

# Service quality rebate

Heathrow Terminal 1	Apr-12				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	4.0	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	96.76%	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)	99.79%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.45%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.20%	99.00%	Yes	0	0	0
Stands	99.90%	99.00%	Yes	0	0	0
Jetties	99.81%	99.00%	Yes	0	0	0
FEGP	99.70%	99.00%	Yes	0	0	0
Stand entry guidance	99.88%	99.00%	Yes	0	0	0
Transfer search	98.62%	95.00%	Yes	0	0	0
Staff search	98.90%	95.00%	Yes	0	0	0
Control posts search	99.26%	95.00%	Yes	0	0	0
Pier service	97.76%	94.54%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2012 to March 2013

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	Apr-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.6	3.8	No	245,170	245,170	1
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	96.05%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.71%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.69%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.58%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.77%	99.00%	Yes	0	0	0
FEGP	99.63%	99.00%	Yes	0	0	0
Pre-conditioned air	99.99%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.84%	99.00%	Yes	0	0	0
Transfer search	98.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.26%	95.00%	Yes	0	0	0
Pier service +	95.97%	94.00%	Yes	0	0	0
				<b>245,170</b>	<b>245,170</b>	<b>1</b>

NOTE: \* year is April 2012 to March 2013 + 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](mailto:Nataly_Duke@baa.com)

# Service quality rebate

Heathrow Terminal 4	Apr-12				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	95.52%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.76%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.81%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.27%	99.00%	Yes	0	0	0
FEGP	99.74%	99.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	97.62%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.26%	95.00%	Yes	0	0	0
Pier service	99.30%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2012 to March 2013

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# Service quality rebate

Heathrow Terminal 5	Apr-12				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	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	91.02%	95.00%	No	592,836	592,836	1
Central security queues - Times queue = 10 minutes	98.55%	99.00%	No			
Passenger sensitive equipment (general)	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.61%	99.00%	Yes	0	0	0
Stands	99.95%	99.00%	Yes	0	0	0
Jetties	99.48%	99.00%	Yes	0	0	0
FEGP	99.56%	99.00%	Yes	0	0	0
Pre-conditioned air	99.36%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.94%	99.00%	Yes	0	0	0
Transfer search	94.48%	95.00%	No	258,297	258,297	1
Staff search	98.34%	95.00%	Yes	0	0	0
Control posts search	99.26%	95.00%	Yes	0	0	0
Pier service	91.29%	95.00%	No	232,421	232,421	1
Transit system - % time one car available	99.87%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.36%	97.00%	Yes			
<b>Total</b>				<b>1,083,554</b>	<b>1,083,554</b>	<b>3</b>

NOTE: \* year is April 2012 to March 2013

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

# Service quality rebate



Aerodrome Congestion Term	Apr-12		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	1
<b>Total</b>			0	1

NOTE: \* year is April 2012 to March 2013

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

Performance £ Rebates

Cleanliness			Cleanliness		
	Target	Apr-12		Apr-12	
T1	3.9	4.0	T1		£0
T3	3.9	3.9	T3		£0
T4	3.9	4.1	T4		£0
T5	3.9	4.2	T5		£0

Wayfinding			Wayfinding		
	Target	Apr-12		Apr-12	
T1	4.0	4.1	T1		£0
T3	4.0	4.0	T3		£0
T4	4.0	4.1	T4		£0
T5	4.0	4.2	T5		£0

Flight information			Flight information		
	Target	Apr-12		Apr-12	
T1	4.2	4.3	T1		£0
T3	4.2	4.3	T3		£0
T4	4.2	4.3	T4		£0
T5	4.2	4.4	T5		£0

Departure lounge seat availability			Departure lounge seat availability		
	Target	Apr-12		Apr-12	
T1	3.8	4.1	T1		£0
T3	3.8	3.8	T3		£0
T4	3.8	4.1	T4		£0
T5	3.8	4.4	T5		£0

CSA queues - Times queue <5 min			CSA queues - Both		
	Target	Apr-12		Apr-12	
T1	95.00%	96.76%	T1		£0
T3	95.00%	96.65%	T3		£0
T4	95.00%	95.62%	T4		£0
T5	95.00%	91.02%	T5		£592,836

CSA queues - Times queue = 10 minutes		
	Target	Apr-12
T1	99.00%	99.95%
T3	99.00%	99.71%
T4	99.00%	99.76%
T5	99.00%	98.53%

Transfer search			Transfer search		
	Target	Apr-12		Apr-12	
T1	95.00%	98.62%	T1		£0
T3	95.00%	98.60%	T3		£0
T4	95.00%	97.62%	T4		£0
T5	95.00%	94.48%	T5		£268,296

