

# Service quality rebate

Heathrow Terminal 1	Feb-11				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	4.0	3.9	Yes	0	0	0
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	98.05%	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)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.33%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.41%	99.00%	Yes	0	0	0
Stands	99.87%	99.00%	Yes	0	0	0
Jetties	99.30%	99.00%	Yes	0	0	0
FEGP	99.90%	99.00%	Yes	0	0	0
Stand entry guidance	99.68%	99.00%	Yes	0	0	0
Transfer search	99.95%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.47%	95.00%	Yes	0	0	0
Pier service	96.50%	93.91%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2010 to March 2011

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.

FOR FURTHER INFORMATION: please contact Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)

# Service quality rebate

Heathrow Terminal 3	Feb-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.7	3.8	No	0	1,102,608	11
Cleanliness	3.9	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	97.60%	95.00%	Yes	0	392,956	1
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.69%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.65%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.66%	99.00%	Yes	0	0	0
Stands	99.65%	99.00%	Yes	0	0	0
Jetties	99.64%	99.00%	Yes	0	0	0
FEGP	99.30%	99.00%	Yes	0	117,305	1
Pre-conditioned air	99.71%	98.00%	Yes	N/A	N/A	1
Stand entry guidance	99.78%	99.00%	Yes	0	0	0
Transfer search	99.34%	95.00%	Yes	0	0	0
Staff search	99.18%	95.00%	Yes	0	0	0
Control posts search	96.47%	95.00%	Yes	0	0	0
Pier service +	96.23%	94.93%	Yes	0	0	0
				<b>0</b>	<b>1,612,869</b>	<b>14</b>

NOTE: \* year is April 2010 to March 2011 + 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.

FOR FURTHER INFORMATION: please contact Nataly Duke, email: Nataly\_Duke@baa.com

# Service quality rebate

Heathrow Terminal 4	Feb-11				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	96.89%	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)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.64%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.86%	99.00%	Yes	0	0	0
Stands	99.59%	99.00%	Yes	0	0	0
Jetties	99.29%	99.00%	Yes	0	0	0
FEGP	99.87%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	99.49%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.47%	95.00%	Yes	0	0	0
Pier service	99.93%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2010 to March 2011

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.

FOR FURTHER INFORMATION: please contact Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)

# Service quality rebate

Heathrow Terminal 5	Feb-11				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	96.71%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.49%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.92%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.84%	99.00%	Yes	0	0	0
Stands	99.94%	99.00%	Yes	0	0	0
Jetties	99.53%	99.00%	Yes	0	0	0
FEGP	99.59%	99.00%	Yes	0	0	0
Pre-conditioned air	86.27%	98.00%	No	N/A	N/A	11
Stand entry guidance	99.62%	99.00%	Yes	0	0	0
Transfer search	97.81%	95.00%	Yes	0	0	0
Staff search	98.36%	95.00%	Yes	0	0	0
Control posts search	96.47%	95.00%	Yes	0	0	0
Pier service	82.36%	93.23%	No	0	1,109,052	11
Transit system - % time one car available	99.64%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.22%	97.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>1,109,052</b>	<b>22</b>

NOTE: \* year is April 2010 to March 2011

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.

FOR FURTHER INFORMATION: please contact Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)

# Service quality rebate



Aerodrome Congestion Term	Feb-11		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	194,981	3
<b>Total</b>			<b>194,981</b>	<b>3</b>

<b>Detail of material event</b>

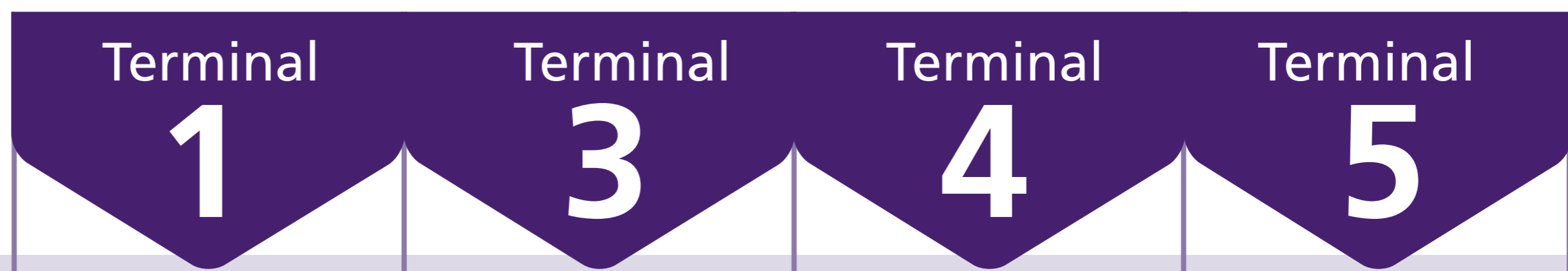
NOTE: \* year is April 2010 to March 2011

