

Service quality rebate



Heathrow Terminal 1	Oct-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	96.50%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.65%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.53%	99.00%	Yes	0	0	0
Stands	99.52%	99.00%	Yes	0	0	0
Jetties	99.66%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.29%	95.00%	Yes	0	0	0
Staff search	96.45%	95.00%	Yes	0	0	0
Control posts search	98.85%	95.00%	Yes	0	0	0
Pier service	98.19%	93.19%	Yes	0	0	0
Total				0	0	0

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	Oct-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	76.59%	95.00%	No	524,255	1,048,510	2
Central security queues - Times queue = 10 minutes	95.85%	99.00%	No			
Passenger sensitive equipment (general)	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.92%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.91%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.82%	99.00%	Yes	0	0	0
FEGP	99.73%	99.00%	Yes	0	0	0
Pre-conditioned air	99.98%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	88.29%	95.00%	No	258,654	258,654	1
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.85%	95.00%	Yes	0	0	0
Pier service +	95.93%	94.00%	Yes	0	0	0
				782,909	2,778,184	9

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	Oct-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	90.78%	95.00%	No	289,329	289,329	1
Central security queues - Times queue = 10 minutes	99.72%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.84%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.68%	99.00%	Yes	0	0	0
Jetties	99.33%	99.00%	Yes	0	0	0
FEGP	99.98%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.80%	95.00%	Yes	0	0	0
Staff search	96.34%	95.00%	Yes	0	0	0
Control posts search	98.85%	95.00%	Yes	0	0	0
Pier service	99.68%	95.00%	Yes	0	0	0
Total				289,329	289,329	1

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	Oct-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	80.53%	95.00%	No	592,836	1,778,508	3
Central security queues - Times queue = 10 minutes	94.35%	99.00%	No			
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.63%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.65%	99.00%	Yes	0	0	0
FEGP	99.94%	99.00%	Yes	0	0	0
Pre-conditioned air	99.27%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	93.24%	95.00%	No	258,297	516,594	2
Staff search	95.82%	95.00%	Yes	0	0	0
Control posts search	98.85%	95.00%	Yes	0	0	0
Pier service	92.21%	95.00%	No	0	1,394,526	7
Transit system - % time one car available	99.74%	99.00%	Yes	0	0	0
Transit system - % time two cars available	97.38%	97.00%	Yes			
Total				851,133	3,689,628	12

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	Oct-12		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	102,523	1
Total			102,523	1

NOTE: * year is April 2012 to March 2013

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher_Downs@baa.com

Cleanliness

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	3.9	4.0	4.0	4.0	4.0	4.0	4.1	4.1
T3	3.9	3.9	3.9	4.0	4.0	4.0	4.0	4.0
T4	3.9	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

Wayfinding

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	4.0	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
T4	4.0	4.1	4.1	4.2	4.2	4.2	4.2	4.2
T5	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2

Flight information

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	4.2	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	4.4
T4	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3
T5	4.2	4.4	4.4	4.4	4.4	4.4	4.4	4.4

Departure lounge seat availability

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	3.8	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T3	3.8	3.6	3.6	3.7	3.7	3.7	3.7	3.8
T4	3.8	4.1	4.1	4.1	4.1	4.1	4.2	4.2
T5	3.8	4.0	4.0	4.0	4.0	4.0	4.0	4.0

CSA queues - Times queue <5 minutes

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	95.00%	95.76%	97.59%	95.43%	95.17%	95.90%	95.87%	95.50%
T3	95.00%	95.05%	95.44%	95.04%	95.81%	95.90%	95.90%	95.59%
T4	95.00%	95.52%	95.39%	95.62%	96.08%	96.87%	95.48%	90.78%
T5	95.00%	91.02%	95.99%	95.10%	95.06%	95.47%	93.50%	80.53%

CSA queues - Times queue = 10 minutes

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	99.00%	99.95%	100.00%	99.33%	99.98%	99.98%	99.52%	99.86%
T3	99.00%	99.71%	99.95%	100.00%	99.95%	99.95%	95.76%	95.85%
T4	99.00%	99.76%	99.82%	99.95%	99.95%	100.00%	99.95%	99.72%
T5	99.00%	98.55%	99.68%	99.79%	99.79%	99.84%	98.02%	94.35%

Transfer search

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	95.00%	98.62%	96.77%	96.86%	98.85%	97.97%	96.10%	98.29%
T3	95.00%	98.00%	95.99%	96.10%	95.99%	96.50%	96.10%	88.29%
T4	95.00%	97.62%	95.76%	95.38%	97.47%	98.48%	98.38%	98.80%
T5	95.00%	94.48%	96.77%	97.04%	98.24%	97.74%	96.12%	93.24%

