

# Service quality rebate

Heathrow Terminal 1	Mar-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	97.56%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.54%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.59%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	99.80%	99.00%	Yes	0	0	0
Stand entry guidance	99.86%	99.00%	Yes	0	0	0
Transfer search	97.56%	95.00%	Yes	0	0	0
Staff search	99.91%	95.00%	Yes	0	0	0
Control posts search	99.14%	95.00%	Yes	0	0	0
Pier service	97.67%	94.46%	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	Mar-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.6	3.8	No	0	1,368,360	12
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	95.90%	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)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.79%	99.00%	Yes	0	0	0
Stands	99.85%	99.00%	Yes	0	0	0
Jetties	99.65%	99.00%	Yes	0	0	0
FEGP	99.49%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	2
Stand entry guidance	99.79%	99.00%	Yes	0	0	0
Transfer search	97.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.14%	95.00%	Yes	0	0	0
Pier service +	95.98%	94.00%	Yes	0	0	0
				<b>0</b>	<b>1,368,360</b>	<b>14</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.

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

# Service quality rebate

Heathrow Terminal 4	Mar-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	96.31%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.87%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.76%	99.00%	Yes	0	0	0
Stands	99.85%	99.00%	Yes	0	0	0
Jetties	99.17%	99.00%	Yes	0	0	0
FEGP	99.87%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	98.66%	95.00%	Yes	0	0	0
Staff search	99.96%	95.00%	Yes	0	0	0
Control posts search	99.14%	95.00%	Yes	0	0	0
Pier service	99.28%	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

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# Service quality rebate

Heathrow Terminal 5	Mar-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	95.21%	95.00%	Yes	0	1,060,946	2
Central security queues - Times queue = 10 minutes	99.72%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.54%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.77%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.51%	99.00%	Yes	0	184,818	1
FEGP	99.65%	99.00%	Yes	0	0	0
Pre-conditioned air	98.82%	98.00%	Yes	N/A	N/A	6
Stand entry guidance	99.91%	99.00%	Yes	0	0	0
Transfer search	96.68%	95.00%	Yes	0	0	0
Staff search	98.34%	95.00%	Yes	0	0	0
Control posts search	99.14%	95.00%	Yes	0	0	0
Pier service	90.41%	95.00%	No	0	1,247,832	12
Transit system - % time one car available	99.84%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.62%	97.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>2,493,596</b>	<b>21</b>

NOTE: \* year is April 2011 to March 2012

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# Service quality rebate



Aerodrome Congestion Term	Mar-12		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	54,434	2
<b>Total</b>			<b>54,434</b>	<b>2</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](mailto:Nataly_Duke@baa.com)

Performance

E Rebates

Cleanliness	Target	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	3.9	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T3	3.9	4.0	3.9	3.9	3.9	3.9	3.9	3.9	3.9	3.9	3.9	3.9	3.9
T4	3.9	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T5	3.9	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2

Cleanliness	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Wayfinding	Target	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T3	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T4	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T5	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2

Wayfinding	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Flight information	Target	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3
T3	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3
T4	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3
T5	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3

Flight information	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Departure lounge seat availability	Target	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	3.8	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
T3	3.8	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7	3.7
T4	3.8	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
T5	3.8	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0

Departure lounge seat availability	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

CSA queues - Times queue < 5 minutes	Target	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	95.00%	95.84%	95.48%	95.59%	97.04%	98.80%	98.96%	97.95%	97.78%	97.14%	97.21%	97.21%	97.50%
T3	95.00%	97.86%	98.29%	97.00%	96.87%	97.24%	97.05%	96.96%	95.81%	95.94%	95.59%	95.00%	95.00%
T4	95.00%	97.71%	96.00%	95.41%	95.41%	95.41%	95.41%	95.41%	95.41%	95.41%	95.41%	95.41%	95.41%
T5	95.00%	97.86%	95.87%	95.43%	95.43%	95.43%	95.43%	95.43%	95.43%	95.43%	95.43%	95.43%	95.43%

