

# Service quality rebate

Heathrow Terminal 1	Dec-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	95.16%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.67%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.48%	99.00%	Yes	0	0	0
Stands	99.91%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	95.94%	95.00%	Yes	0	0	0
Staff search	98.29%	95.00%	Yes	0	0	0
Control posts search	98.58%	95.00%	Yes	0	0	0
Pier service	98.31%	92.58%	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 Christopher Downs, email: Christopher\_Downs@baa.com

# Service quality rebate

Heathrow Terminal 3	Dec-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.8	3.8	Yes	0	1,471,020	6
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	67.83%	95.00%	No	524,255	2,097,020	4
Central security queues - Times queue = 10 minutes	87.83%	99.00%	No			
Passenger sensitive equipment (general)	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.92%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.88%	99.00%	Yes	0	0	0
Stands	99.58%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	99.94%	99.00%	Yes	0	0	0
Pre-conditioned air	99.93%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	89.40%	95.00%	No	258,654	775,962	3
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.58%	95.00%	Yes	0	0	0
Pier service +	96.52%	94.00%	Yes	0	0	0
				<b>782,909</b>	<b>4,344,002</b>	<b>13</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 Christopher Downs, email: Christopher\_Downs@baa.com

# Service quality rebate

Heathrow Terminal 4	Dec-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.1	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	68.99%	95.00%	No	289,329	867,987	3
Central security queues - Times queue = 10 minutes	89.82%	99.00%	No			
Passenger sensitive equipment (general)	99.87%	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	99.80%	99.00%	Yes	0	0	0
Jetties	99.40%	99.00%	Yes	0	0	0
FEGP	99.92%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	95.44%	95.00%	Yes	0	0	0
Staff search	95.44%	95.00%	Yes	0	0	0
Control posts search	98.58%	95.00%	Yes	0	0	0
Pier service	99.72%	95.00%	Yes	0	0	0
<b>Total</b>				<b>289,329</b>	<b>867,987</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 Christopher Downs, email: Christopher\_Downs@baa.com

# Service quality rebate

Heathrow Terminal 5	Dec-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	76.41%	95.00%	No	592,836	2,964,180	5
Central security queues - Times queue = 10 minutes	92.88%	99.00%	No			
Passenger sensitive equipment (general)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.83%	99.00%	Yes	0	0	0
Stands	99.87%	99.00%	Yes	0	0	0
Jetties	99.70%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Pre-conditioned air	99.29%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	91.43%	95.00%	No	258,297	774,891	3
Staff search	95.92%	95.00%	Yes	0	0	0
Control posts search	98.58%	95.00%	Yes	0	0	0
Pier service	92.21%	95.00%	No	0	1,394,526	9
Transit system - % time one car available	99.74%	99.00%	Yes	0	0	0
Transit system - % time two cars available	97.73%	97.00%	Yes			
<b>Total</b>				<b>851,133</b>	<b>5,133,597</b>	<b>17</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 Christopher Downs, email: Christopher\_Downs@baa.com

# Service quality rebate



Aerodrome Congestion Term	Dec-12		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	102,523	1
<b>Total</b>			<b>102,523</b>	<b>1</b>

NOTE: \* year is April 2012 to March 2013

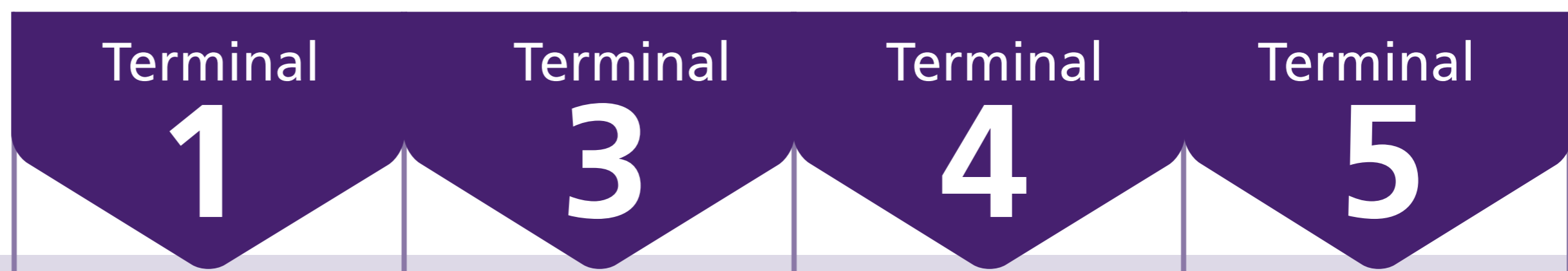
FOR FURTHER INFORMATION: please contact Christopher Downs, email: [Christopher\\_Downs@baa.com](mailto:Christopher_Downs@baa.com)



