

# Service quality rebate

Heathrow Terminal 1	Jul-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	97.04%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.93%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.34%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.68%	99.00%	Yes	0	0	0
FEGP	99.82%	99.00%	Yes	0	0	0
Stand entry guidance	99.73%	99.00%	Yes	0	0	0
Transfer search	98.71%	95.00%	Yes	0	0	0
Staff search	99.08%	95.00%	Yes	0	0	0
Control posts search	96.22%	95.00%	Yes	0	0	0
Pier service	97.42%	94.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2011 to March 2012

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	Jul-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.6	3.8	No	228,060	912,240	4
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	96.87%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.46%	99.00%	Yes	0	0	0
Stands	99.90%	99.00%	Yes	0	0	0
Jetties	99.76%	99.00%	Yes	0	0	0
FEGP	99.02%	99.00%	Yes	0	0	0
Pre-conditioned air	99.57%	98.00%	Yes	N/A	N/A	2
Stand entry guidance	99.88%	99.00%	Yes	0	0	0
Transfer search	97.65%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	96.22%	95.00%	Yes	0	0	0
Pier service +	96.22%	94.54%	Yes	0	0	0
				<b>228,060</b>	<b>912,240</b>	<b>6</b>

NOTE: \* year is April 2011 to March 2012 + 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.

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# Service quality rebate

Heathrow Terminal 4	Jul-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	95.81%	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)	99.65%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.57%	99.00%	Yes	0	0	0
Stands	99.87%	99.00%	Yes	0	0	0
Jetties	99.24%	99.00%	Yes	0	0	0
FEGP	99.75%	99.00%	Yes	0	0	0
Stand entry guidance	99.89%	99.00%	Yes	0	0	0
Transfer search	97.47%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.22%	95.00%	Yes	0	0	0
Pier service	99.65%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2011 to March 2012

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.

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# Service quality rebate

Heathrow Terminal 5	Jul-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	90.44%	95.00%	No	530,473	530,473	1
Central security queues - Times queue = 10 minutes	99.24%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.77%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.48%	99.00%	Yes	0	0	0
FEGP	99.45%	99.00%	Yes	0	0	0
Pre-conditioned air	94.90%	98.00%	No	N/A	N/A	4
Stand entry guidance	99.81%	99.00%	Yes	0	0	0
Transfer search	98.25%	95.00%	Yes	0	0	0
Staff search	98.31%	95.00%	Yes	0	0	0
Control posts search	96.22%	95.00%	Yes	0	0	0
Pier service	84.04%	95.00%	No	207,972	831,888	4
Transit system - % time one car available	99.72%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.50%	97.00%	Yes	0	0	0
<b>Total</b>				<b>738,445</b>	<b>1,362,361</b>	<b>9</b>

NOTE: \* year is April 2011 to March 2012

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	Jul-11		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
<b>Total</b>			0	0

<b>Detail of material event</b>
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NOTE: \* year is April 2011 to March 2012