Staff search

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	95.00%	98.90%	99.63%	99.62%	100.00%	99.79%	99.81%	96.45%
T3	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
T4	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.83%	96.34%
T5	95.00%	98.34%	99.15%	99.09%	98.88%	98.77%	96.77%	95.82%

Control posts search

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%
T3	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%
T4	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%
T5	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%

FEGP

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	99.00%	99.70%	99.63%	99.83%	99.87%	99.95%	99.94%	99.95%
T3	99.00%	99.63%	99.29%	99.20%	99.23%	99.60%	99.75%	99.73%
T4	99.00%	99.74%	99.80%	99.98%	99.86%	99.61%	99.70%	99.98%
T5	99.00%	99.58%	99.73%	99.62%	99.42%	99.68%	99.82%	99.94%

Jetties

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	99.00%	99.81%	99.74%	99.44%	99.61%	99.56%	99.70%	99.66%
T3	99.00%	99.77%	99.63%	99.58%	99.61%	99.67%	99.81%	99.82%
T4	99.00%	99.27%	99.36%	99.60%	99.25%	99.38%	99.56%	99.33%
T5	99.00%	99.48%	99.39%	99.56%	99.58%	99.72%	99.74%	99.65%

PSE (general)

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	99.00%	99.79%	99.58%	99.75%	99.77%	99.73%	99.74%	99.80%
T3	99.00%	99.81%	99.82%	99.81%	99.70%	99.81%	99.83%	99.86%
T4	99.00%	99.85%	99.67%	99.77%	99.70%	99.81%	99.75%	99.85%
T5	99.00%	99.91%	99.75%	99.79%	99.77%	99.81%	99.80%	99.78%

PSE (priority)

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	99.00%	99.45%	99.57%	99.56%	99.63%	99.68%	99.78%	99.65%
T3	99.00%	99.69%	99.78%	99.77%	99.56%	99.88%	99.85%	99.92%
T4	99.00%	99.81%	99.92%	99.64%	99.78%	99.74%	99.81%	99.84%
T5	99.00%	99.76%	99.76%	99.80%	99.83%	99.83%	99.88%	99.63%

Stand entry guidance

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	99.00%	99.88%	99.93%	99.94%	99.96%	99.95%	100.00%	99.99%
T3	99.00%	99.84%	99.97%	100.00%	99.88%	99.82%	99.97%	99.90%
T4	99.00%	99.96%	99.99%	100.00%	100.00%	99.97%	99.99%	100.00%
T5	99.00%	99.94%	99.98%	99.99%	99.95%	99.92%	99.99%	99.98%

Stands

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	99.00%	99.90%	99.81%	99.82%	99.86%	99.88%	99.36%	99.52%
T3	99.00%	99.77%	99.80%	99.63%	99.37%	99.75%	99.79%	99.77%
T4	99.00%	99.77%	99.56%	99.08%	99.41%	99.87%	99.74%	99.68%
T5	99.00%	99.95%	99.87%	99.92%	99.86%	99.81%	99.78%	99.84%

Pier service

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1		97.76%	97.82%	97.84%	97.87%	97.97%	98.09%	98.19%
T3		96.00%	95.91%	95.97%	96.01%	95.97%	95.99%	0.00%
T4		95.30%	95.30%	95.33%	95.40%	95.53%	95.58%	99.68%
T5		91.39%	92.11%	92.28%	92.30%	92.28%	92.21%	95.21%
T1 target		94.64%	94.63%	94.36%	94.08%	93.80%	93.63%	93.19%
T3 target		94.00%	94.00%	94.00%	94.09%	94.18%	94.28%	94.30%
T4 target		95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
T5 target		95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%

TTS - % time one car available

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T5	99.00%	99.67%	99.99%	99.97%	99.61%	99.67%	99.67%	99.74%

TTS - % time two cars available

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T5	97.00%	99.36%	98.51%	99.35%	96.58%	96.60%	99.06%	97.38%

Arrivals Reclaims

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	99.00%	99.20%	99.51%	99.15%	99.52%	99.50%	99.51%	99.53%
T3	99.00%	99.58%	99.84%	99.76%	99.94%	99.65%	99.86%	99.91%
T4	99.00%	99.81%	99.89%	99.80%	99.85%	99.88%	99.54%	99.85%
T5	99.00%	99.61%	99.69%	99.72%	99.77%	99.83%	99.81%	99.85%

Pre-conditioned air

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T3	98.00%	99.99%	99.96%	99.68%	99.86%	99.91%	99.71%	99.98%
T5	98.00%	99.36%	98.95%	99.08%	99.02%	98.90%	99.47%	99.27%