# How are we performing?

December 2012

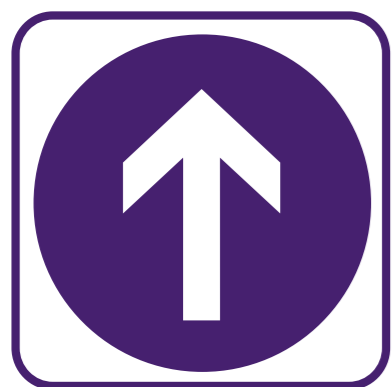
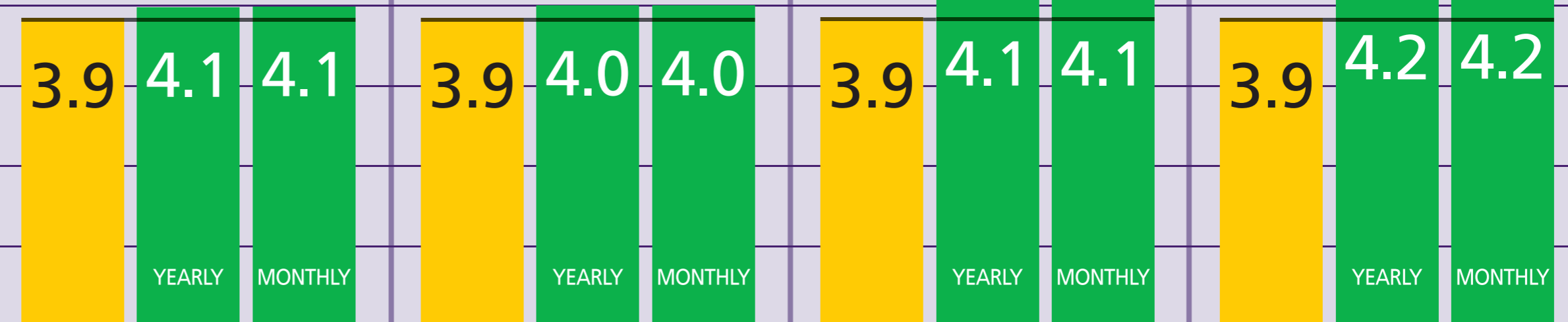
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

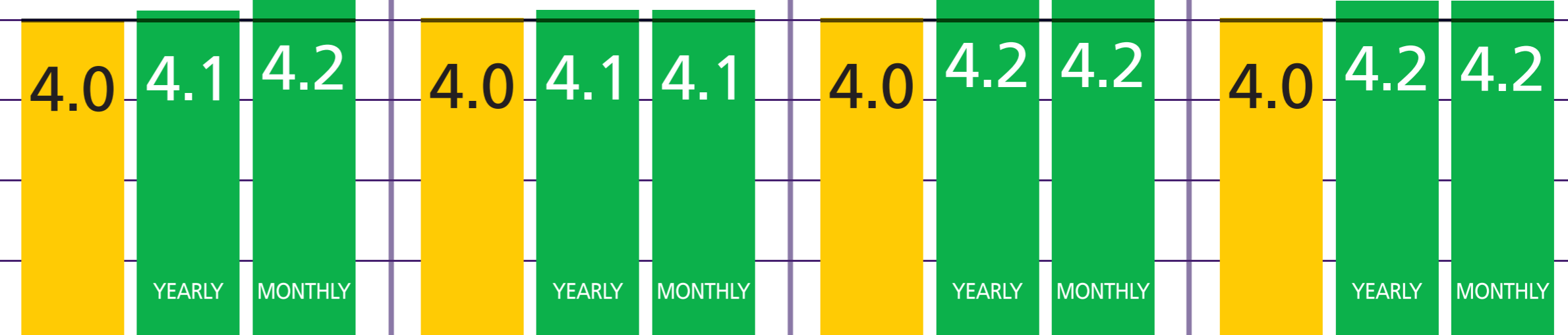
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