CSA queues - Both	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

CSA queues - Times queue = 10 minutes	Target	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	99.00%	99.95%	99.98%	100.00%	99.93%	99.98%	100.00%	99.90%	99.97%	99.85%	99.88%	99.74%	99.63%
T3	99.00%	99.90%	99.95%	100.00%	99.91%	100.00%	100.00%	99.91%	99.81%	99.85%	99.83%	99.90%	100.00%
T4	99.00%	99.95%	100.00%	99.76%	99.85%	99.88%	99.88%	99.88%	99.81%	99.85%	99.85%	99.81%	99.81%
T5	99.00%	99.76%	99.70%	99.60%	99.24%	99.88%	99.88%	99.51%	99.85%	99.24%	99.79%	99.81%	99.72%

CSA queues - Both	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Transfer search	Target	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	95.00%	99.39%	98.85%	99.10%	98.71%	98.99%	98.33%	99.06%	98.62%	97.93%	96.79%	96.42%	97.59%
T3	95.00%	98.81%	97.82%	96.43%	97.58%	97.37%	98.22%	98.22%	98.83%	99.63%	97.04%	97.09%	97.09%
T4	95.00%	99.48%	97.05%	97.05%	97.47%	97.70%	98.33%	97.47%	97.57%	95.94%	95.39%	95.19%	96.65%
T5	95.00%	97.85%	95.45%	97.10%	95.25%	98.23%	98.03%	98.03%	98.47%	95.11%	97.50%	95.56%	95.65%

Transfer search	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Staff search	Target	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	95.00%	100.00%	100.00%	100.00%	99.98%	99.75%	99.72%	99.19%	98.81%	98.25%	100.00%	99.04%	99.91%
T3	95.00%	99.81%	99.77%	99.85%	99.82%	99.82%	100.00%	100.00%	99.83%	99.64%	99.17%	99.95%	100.00%
T4	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.95%	99.96%	99.96%	99.96%
T5	95.00%	99.55%	99.50%	99.53%	98.51%	98.29%	98.81%	98.68%	98.29%	98.83%	98.62%	98.51%	98.34%

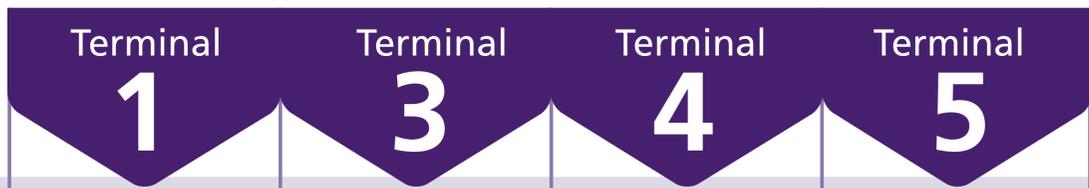
Staff search	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T4	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
T5	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0

Control posts search	Target	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12
T1	95.00%	99.51%	98.96%	98.44%	98.22%	98.57%	98.56%	98.22%	97.80%	98.09%	98.06%	98.64%	98.14%
T3	95.00%	95.51%	95.88%	95.44%	95.22%	95.77%	95.85%	95.82%	97.60%	98.63%	99.06%	98.64%	98.14%
T4	95.00%	95.51%	95.86%	95.44%	95.22%	95.77%	95.85%	95.82%	97.60%	98.63%			

# How are we performing?

March 2012

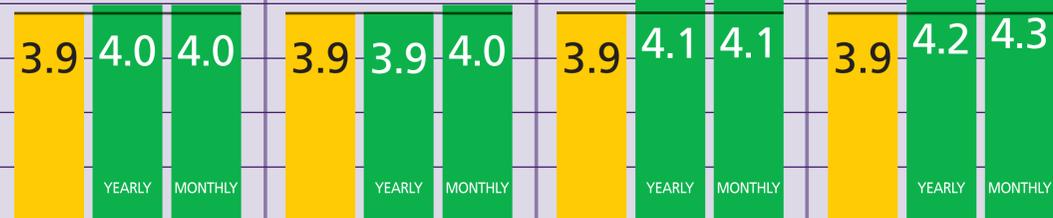
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