Aerodrome congestion

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
All	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Monthly performance - reported only

Cleanliness - Month

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	3.9	4.0	4.1	4.0	4.1	4.1	4.1	4.1
T3	3.9	4.0	4.0	4.0	4.0	4.0	4.1	4.1
T4	3.9	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

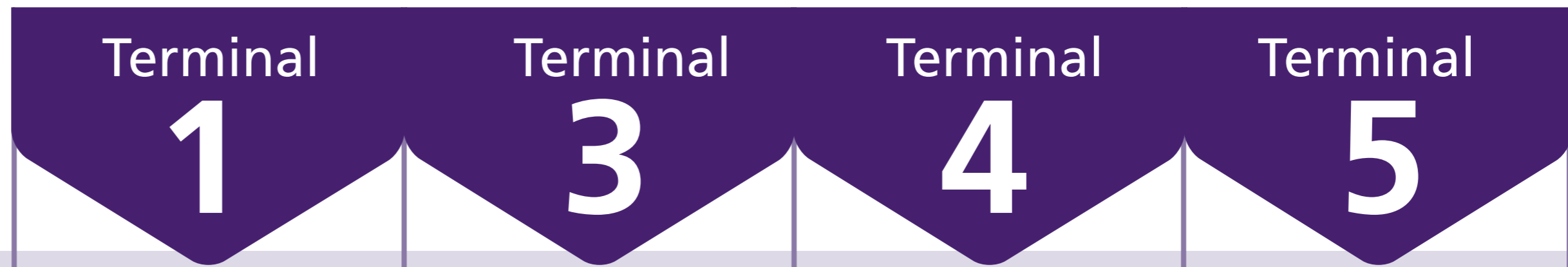
Wayfinding - Month

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12
T1	4.0	4.0	4.1	4.0	4.1	4.1	4.1	4.1
T3	4.0	4.0	4.					

How are we performing?

October 2012

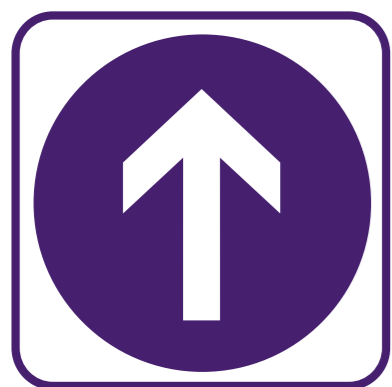
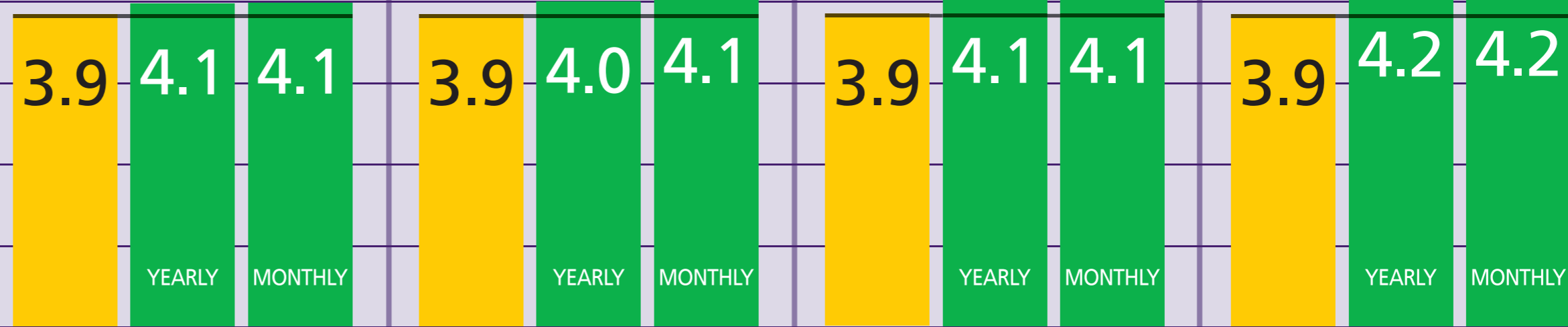
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