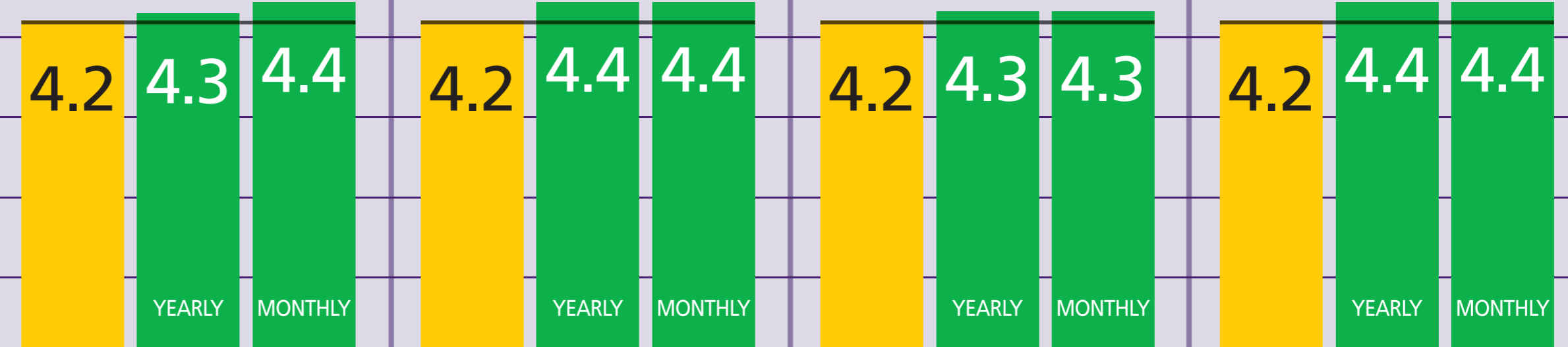
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

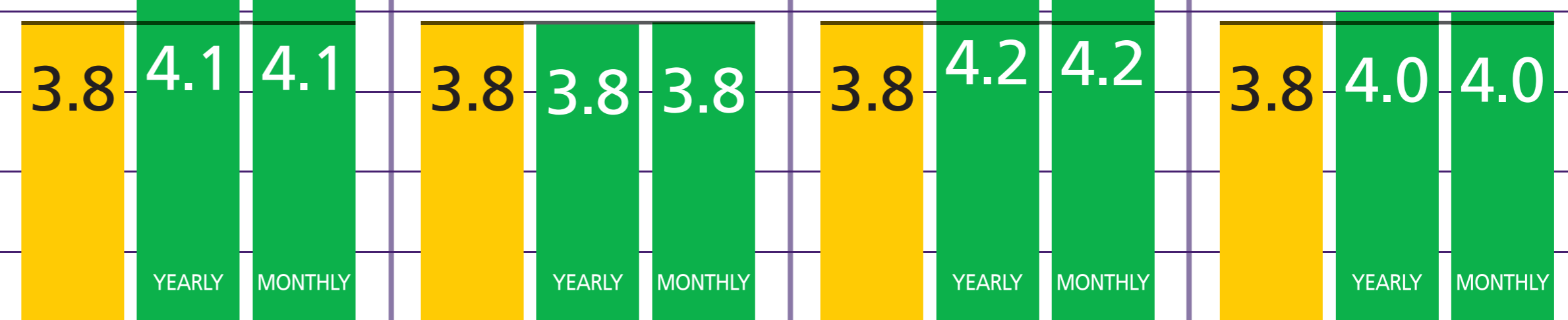
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

