0	0	0
Stands	99.36%	99.00%	Yes	0	0	0
Jetties	99.82%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Stand entry guidance	99.85%	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	99.02%	95.00%	Yes	0	0	0
Total				89,059	277,122	3

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
May-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	99.26%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	98.02%	98.00%	Yes	0	65,468	1
Arrivals reclaim (baggage carousels)	98.64%	98.00%	Yes	0	0	0
Stands	99.72%	98.00%	Yes	0	0	0
Jetties	99.61%	97.00%	Yes	0	0	0
Pier service	99.96%	90.00%	Yes	0	0	0
FEGP	99.70%	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
May-2008						
Departure lounge seat availability	3.6	3.8	No	152,285	304,570	2
Cleanliness	3.8	3.9	No	152,285	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	98.43%	95.00%	Yes	0	325,635	1
Central security queues - Times queue = 10 minutes	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.67%	99.00%	Yes	0	147,970	1
Passenger sensitive equipment (priority)	99.61%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.66%	99.00%	Yes	0	0	0
Stands	99.56%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	0	0
FEGP	98.77%	99.00%	No	97,208	97,208	1
Pre-conditioned air	78.47%	98.00%	No	N/A	N/A	1
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.39%	95.00%	Yes	0	0	0
Staff search	99.82%	95.00%	Yes	0	0	0
Pier service	95.13%	92.00%	Yes	0	0	0
Total				401,778	1,179,953	8

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
May-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	4.1	4.2	No	64,365	128,730	2
Central security queues - Times queue <5 minutes	95.30%	95.00%	Yes			
Central security queues - Times queue = 10 minutes	98.71%	99.00%	No	137,634	275,268	2
Passenger sensitive equipment (general)	99.44%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.12%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.52%	99.00%	Yes	0	0	0
Stands	99.21%	99.00%	Yes	0	0	0
Jetties	99.20%	99.00%	Yes	0	0	0
FEGP	99.84%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.51%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	79.12%	95.00%	No	62,541	125,082	2
Total				264,540	657,810	8

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

Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
May-2008						
Departure lounge seat availability	4.2	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	98.32%	95.00%	Yes	0	353,016	1
Central security queues - Times queue = 10 minutes	99.93%	99.00%	Yes	0		
Passenger sensitive equipment (general)	93.15%	99.00%	No	183,524	367,048	2
Passenger sensitive equipment (priority)	88.44%	99.00%	No	138,400	276,800	2
Arrivals reclaim (baggage carousels)	99.99%	99.00%	Yes	0	0	0
Stands	99.15%	99.00%	Yes	0	0	0
Jetties	99.27%	99.00%	Yes	0	0	0
FEGP	99.73%	99.00%	Yes	0	0	0
Pre-conditioned air	99.92%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	99.40%	95.00%	Yes	0	153,808	1
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.08%	91.00%	Yes	0	0	0
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0
Transit system - % time two cars available	97.76%	97.00%	Yes	0	0	0
Total				321,924	1,150,672	6

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
May-2008						
Control posts search	99.70%	95.00%	Yes	0	0	0
Total				0	0	0

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