FOR FURTHER INFORMATION: please contact Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)

# How are we performing?

February 2011

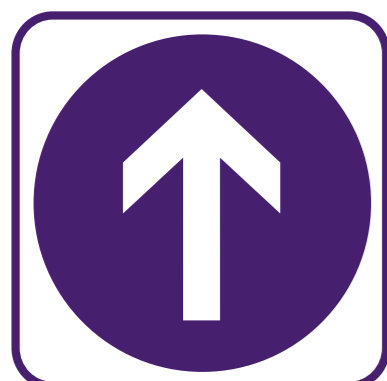
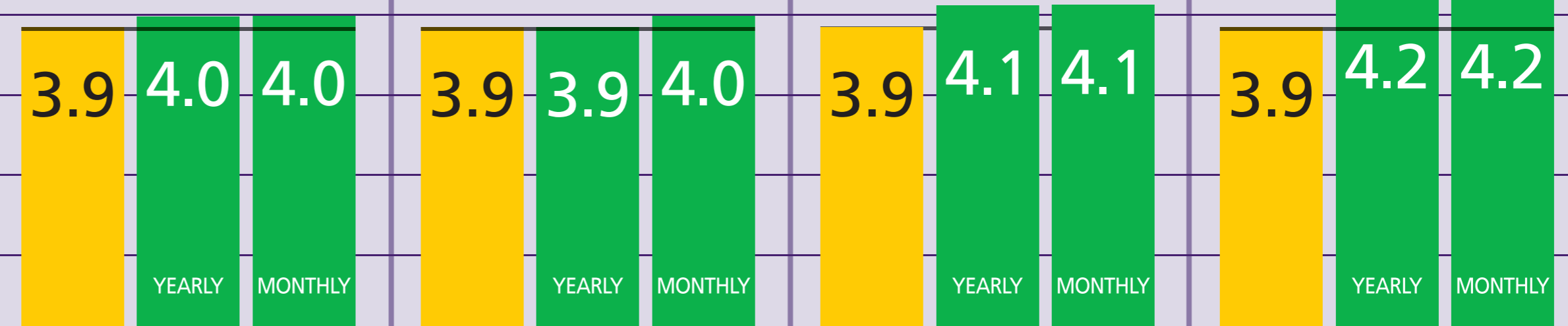
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

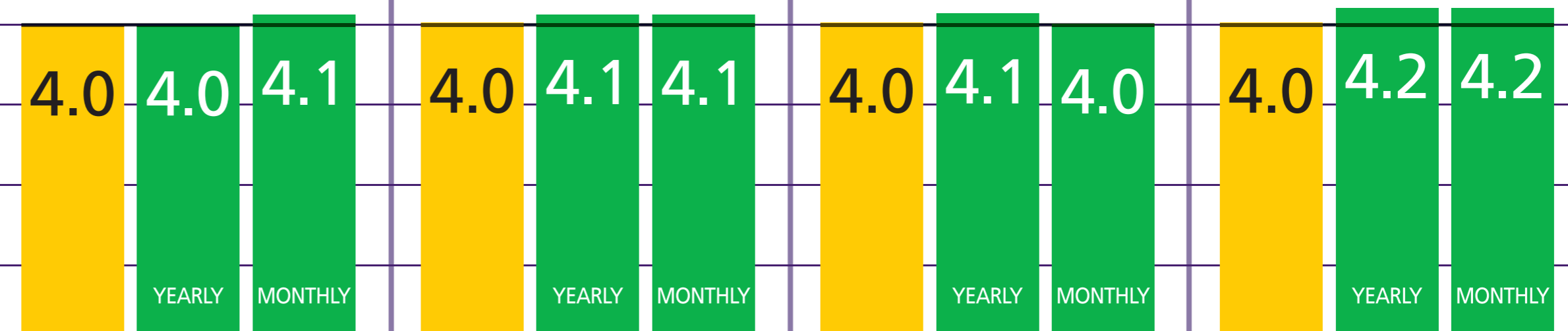
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