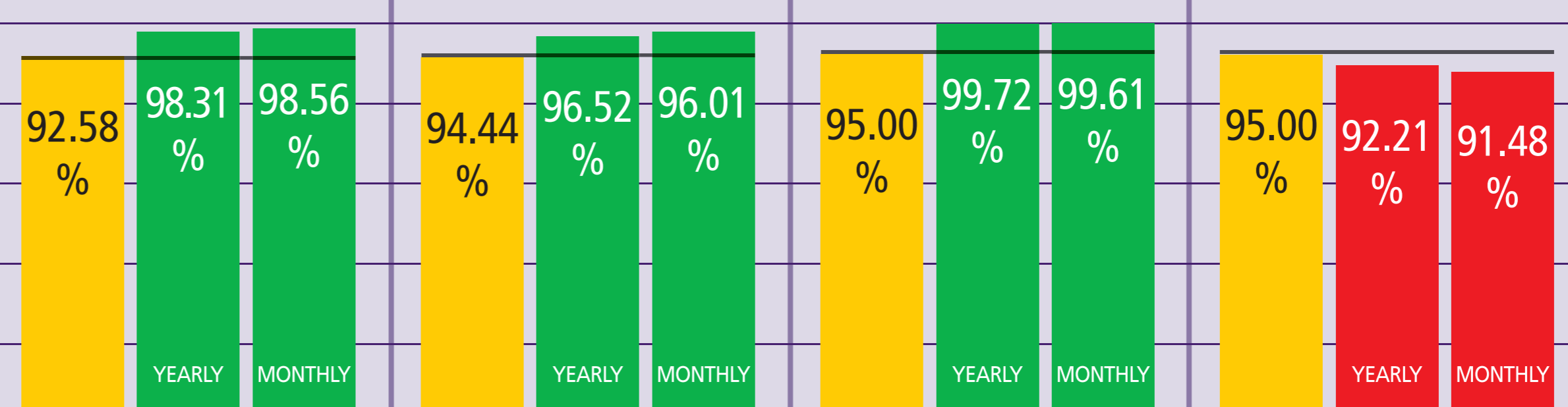


### Pier Service

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.