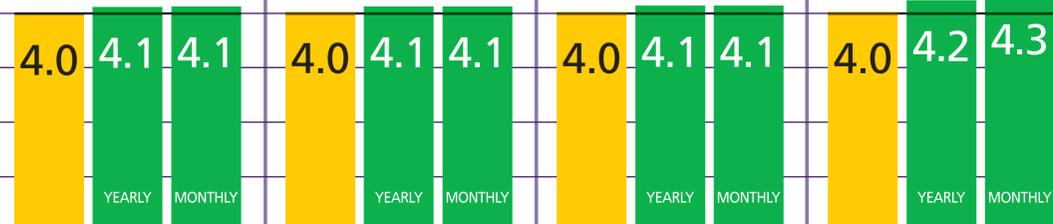
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

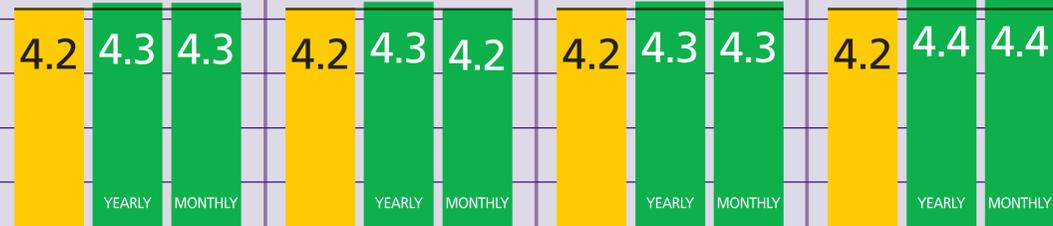
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

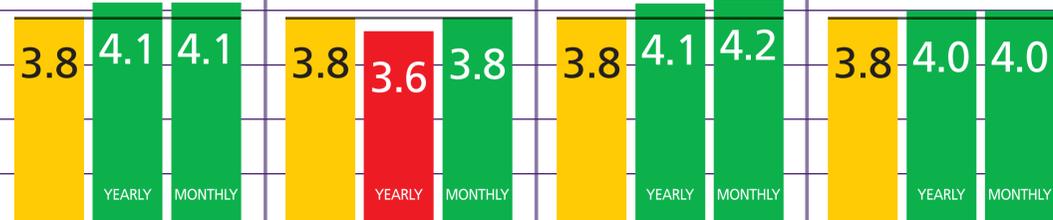
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

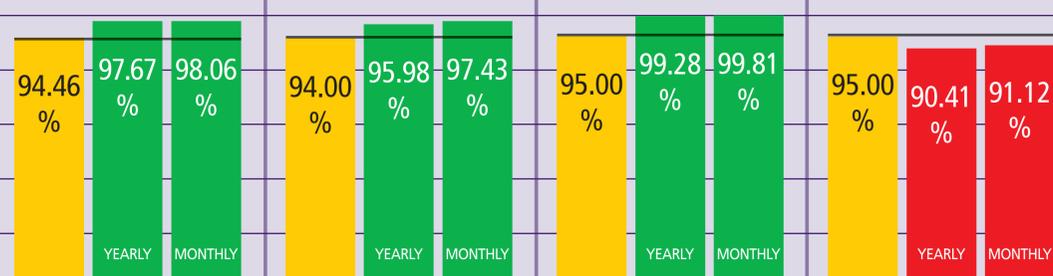


### Pier Service

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.