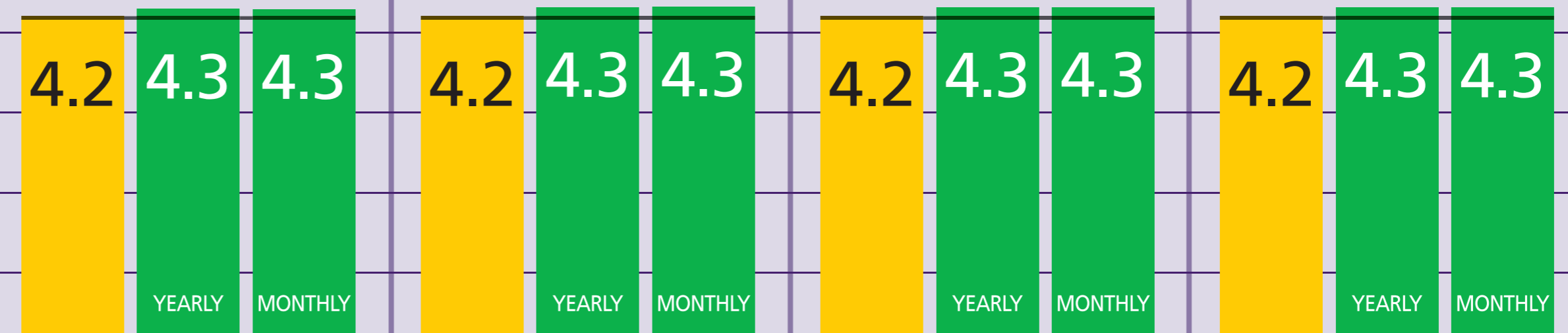
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

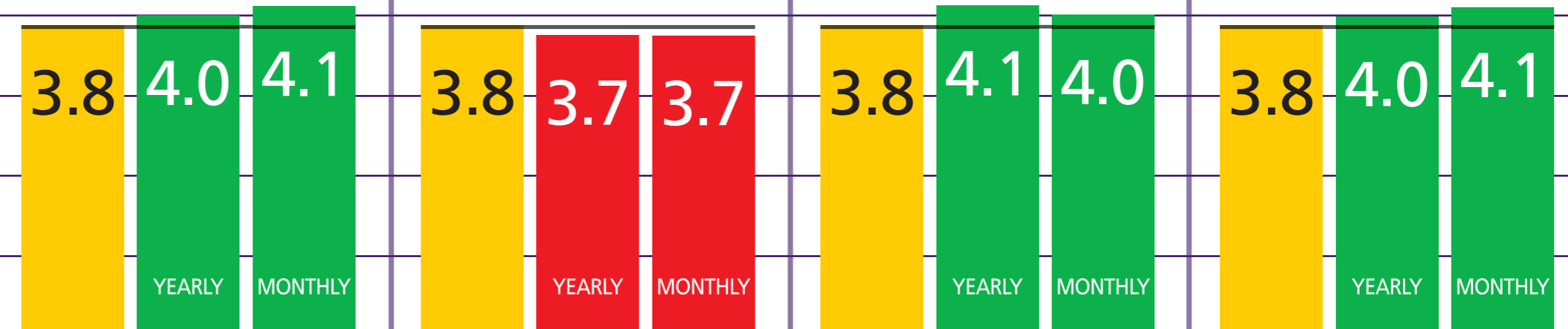
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