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

# How are we performing?

July 2011

## KEY TO PERFORMANCE

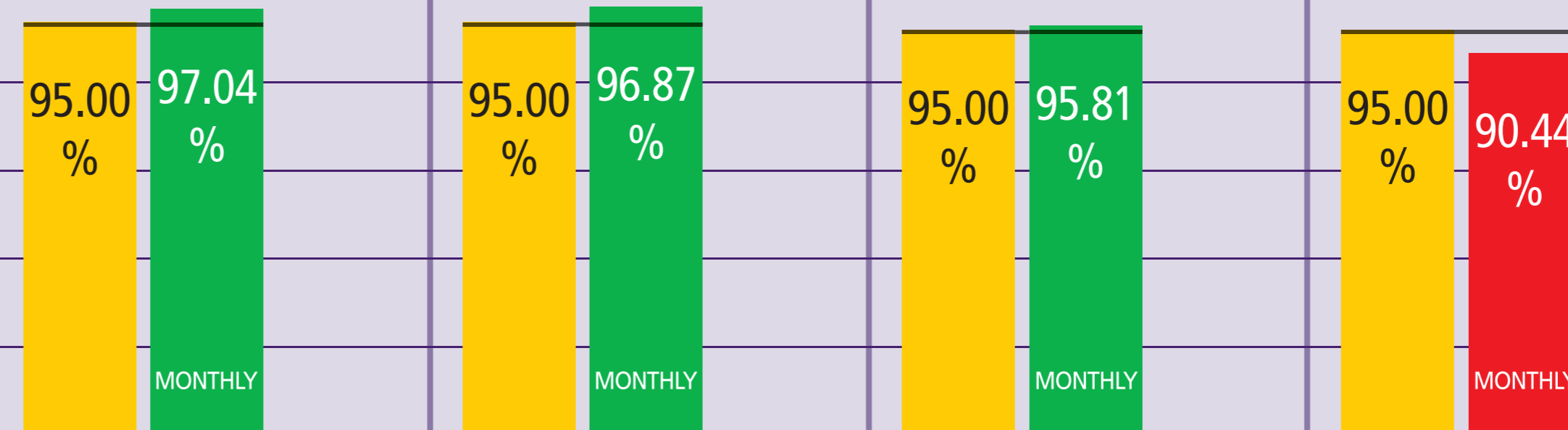


## Terminal 1 Terminal 3 Terminal 4 Terminal 5



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

Based on 15min time periods measured