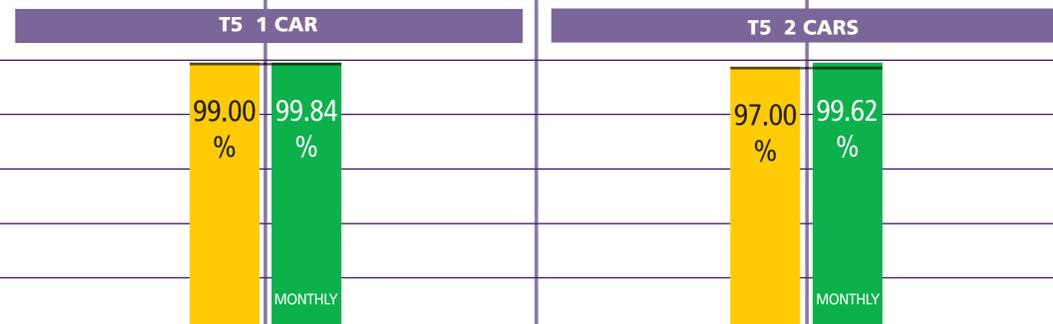
Availability measured over a month



### 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?

March 2012

KEY TO PERFORMANCE

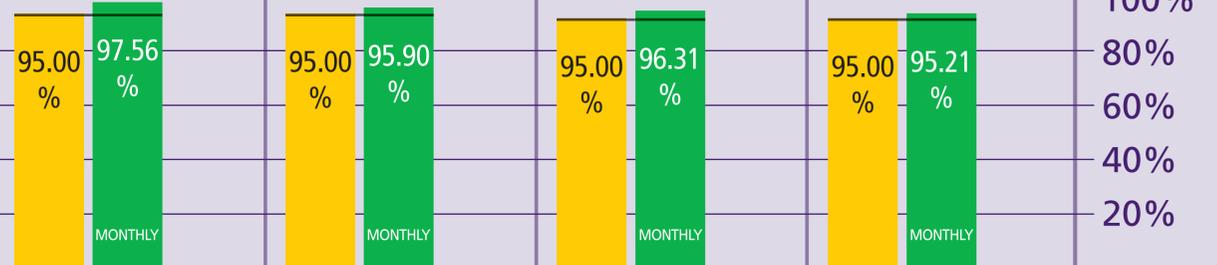


Terminal 1 Terminal 3 Terminal 4 Terminal 5



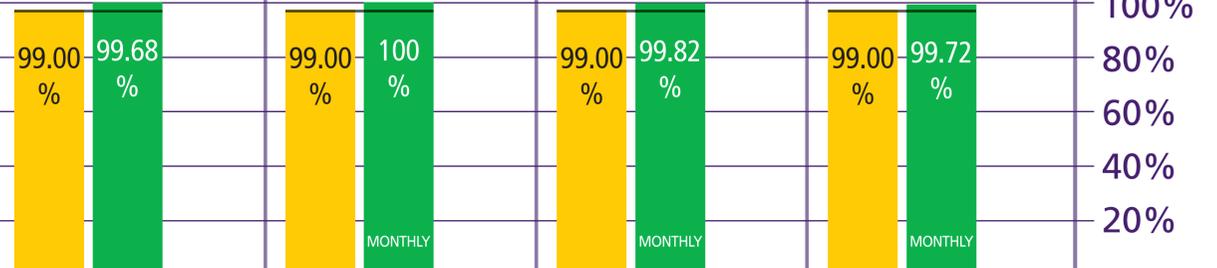
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



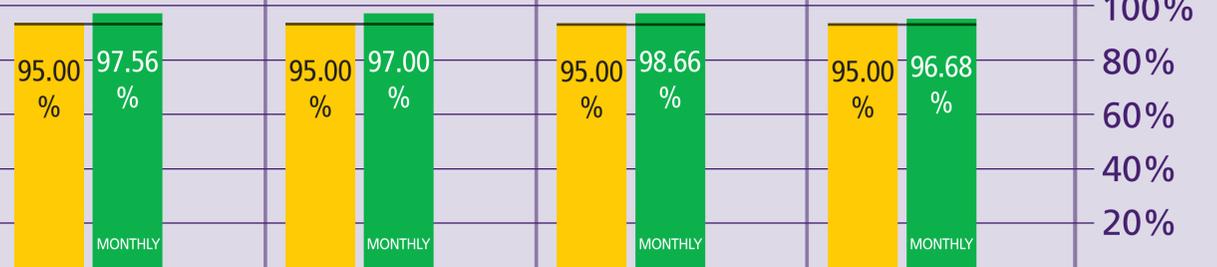
**Security waiting time 10 mins**  
queue < 10mins