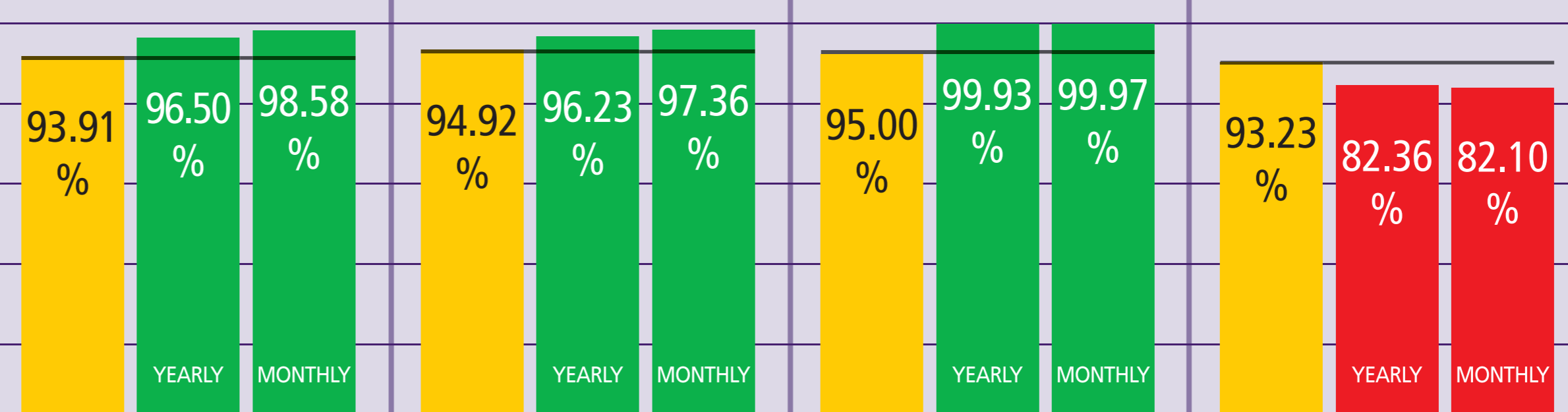


### Pier Service

Percentage of passengers embarking and disembarking directly into the terminal building

Please note: Pier Service targets will change monthly. Annual pass or fail rates will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.

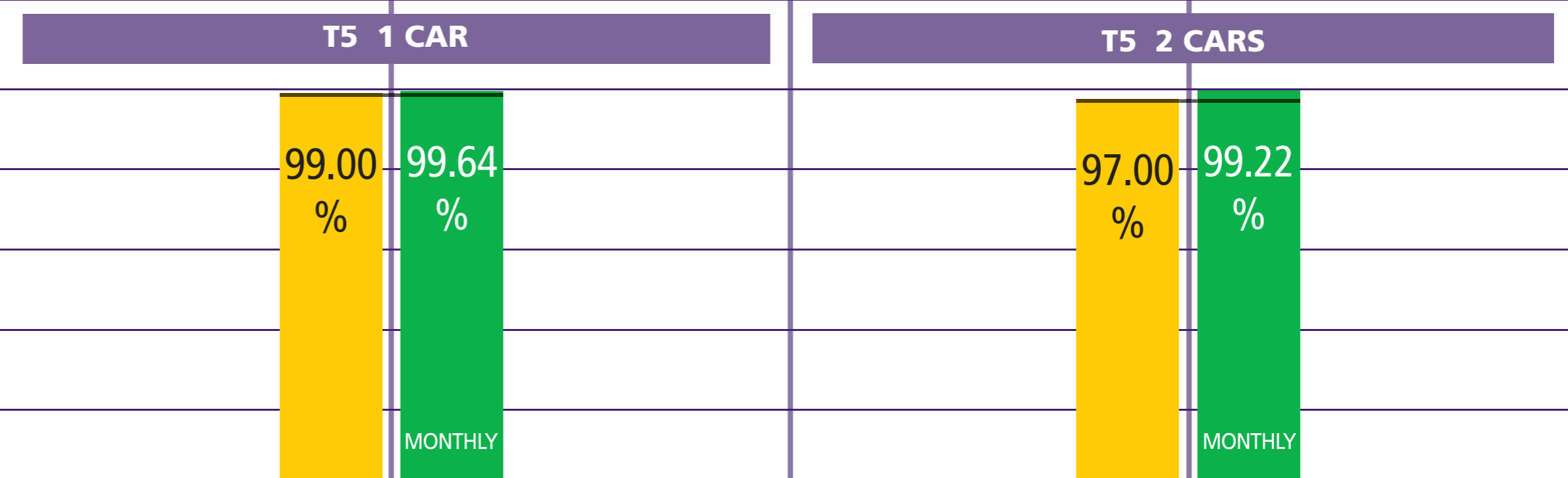
Availability measured over a month



### Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:  
[heathrowcustomerfeedback@baa.com](mailto:heathrowcustomerfeedback@baa.com)