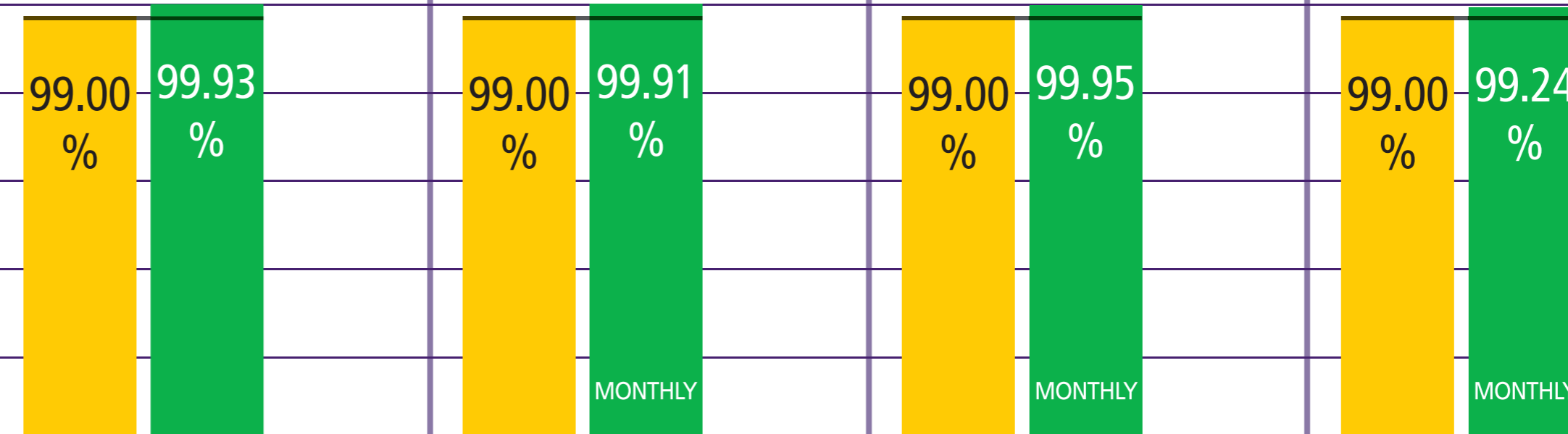


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

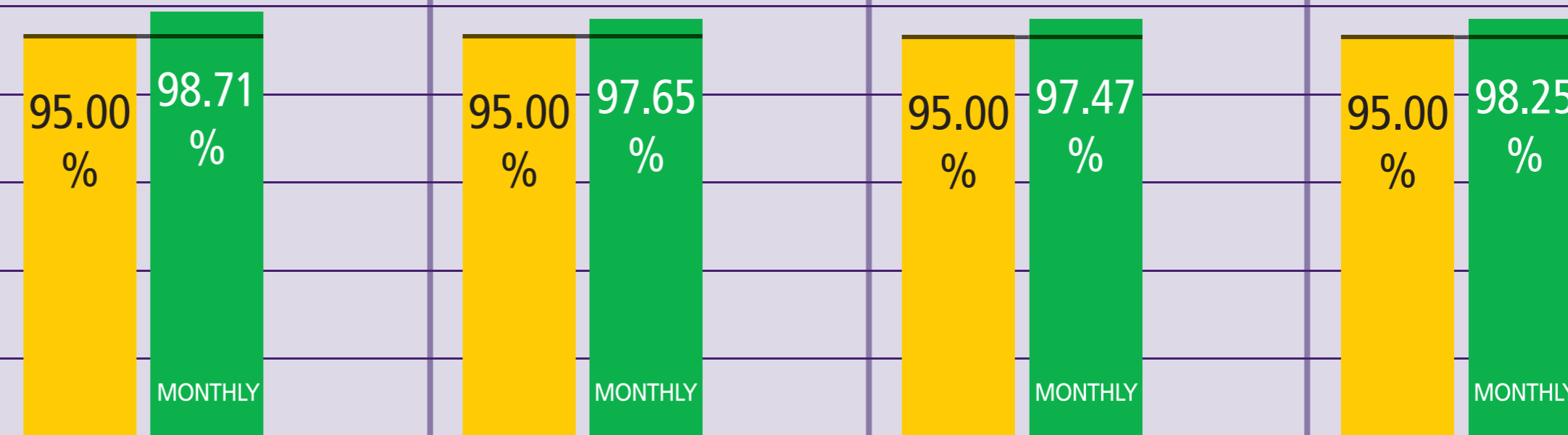


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

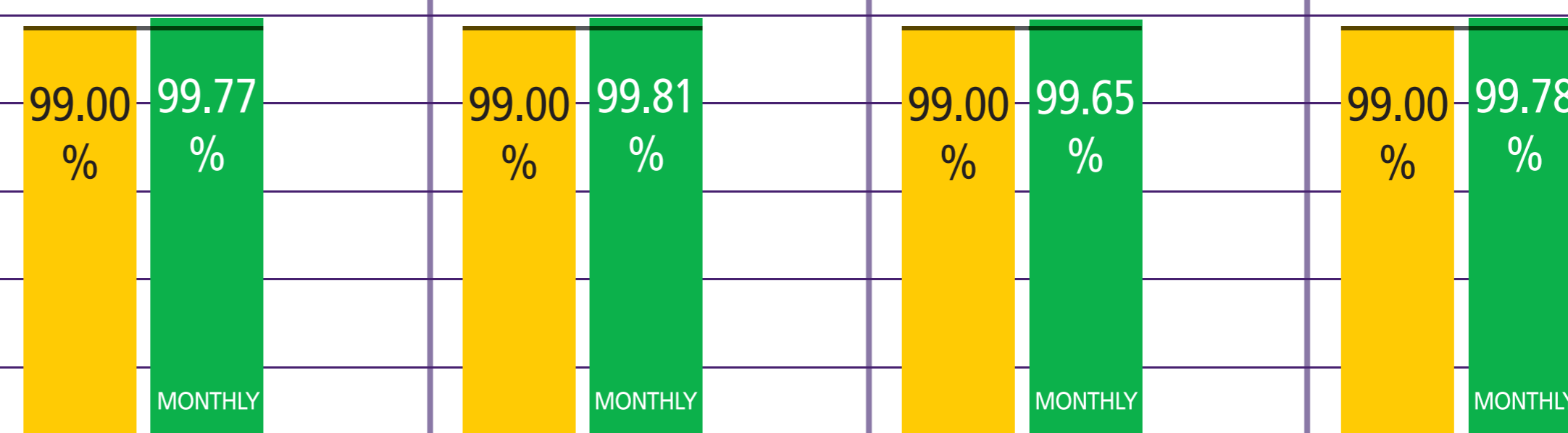


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