Staff search			Staff search		
	Target	Apr-12		Apr-12	
T1	95.00%	98.90%	T1		£0
T3	95.00%	100.00%	T3		£0
T4	95.00%	100.00%	T4		£0
T5	95.00%	98.94%	T5		£0

Control posts search			Control posts search		
	Target	Apr-12		Apr-12	
T1	95.00%	99.26%	T1		£0
T3	95.00%	99.26%	T3		£0
T4	95.00%	95.26%	T4		£0
T5	95.00%	99.26%	T5		£0

FEGP			FEGP		
	Target	Apr-12		Apr-12	
T1	99.00%	99.70%	T1		£0
T3	99.00%	99.62%	T3		£0
T4	99.00%	95.74%	T4		£0
T5	99.00%	99.50%	T5		£0

Jetties			Jetties		
	Target	Apr-12		Apr-12	
T1	99.00%	99.81%	T1		£0
T3	99.00%	99.77%	T3		£0
T4	99.00%	95.67%	T4		£0
T5	99.00%	99.48%	T5		£0

PSE (general)			PSE (general)		
	Target	Apr-12		Apr-12	
T1	99.00%	99.79%	T1		£0
T3	99.00%	99.81%	T3		£0
T4	99.00%	99.85%	T4		£0
T5	99.00%	99.61%	T5		£0

PSE (priority)			PSE (priority)		
	Target	Apr-12		Apr-12	
T1	99.00%	99.45%	T1		£0
T3	99.00%	99.69%	T3		£0
T4	99.00%	99.81%	T4		£0
T5	99.00%	99.76%	T5		£0

Stand entry guidance			Stand entry guidance		
	Target	Apr-12		Apr-12	
T1	99.00%	99.88%	T1		£0
T3	99.00%	99.84%	T3		£0
T4	99.00%	99.89%	T4		£0
T5	99.00%	99.94%	T5		£0

Stands			Stands		
	Target	Apr-12		Apr-12	
T1	99.00%	99.90%	T1		£0
T3	99.00%	99.77%	T3		£0
T4	99.00%	99.77%	T4		£0
T5	99.00%	99.95%	T5		£0

Pier service			Pier service		
	Target	Apr-12		Apr-12	
T1		97.76%	T1		£0
T3		0.00%	T3		£0
T4		99.80%	T4		£0
T5		91.23%	T5		£232,412
T1 target		94.54%			
T3 target		94.00%			
T4 target		95.00%			
T5 target		95.00%			

TTS - % time one car available			TTS - % Both		
	Target	Apr-12		Apr-12	
T5	99.00%	99.87%	T5		£0

TTS - % time two cars available		
	Target	Apr-12
T5	97.00%	99.36%

Arrivals Reclaims			Arrivals Reclaims		
	Target	Apr-12		Apr-12	
T1	99.00%	99.20%	T1		£0
T3	99.00%	99.59%	T3		£0
T4	99.00%	99.61%	T4		£0
T5	99.00%	99.61%	T5		£0

Pre-conditioned air			Pre-conditioned air		
	Target	Apr-12		Apr-12	
T3	98.00%	99.99%	T3		£0
T5	98.00%	99.36%	T5		£0

Aerodrome congestion			Aerodrome congestion		
	Target	Apr-12		Apr-12	
All	N/A	N/A	All		N/A

Monthly performance - reported only

Cleanliness - Month		
	Target	Apr-12
T1	3.9	4.1
T3	3.9	4.0
T4	3.9	4.1
T5	3.9	4.2

Wayfinding - Month		
	Target	Apr-12
T1	4.0	4.1
T3	4.0	4.1
T4	4.0	4.1
T5	4.0	4.2

Flight information - Month		
	Target	Apr-12
T1	4.2	4.3
T3	4.2	4.4
T4	4.2	4.4
T5	4.2	4.4