Based on 15min time periods measured



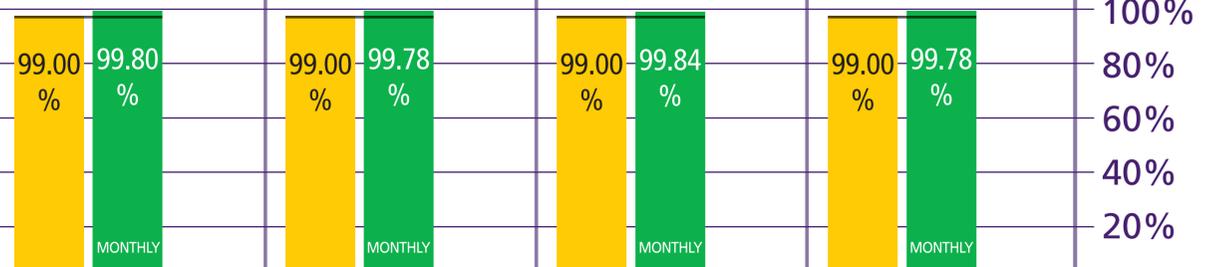
**Security waiting time for transfer passengers**  
queue < 10mins

Based on 15min time periods measured



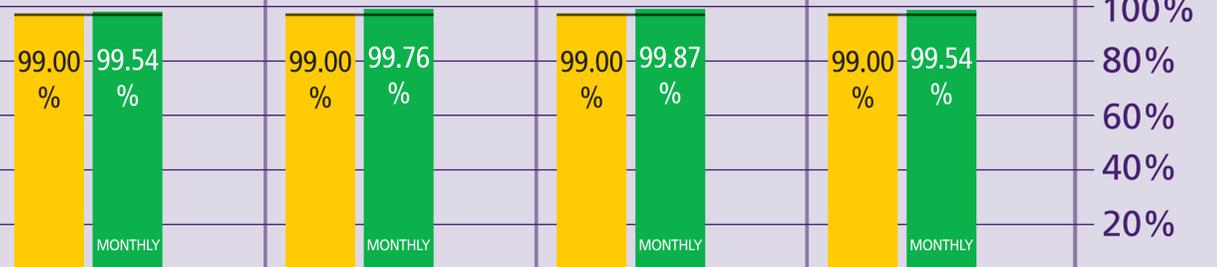
**Lifts, escalators & passenger conveyors**  
Service availability

Based on 15min time periods measured



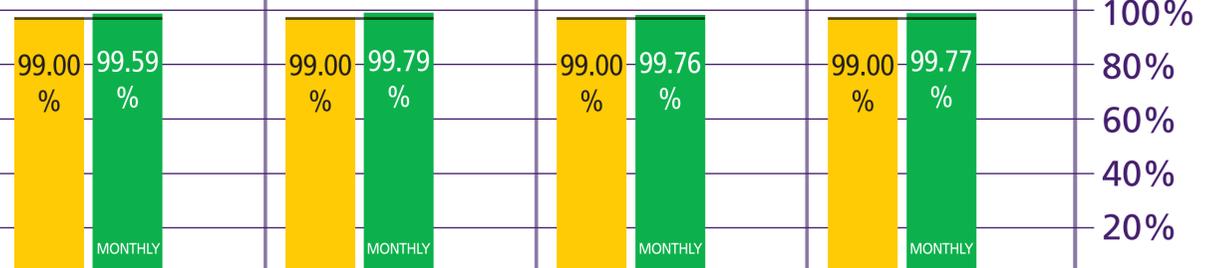
**Lifts, escalators & passenger conveyors (passenger critical)**  
Service availability

Based on 15min time periods measured



**Arrivals Reclaim**  
Service availability

Based on 15min time periods measured



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# How are we performing?

## March 2012

### KEY TO MONTHLY PERFORMANCE



### AERODROME CONGESTION TERM

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