# How are we performing?

February 2011

## KEY TO PERFORMANCE

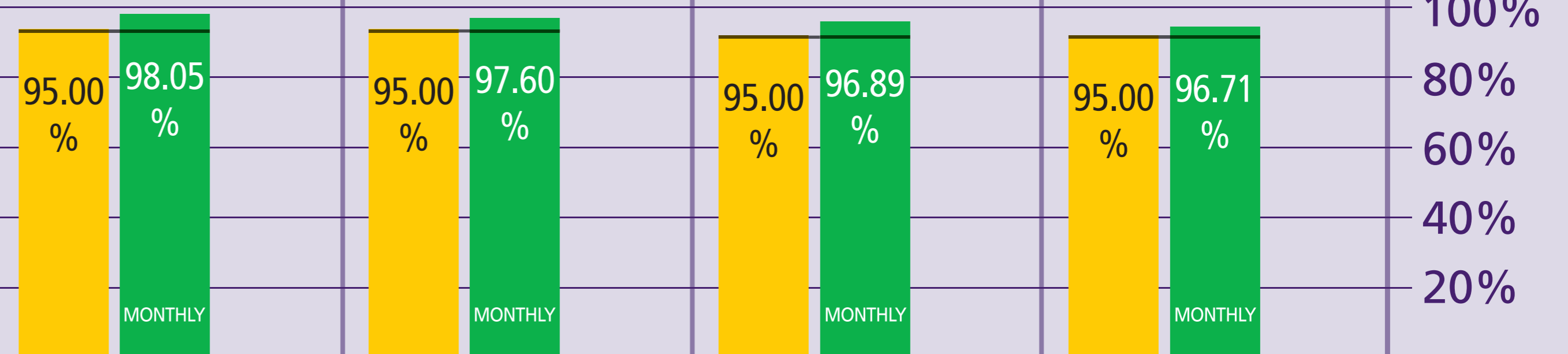


## Terminal 1 Terminal 3 Terminal 4 Terminal 5



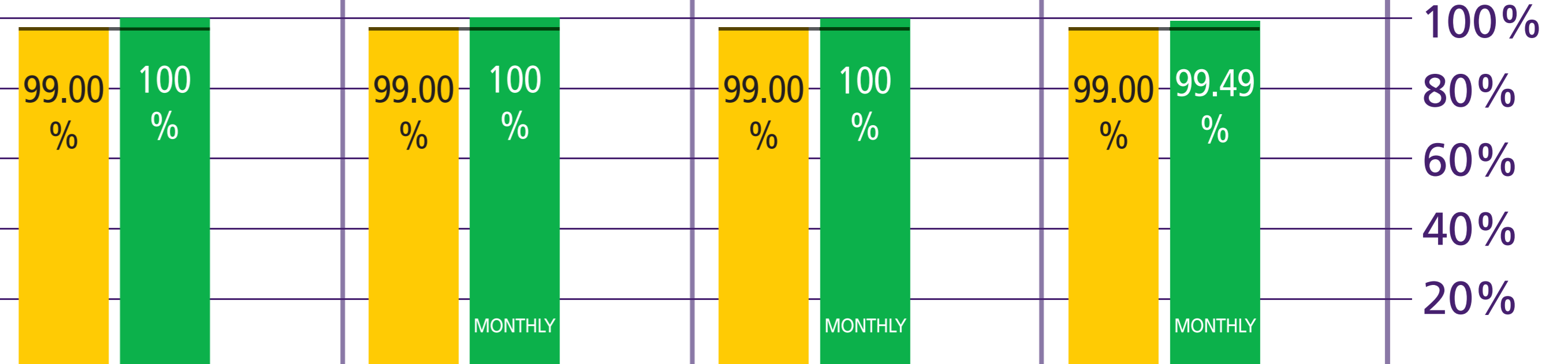
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