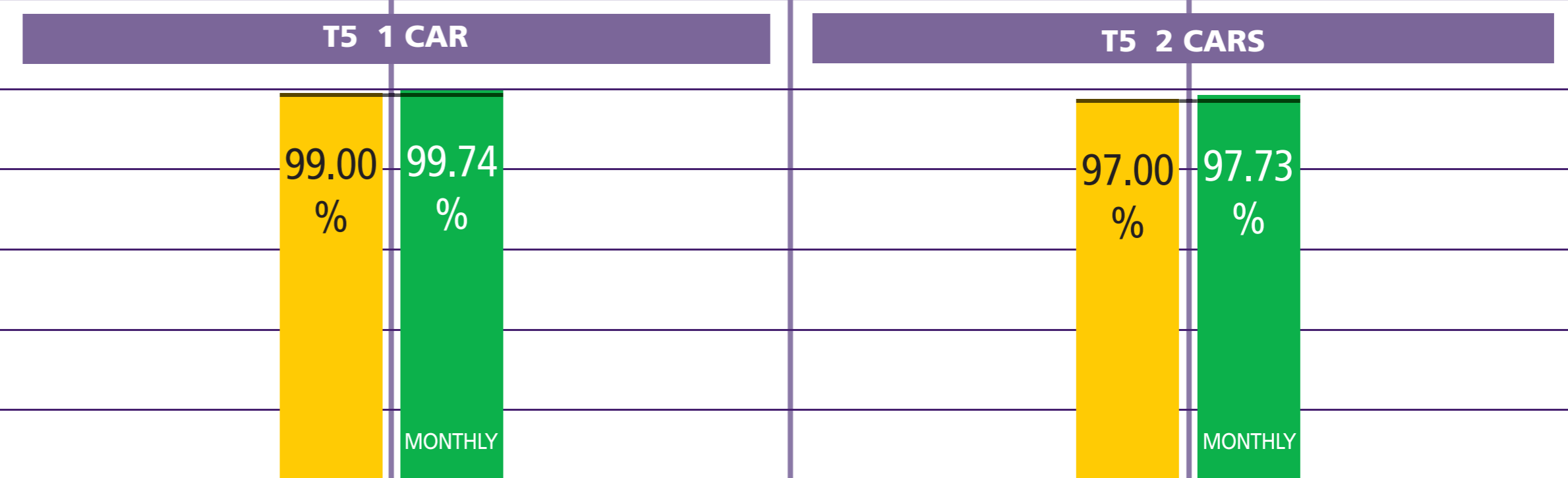
Availability measured over a month



### 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?

December 2012

## KEY TO PERFORMANCE

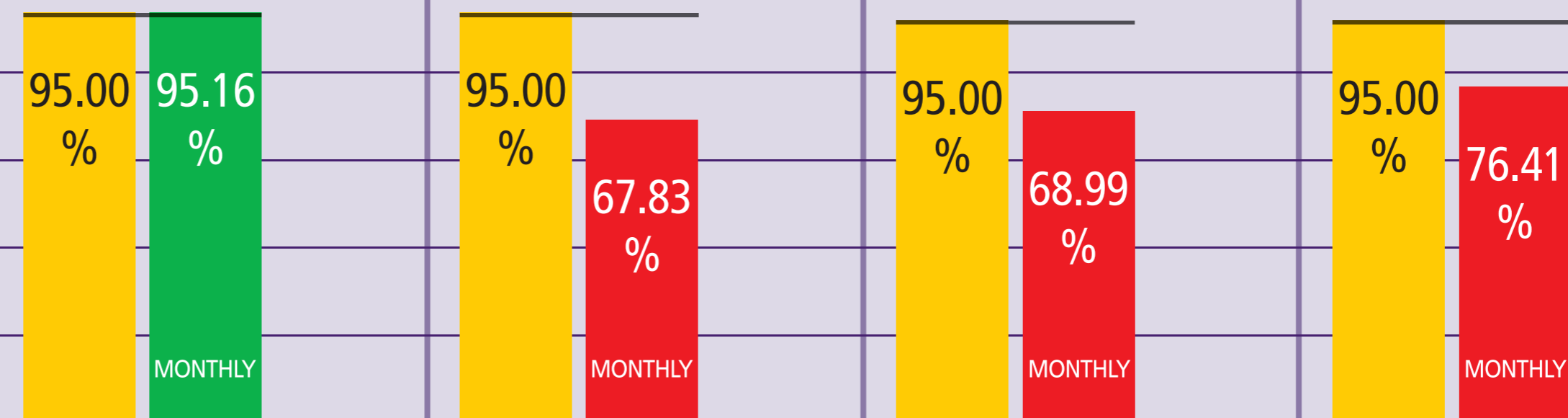


## Terminal 1 Terminal 3 Terminal 4 Terminal 5



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