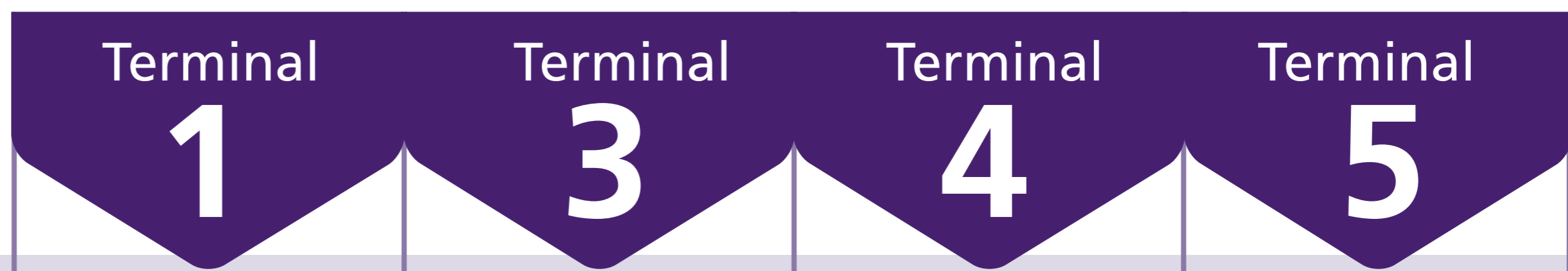
Departure lounge seat availability - Month		
	Target	Apr-12
T1	3.8	4.1
T3	3.8	3.8
T4	3.8	4.2
T5	3.8	4.4

Pier service - Month		
	Target	Apr-12
T1		98.59%
T3		0.00%
T4		99.76%
T5		92.50%

# How are we performing?

April 2012

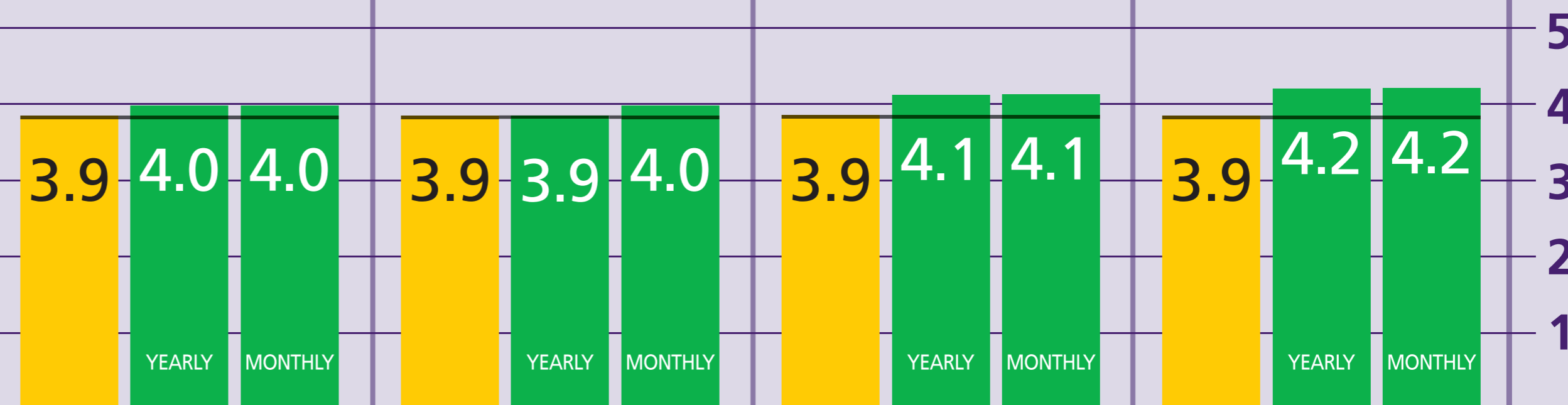
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

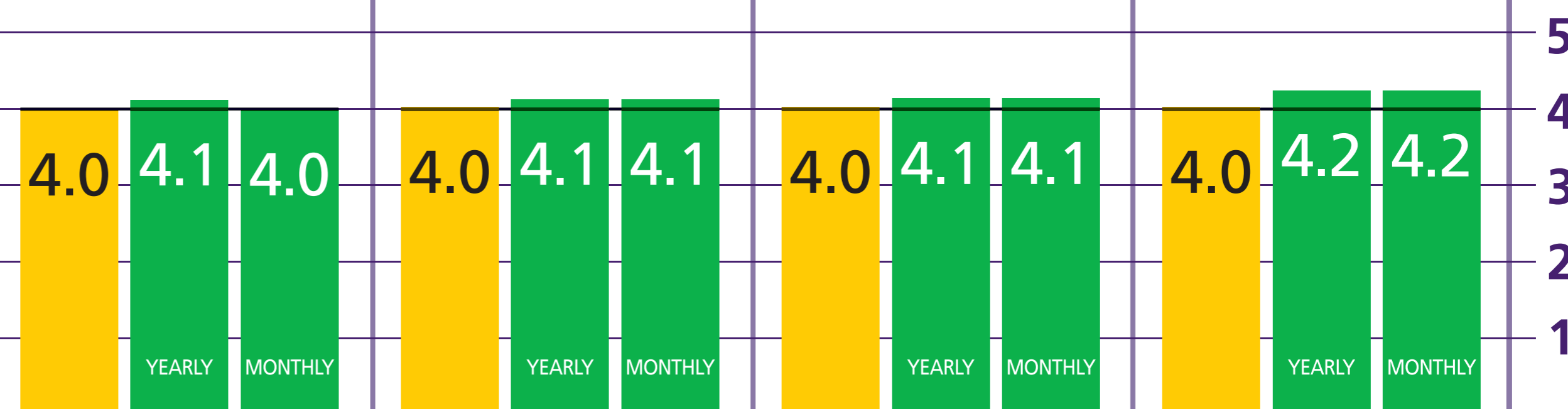
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