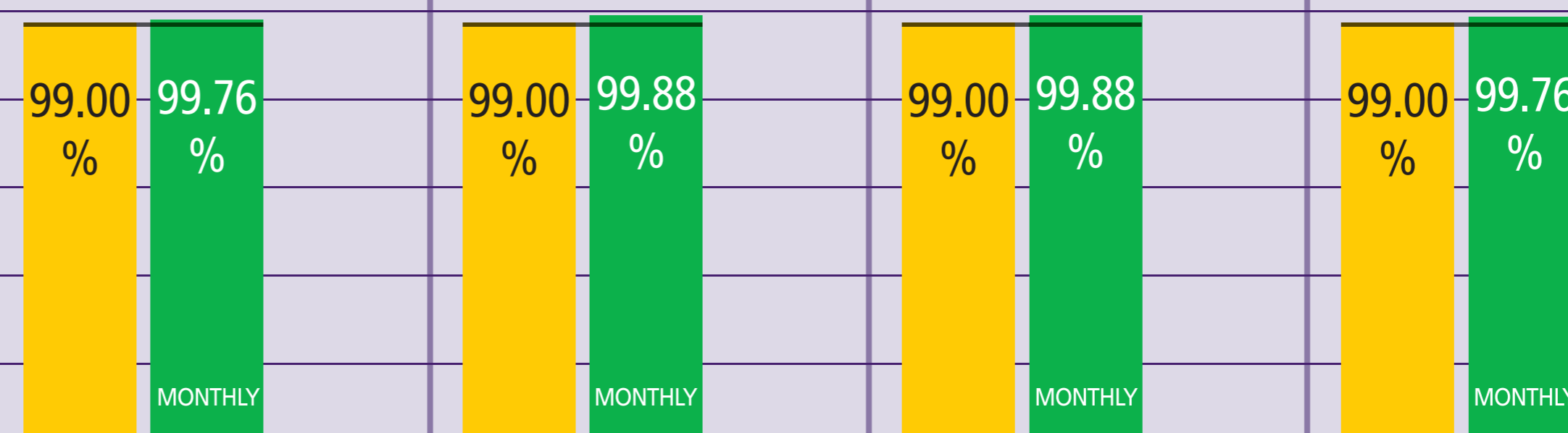


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

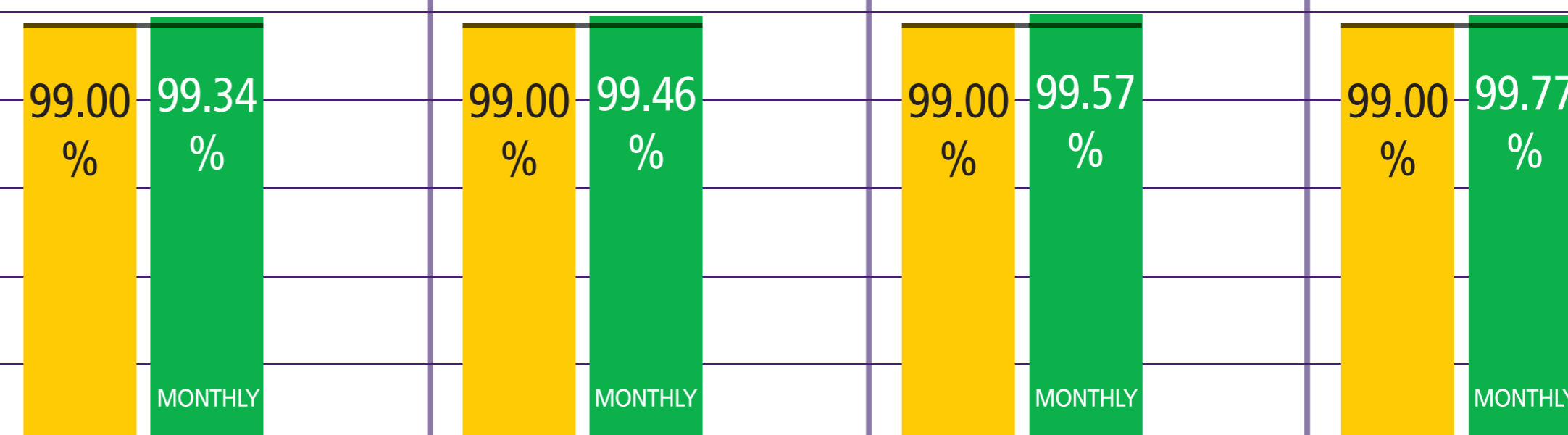


100%  
80%  
60%  
40%  
20%



**Arrivals Reclaim**  
Service availability

Based on 15min time periods measured



100%  
80%  
60%  
40%  
20%