Based on 15min time periods measured

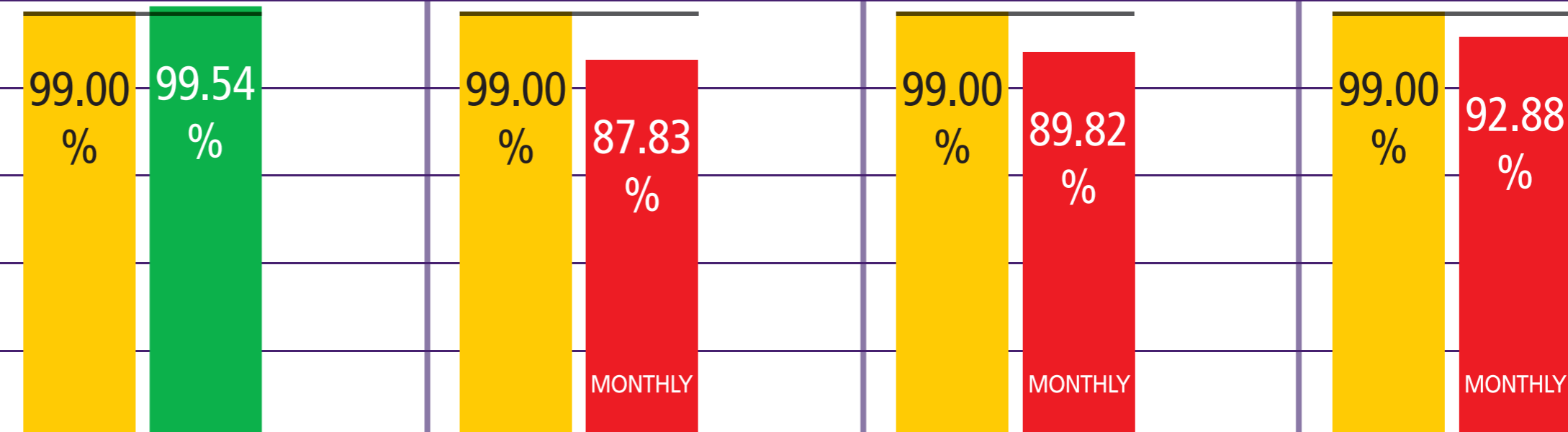


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

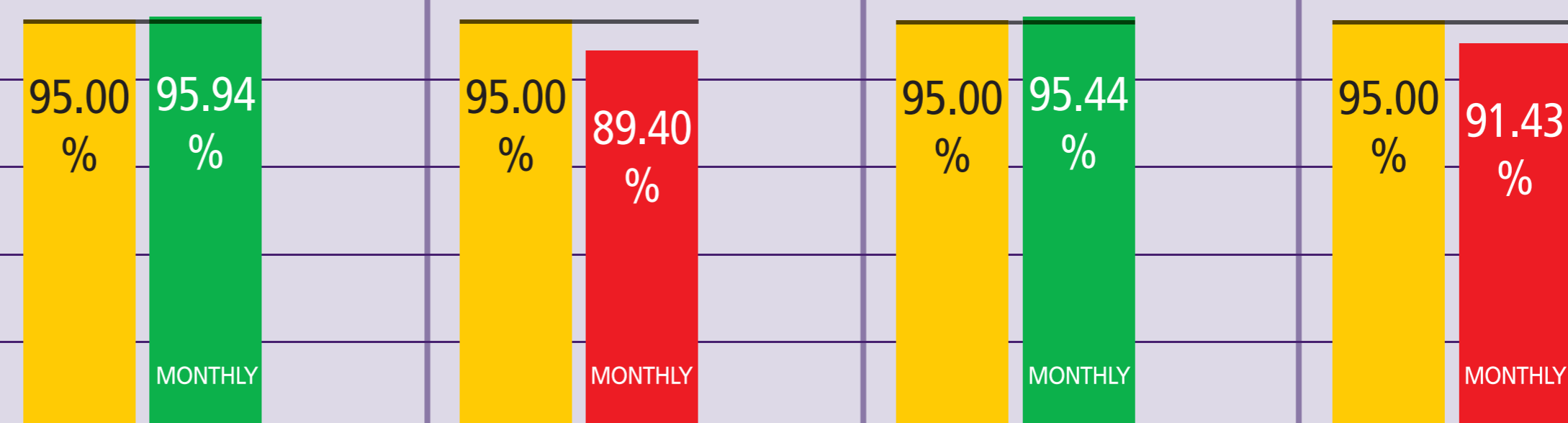


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

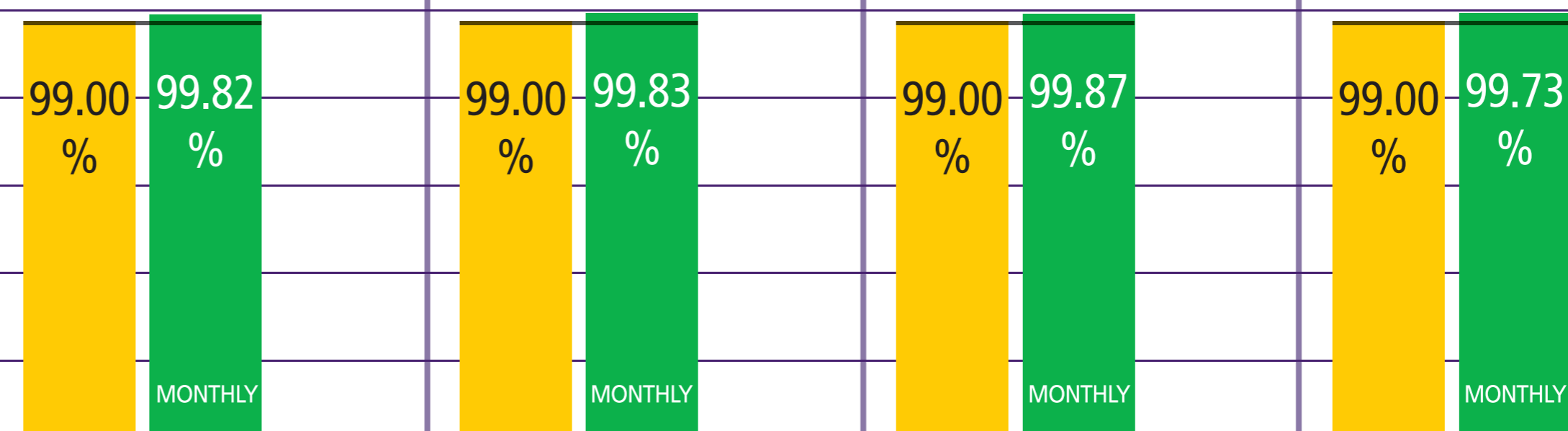


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

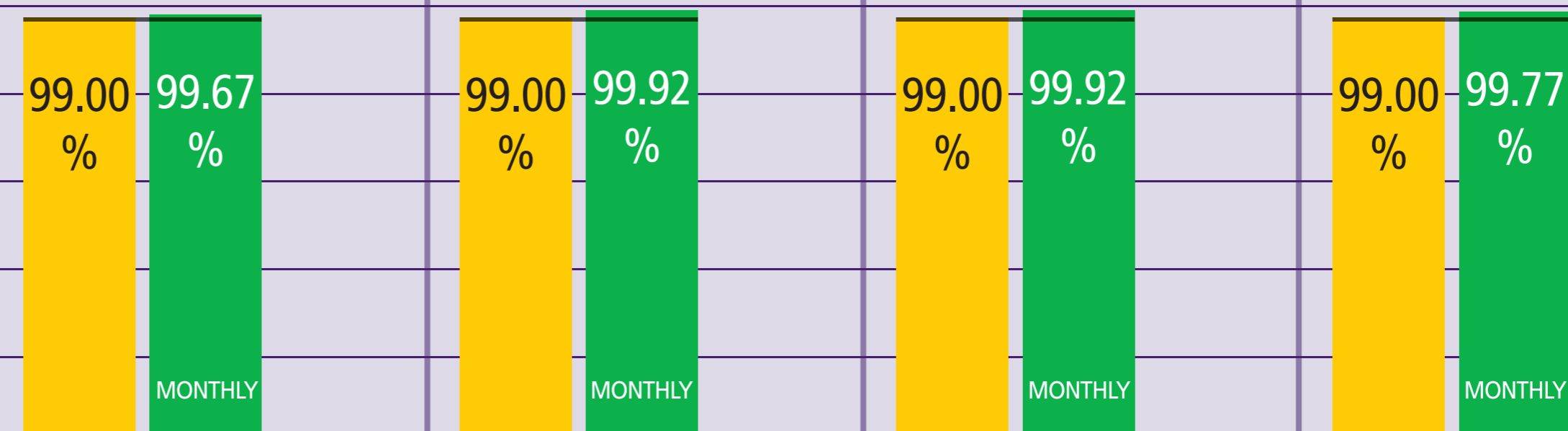