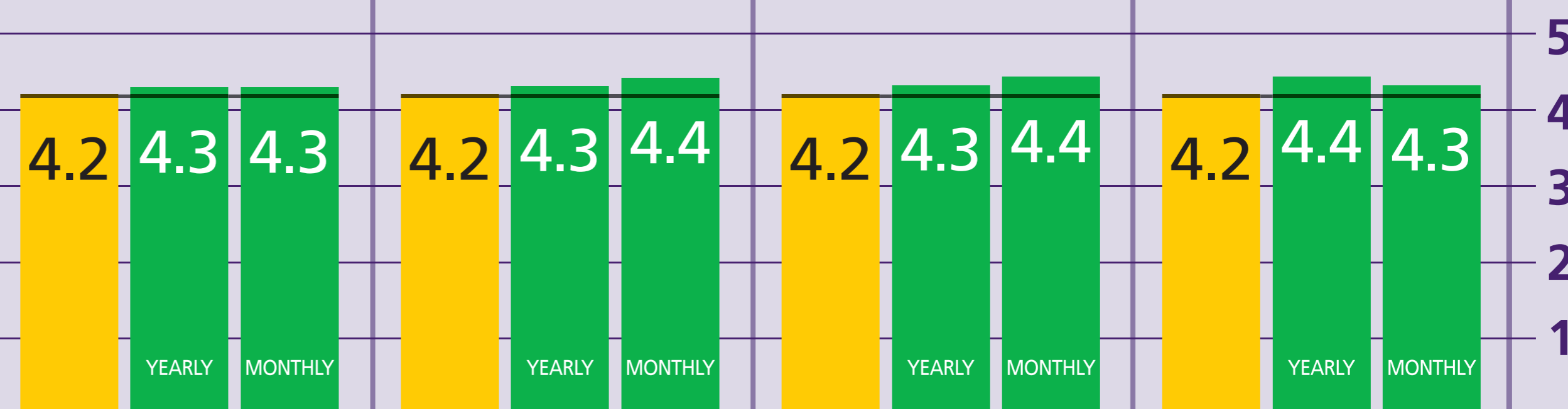
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

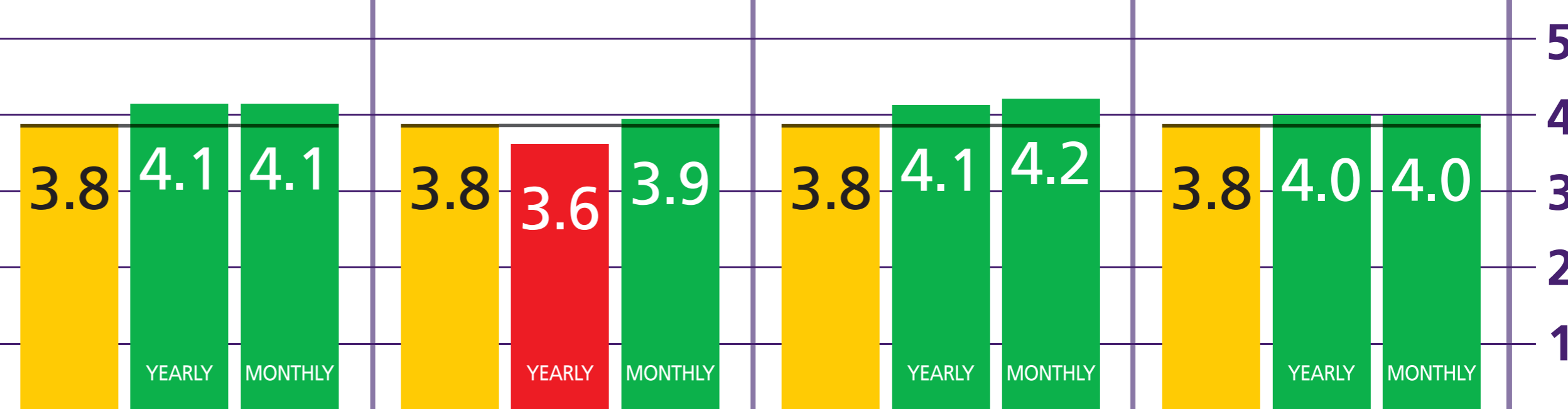
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