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

**Heathrow**

# How are we performing?

July 2011

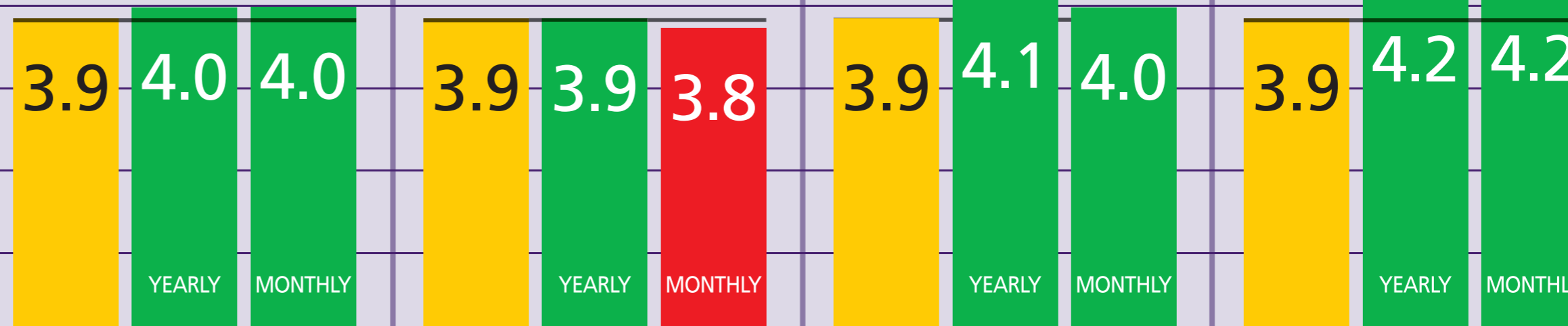
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

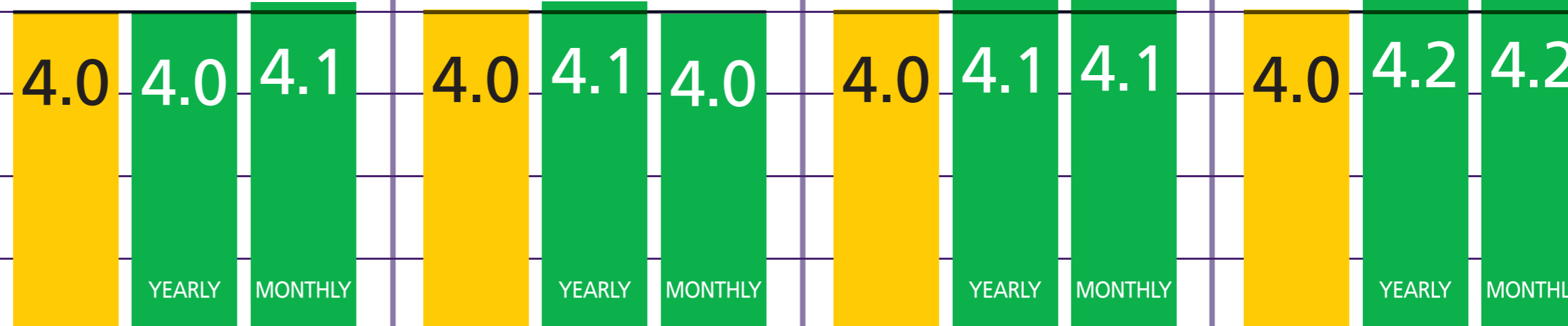
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