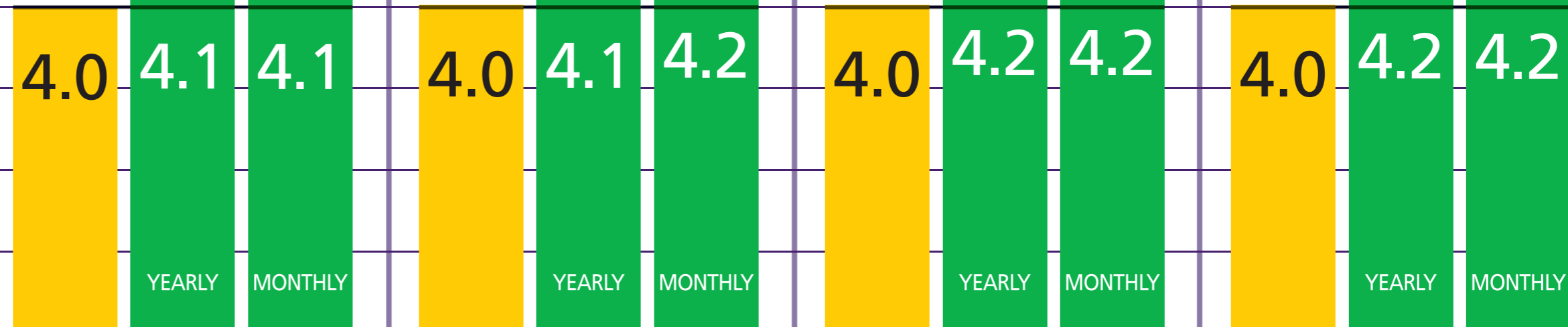
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

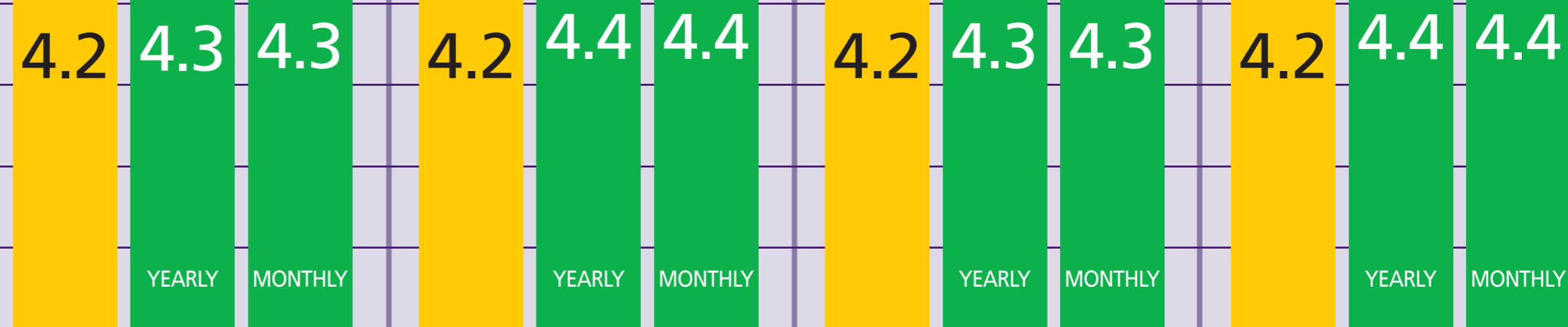
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

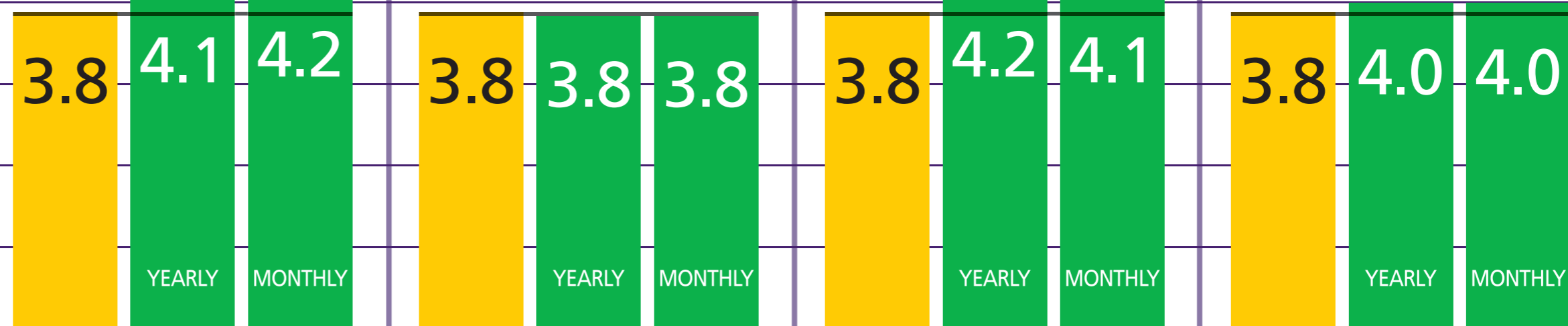
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