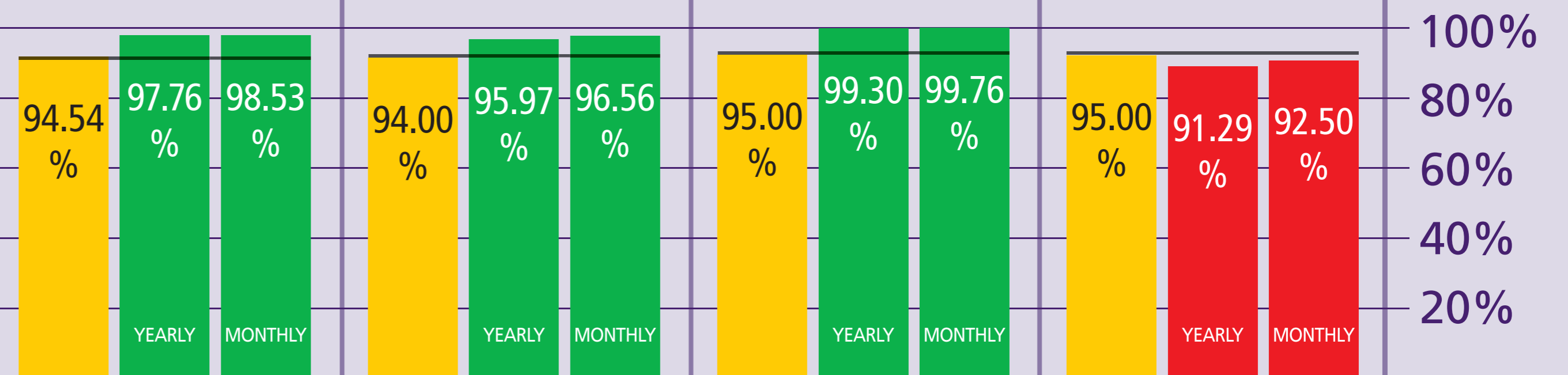


### Pier Service

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.