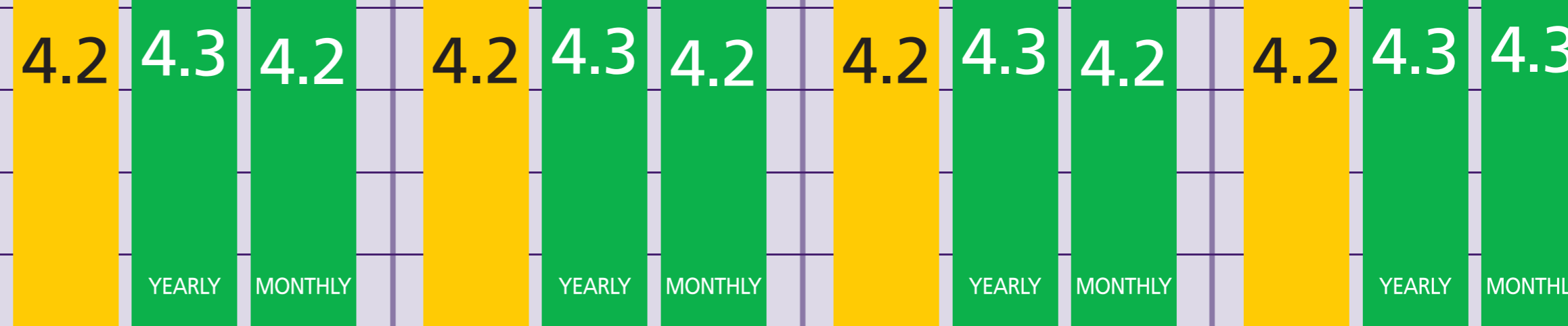
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

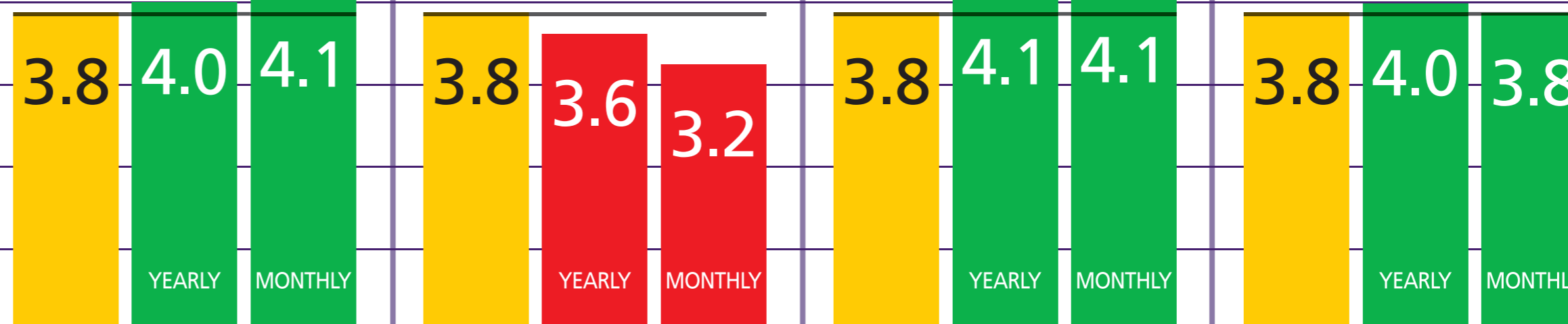
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