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

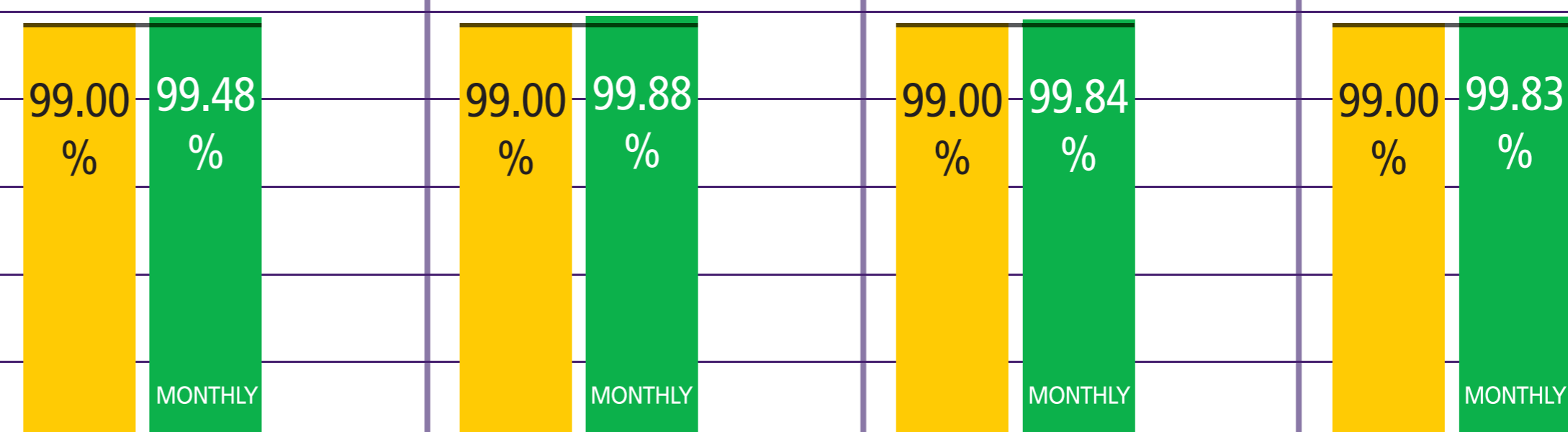


100%  
80%  
60%  
40%  
20%



**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?

## December 2012

### KEY TO MONTHLY PERFORMANCE



### AERODROME CONGESTION TERM

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