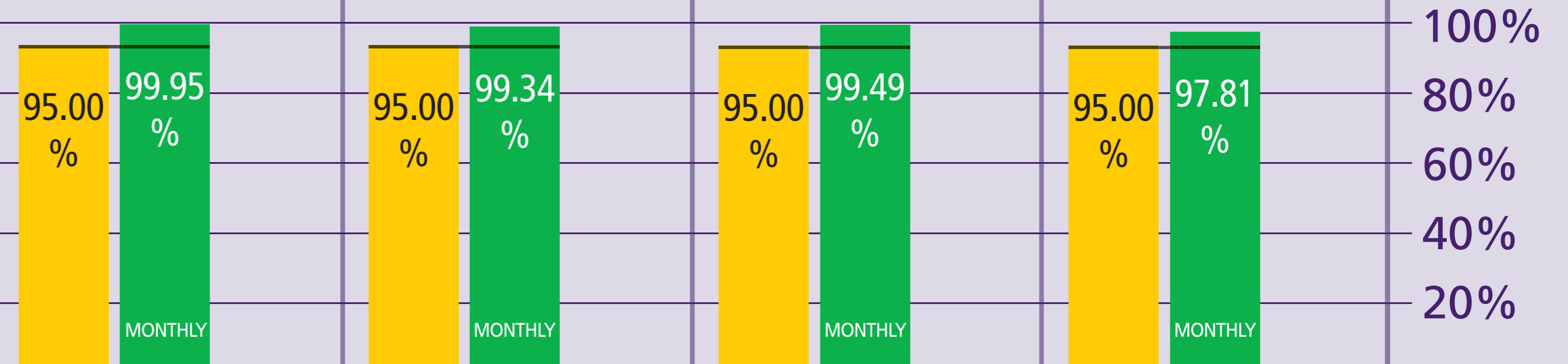
**Security waiting time 10 mins**  
queue < 10mins