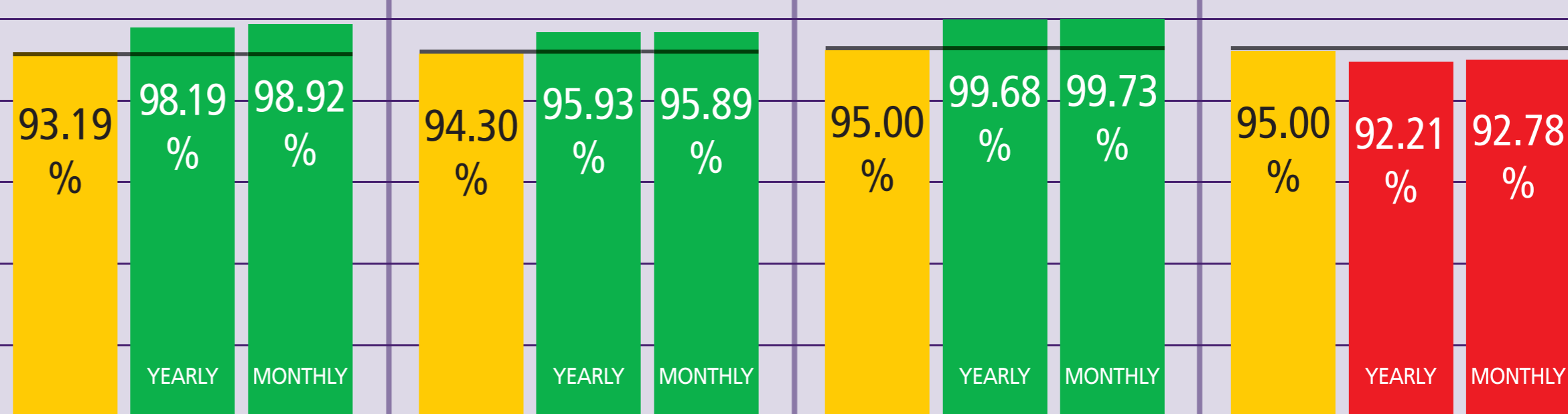


Pier Service

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.

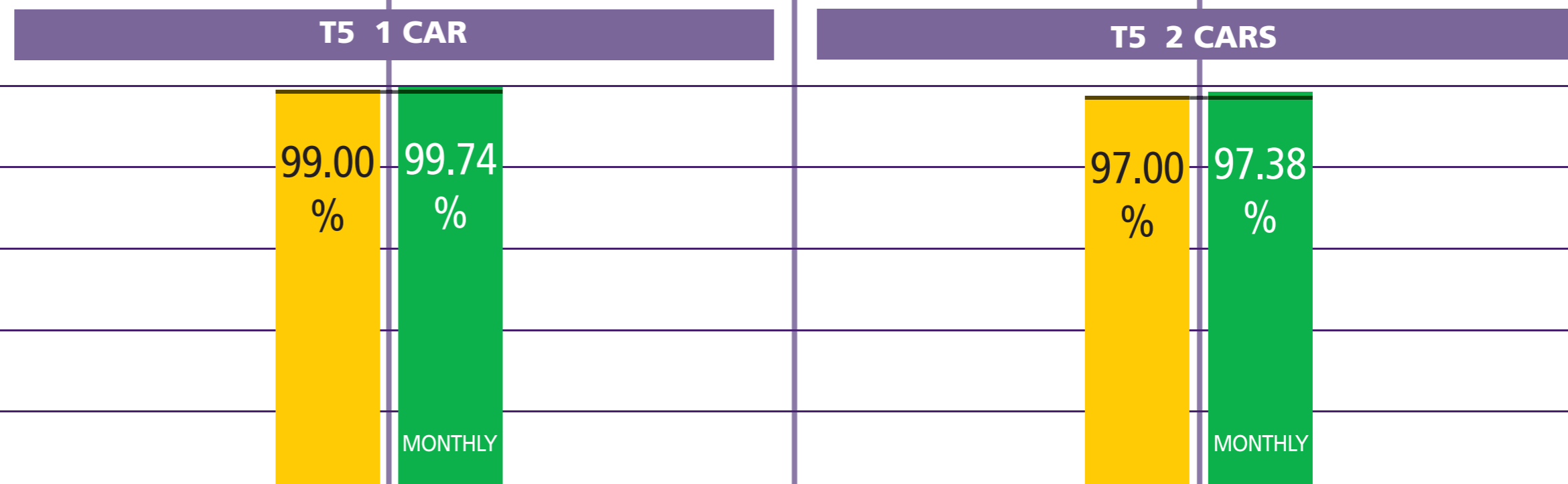
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com



How are we performing?