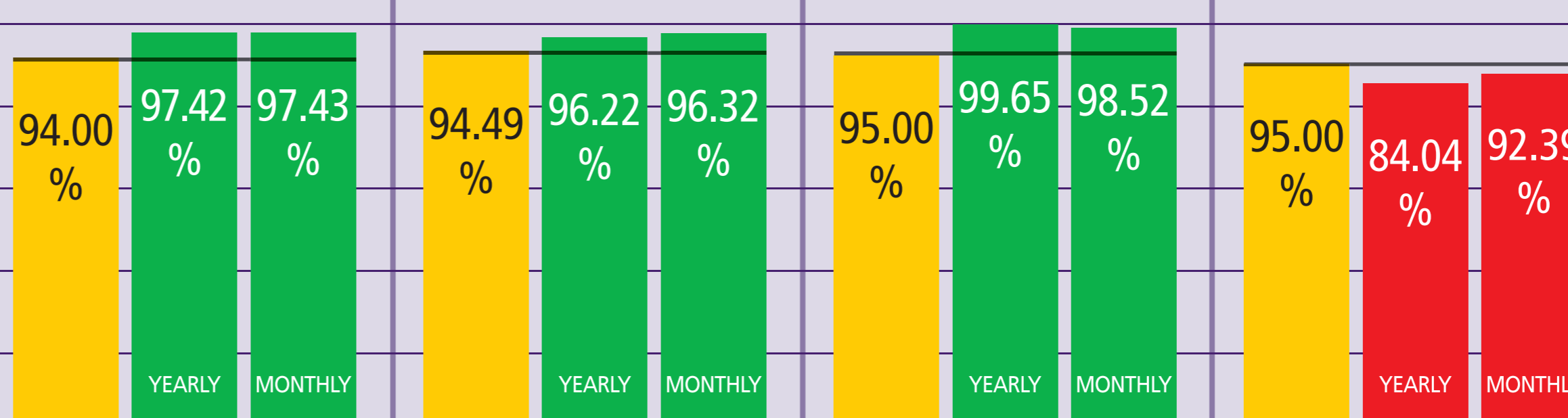


### Pier Service

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.

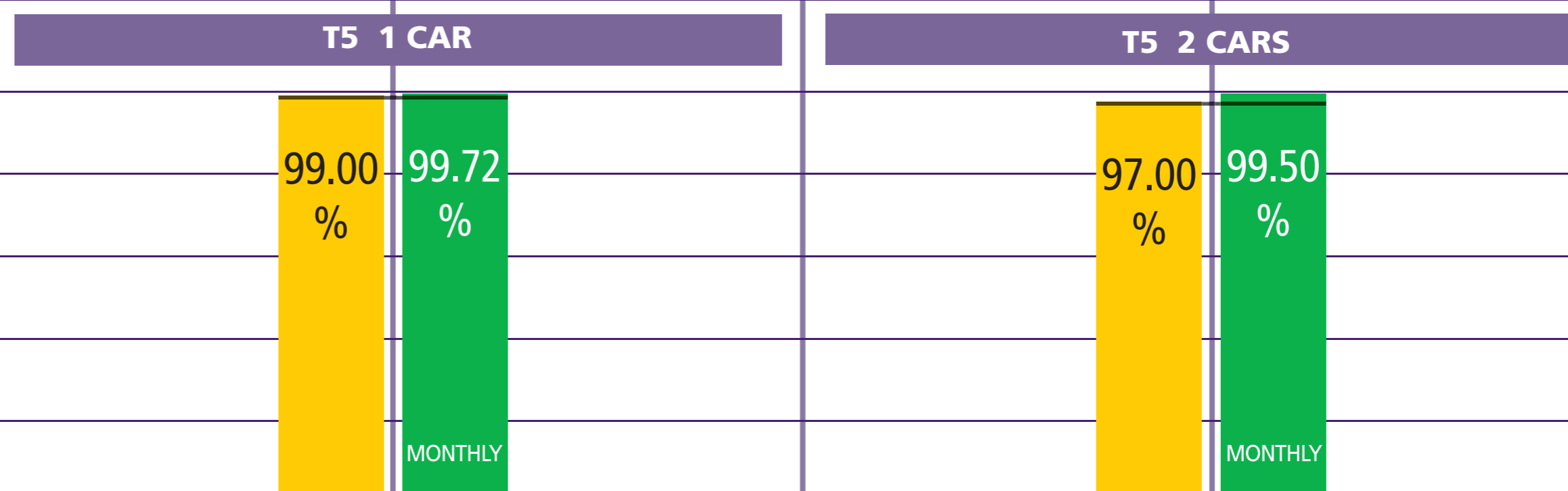
Availability measured over a month



### 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?

## July 2011

### KEY TO MONTHLY PERFORMANCE



### AERODROME CONGESTION TERM

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