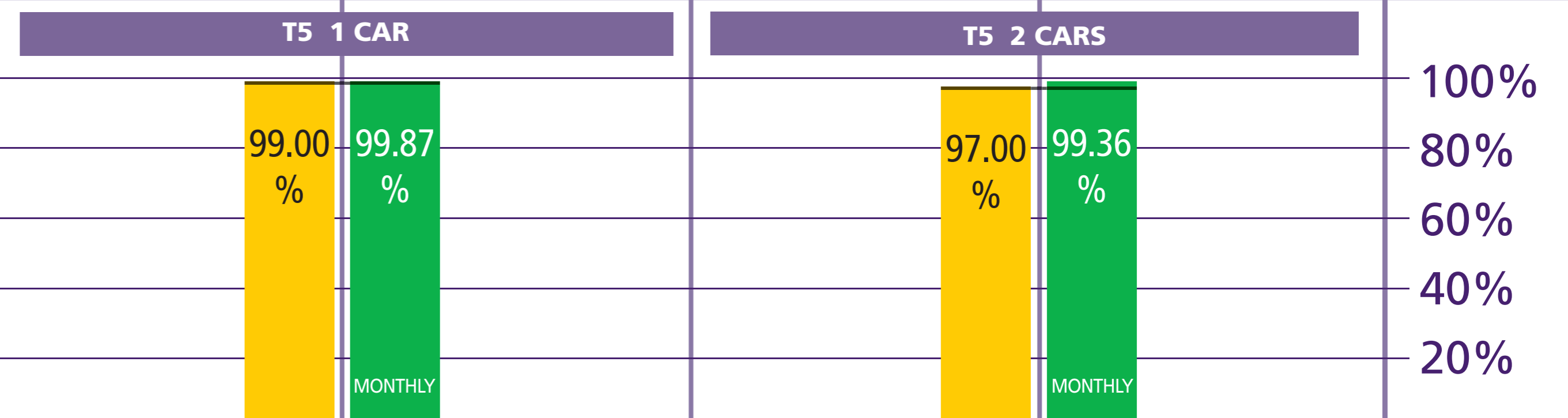
Availability measured over a month



### 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?

April 2012

**KEY TO PERFORMANCE**

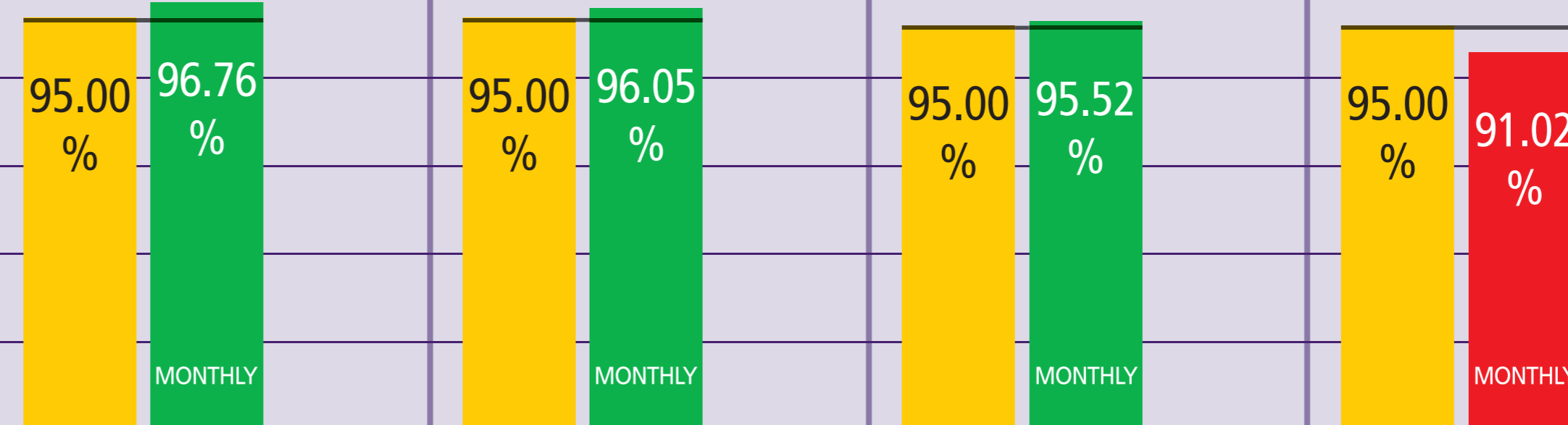


Terminal 1 Terminal 3 Terminal 4 Terminal 5



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

Based on 15min time periods measured