October 2012

KEY TO PERFORMANCE

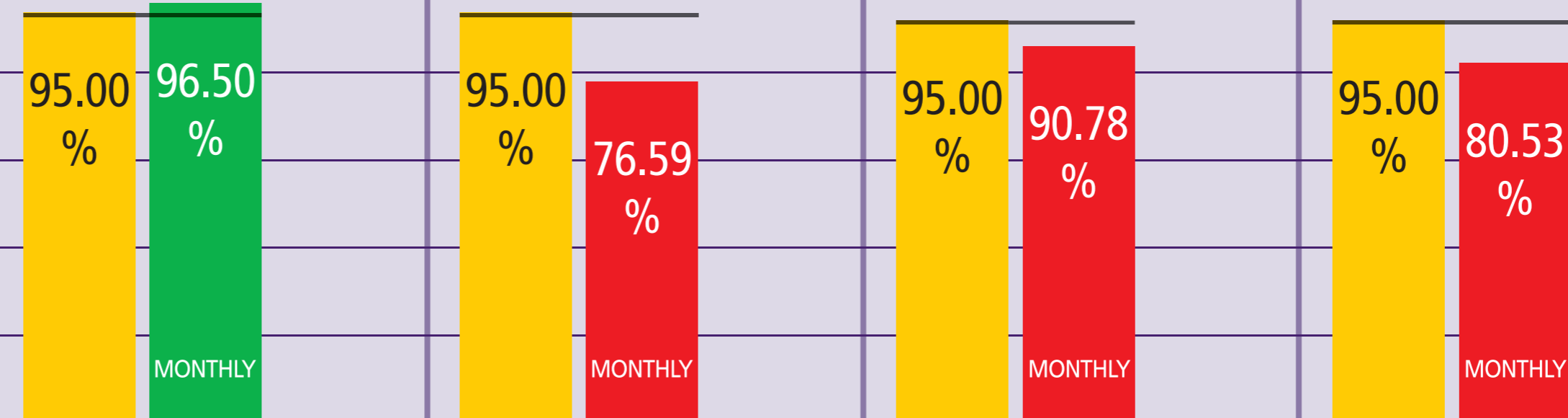


Terminal 1 Terminal 3 Terminal 4 Terminal 5



Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured

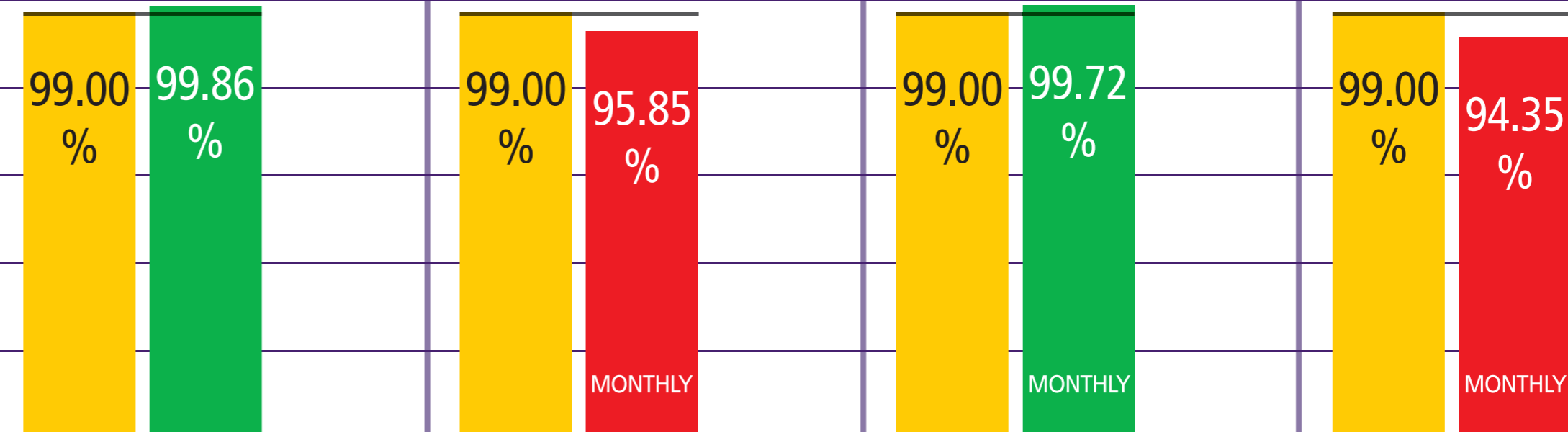


100%
80%
60%
40%
20%



Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

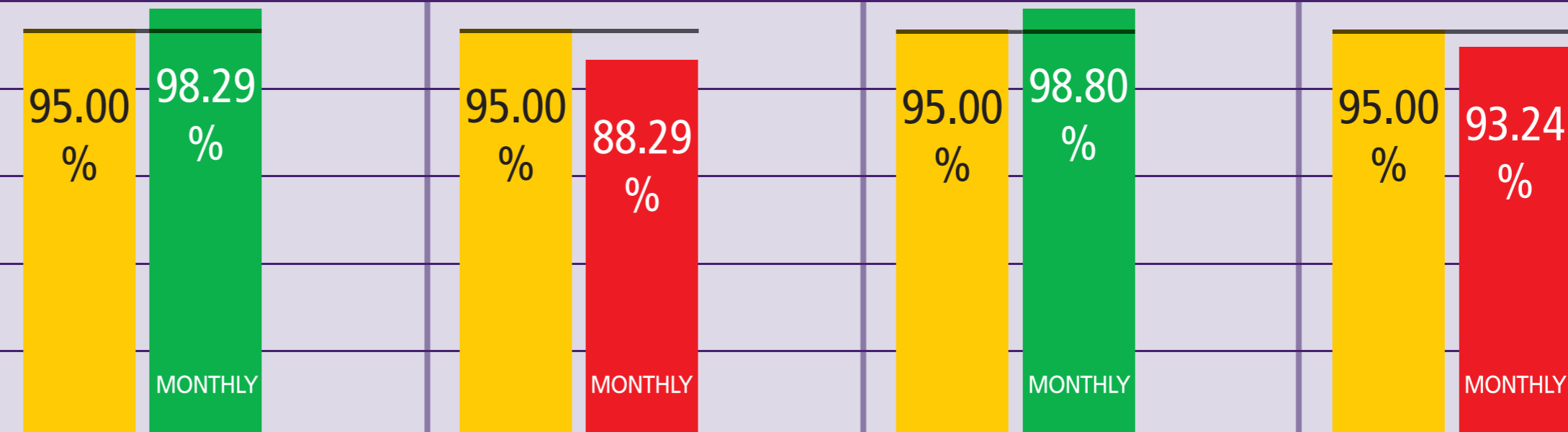