Based on 15min time periods measured

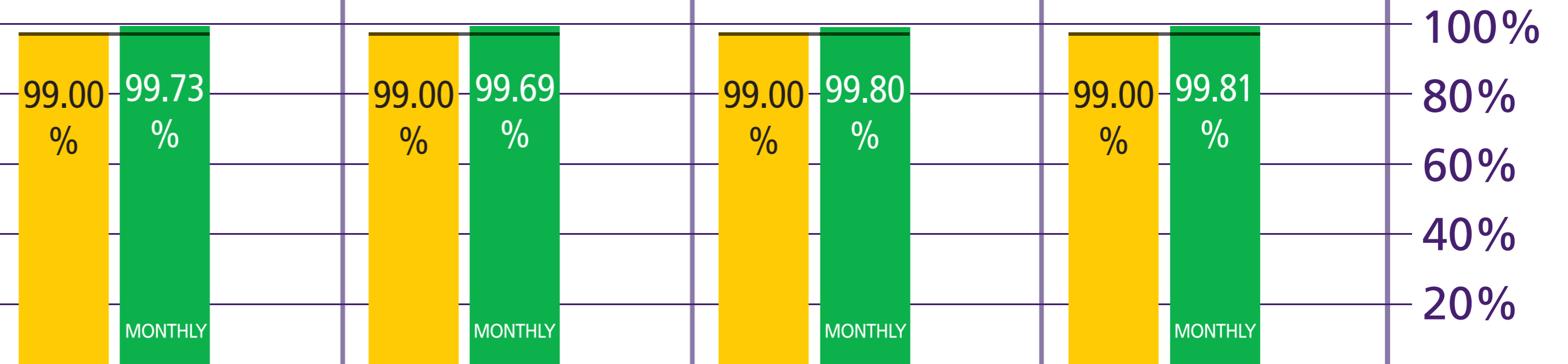


**Security waiting time for transfer passengers**  
queue < 10mins

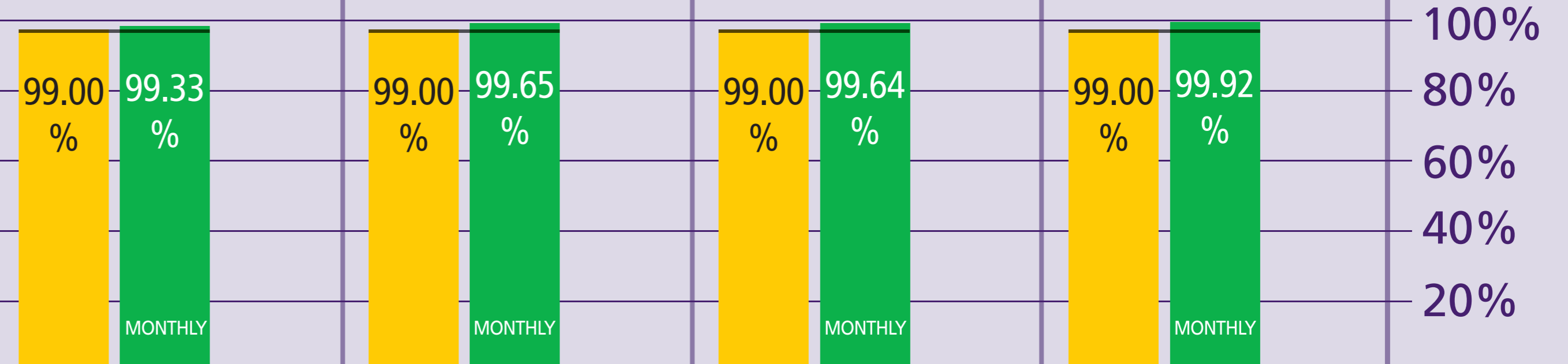
Based on 15min time periods measured



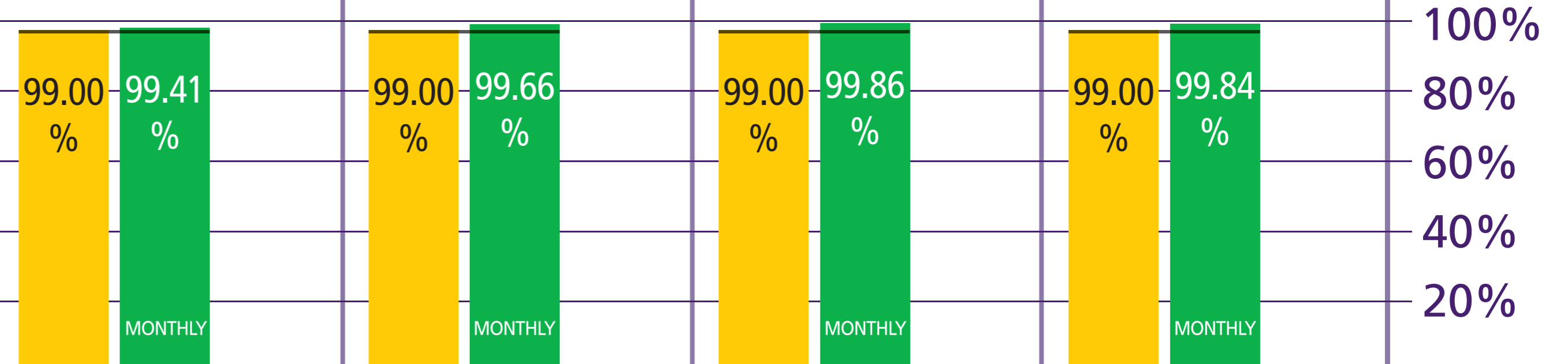
**Lifts, escalators & passenger conveyors**  
Service availability



**Lifts, escalators & passenger conveyors (passenger critical)**  
Service availability



**Arrivals Reclaim**  
Service availability



We welcome your feedback:  
[heathrowcustomerfeedback@baa.com](mailto:heathrowcustomerfeedback@baa.com)

# How are we performing?

## February 2011

### KEY TO MONTHLY PERFORMANCE



### AERODROME CONGESTION TERM

The scheme by which third parties are compensated for material events which impacted the airfield