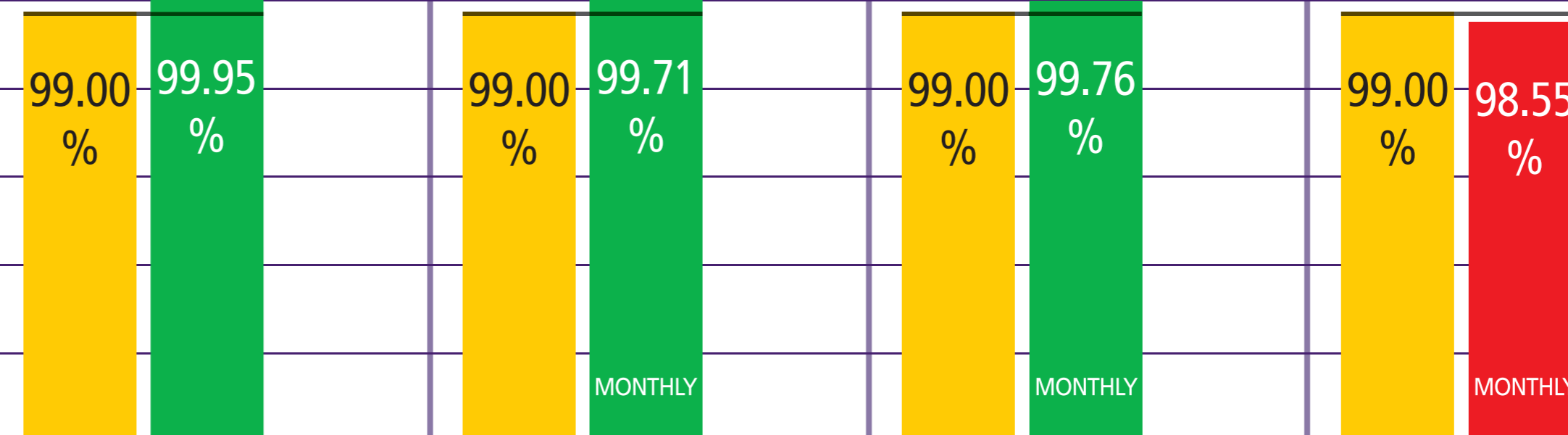


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

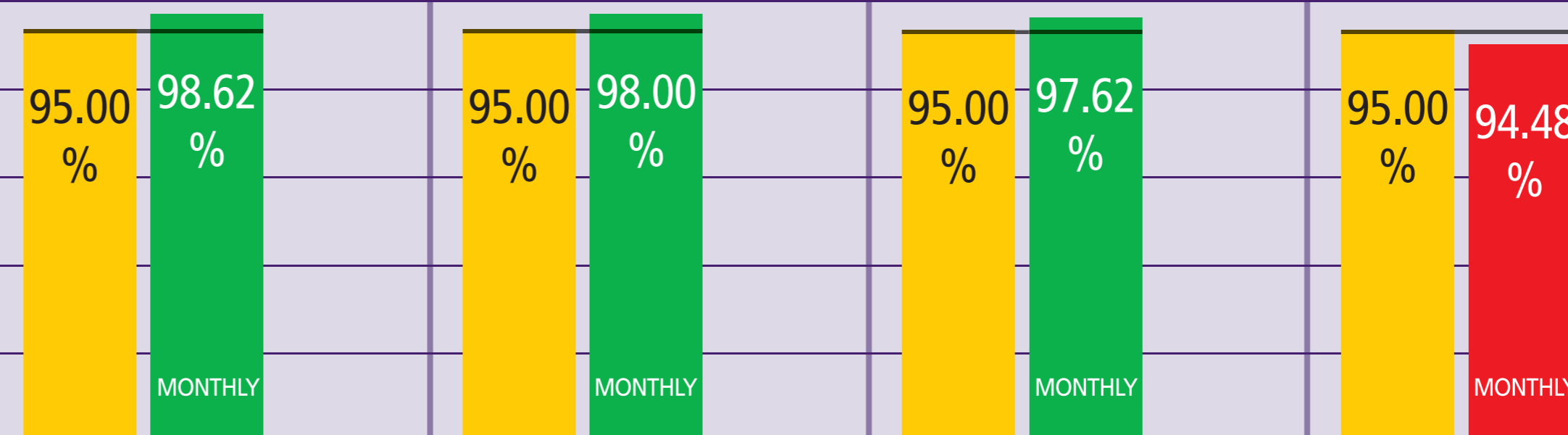


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

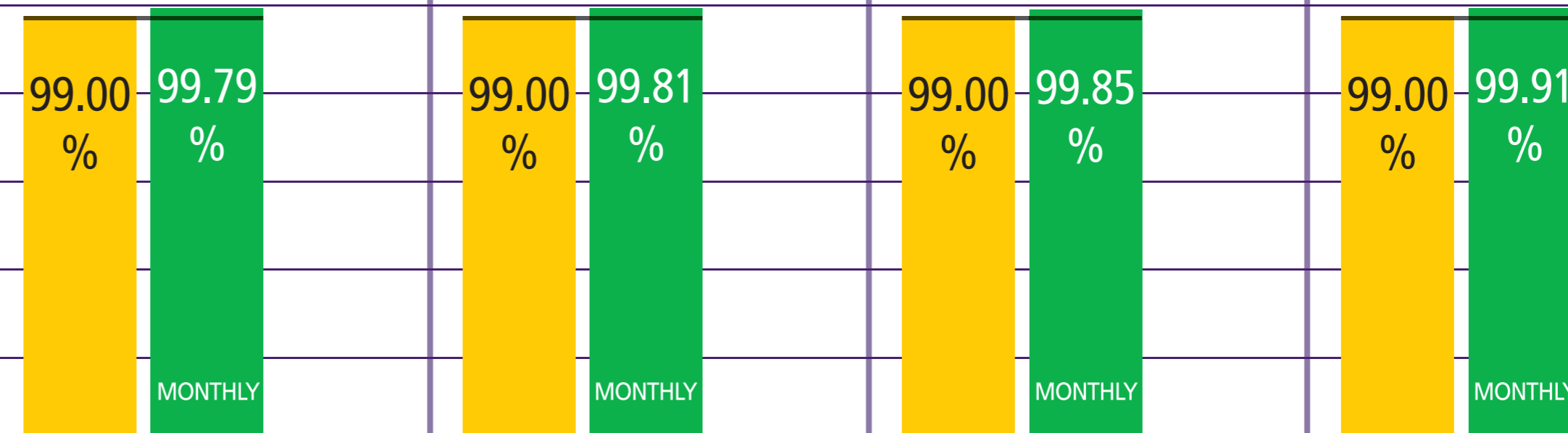


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

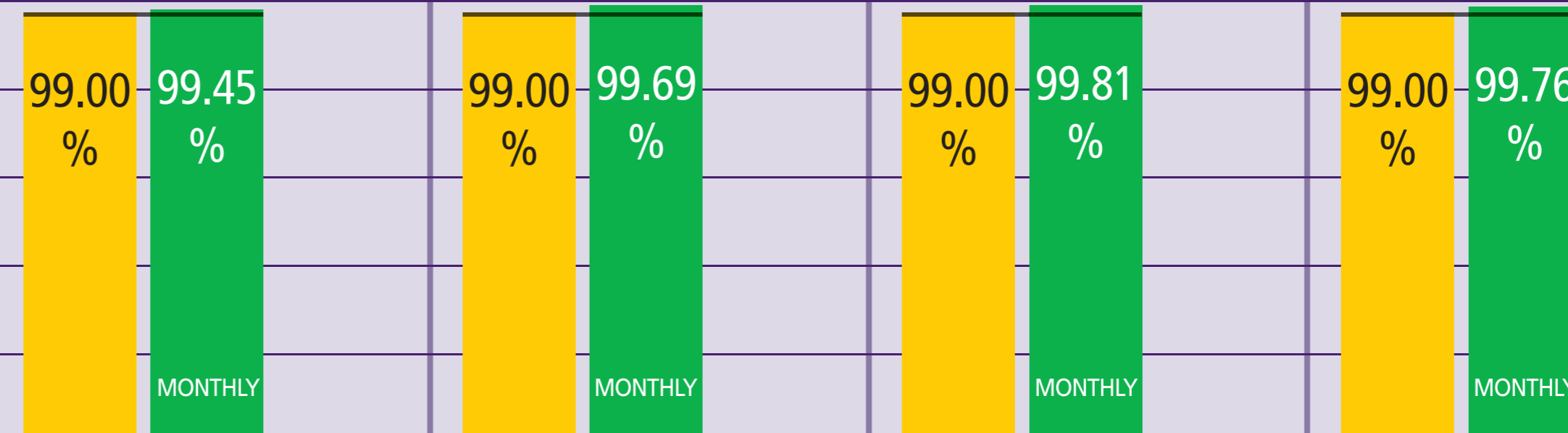