100%
80%
60%
40%
20%



Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured

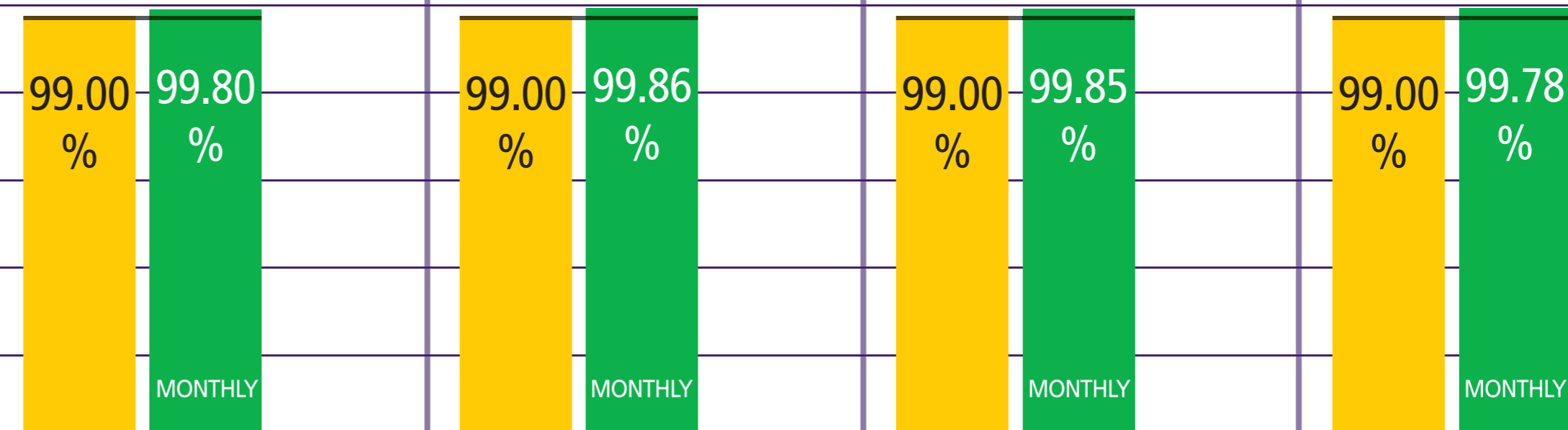


100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured

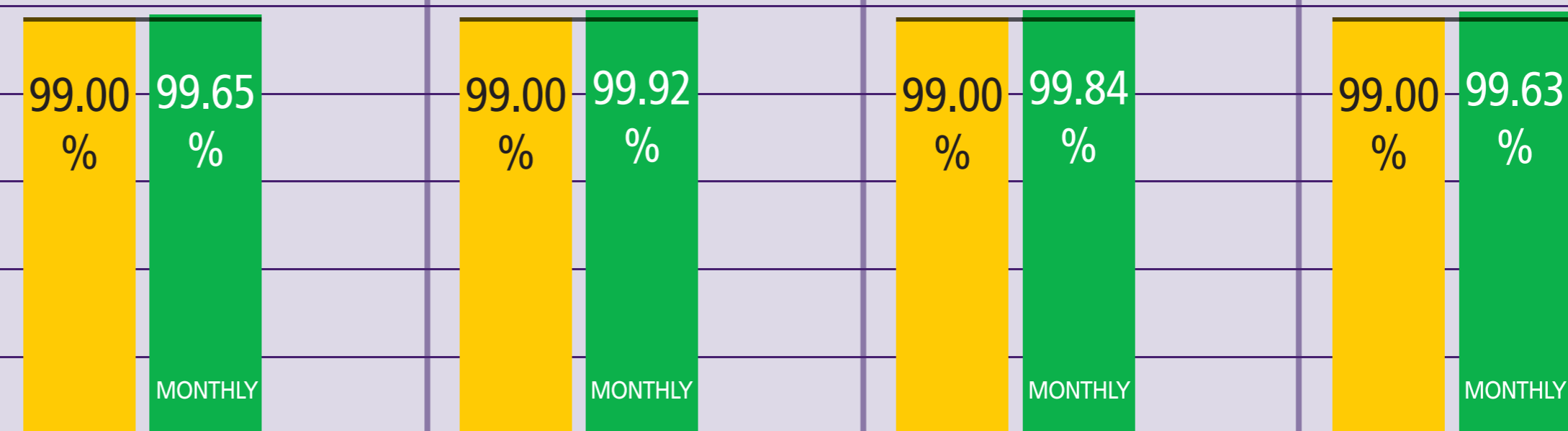


100%
80%
60%
40%
20%



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

Based on 15min time periods measured

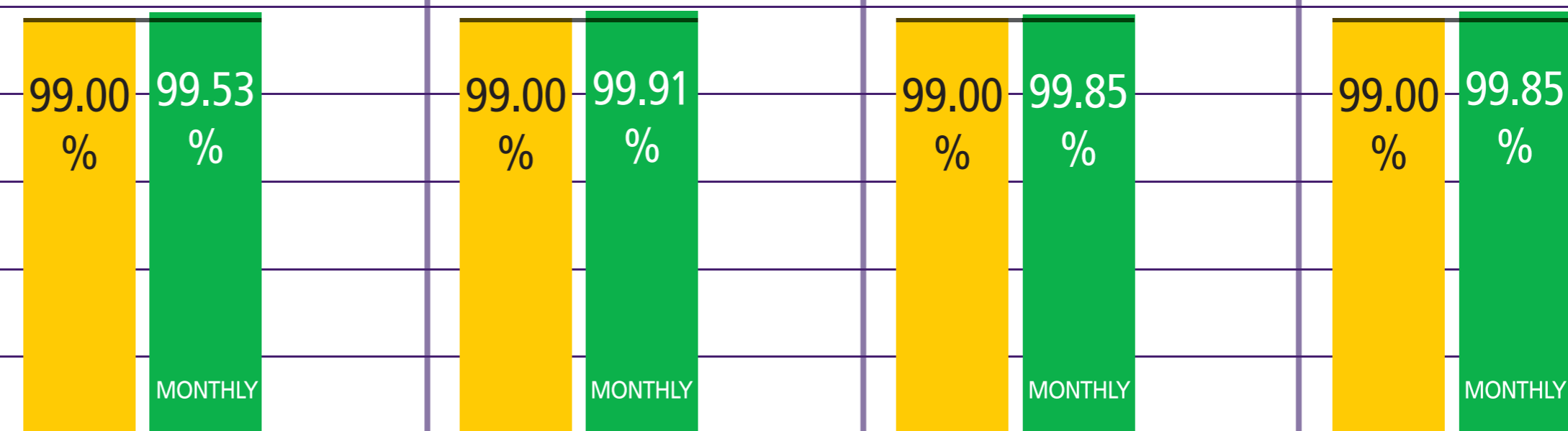


100%
80%
60%
40%
20%



Arrivals Reclaim
Service availability

Based on 15min time periods measured



100%
80%
60%
40%
20%

We welcome your feedback:
heathrowcustomerfeedback@baa.com

Heathrow

How are we performing?

October 2012

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