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

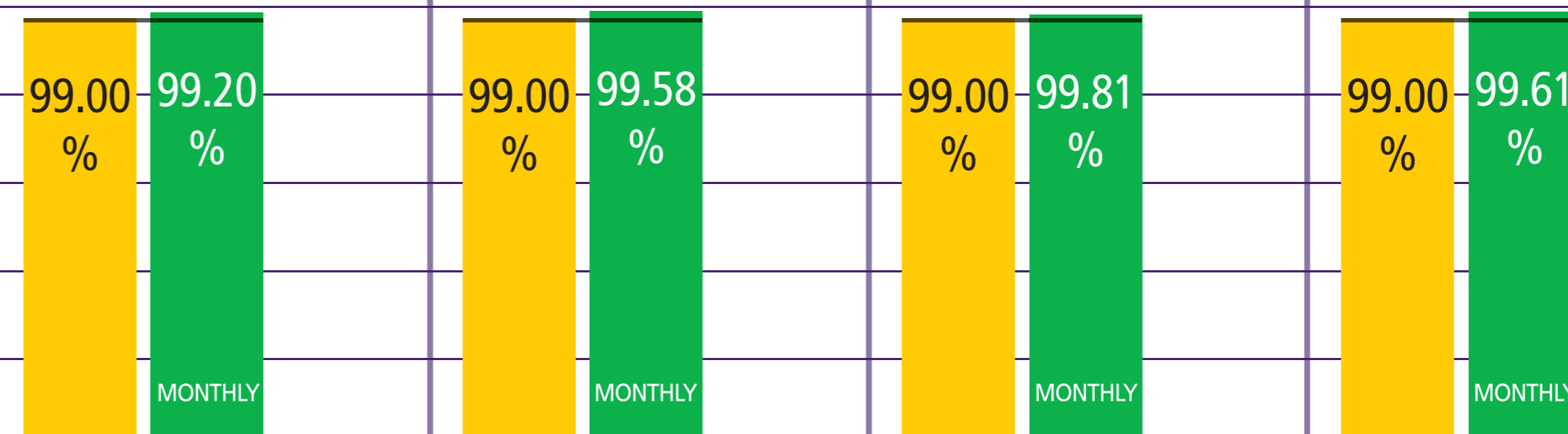


100%  
80%  
60%  
40%  
20%



**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)



# How are we performing?

April 2012

## KEY TO MONTHLY PERFORMANCE



## AERODROME CONGESTION TERM

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

