

# Service quality rebate

Heathrow Terminal 1	Sep-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	96.67%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.52%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.51%	99.00%	Yes	0	0	0
Stands	99.36%	99.00%	Yes	0	0	0
Jetties	99.70%	99.00%	Yes	0	0	0
FEGP	99.94%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	96.10%	95.00%	Yes	0	0	0
Staff search	99.81%	95.00%	Yes	0	0	0
Control posts search	98.84%	95.00%	Yes	0	0	0
Pier service	98.09%	93.53%	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	Sep-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.7	3.8	No	245,170	1,471,020	6
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	89.90%	95.00%	No	524,255	524,255	1
Central security queues - Times queue = 10 minutes	98.76%	99.00%	No			
Passenger sensitive equipment (general)	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.85%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.86%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.81%	99.00%	Yes	0	0	0
FEGP	99.75%	99.00%	Yes	0	0	0
Pre-conditioned air	99.71%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	96.10%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.84%	95.00%	Yes	0	0	0
Pier service +	95.97%	94.00%	Yes	0	0	0
				<b>769,425</b>	<b>1,995,275</b>	<b>7</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	Sep-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	95.48%	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)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.81%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.54%	99.00%	Yes	0	0	0
Stands	99.74%	99.00%	Yes	0	0	0
Jetties	99.56%	99.00%	Yes	0	0	0
FEGP	99.70%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.38%	95.00%	Yes	0	0	0
Staff search	97.83%	95.00%	Yes	0	0	0
Control posts search	98.84%	95.00%	Yes	0	0	0
Pier service	99.58%	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

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	Sep-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	93.50%	95.00%	No	592,836	1,185,672	2
Central security queues - Times queue = 10 minutes	98.02%	99.00%	No			
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.74%	99.00%	Yes	0	0	0
FEGP	99.82%	99.00%	Yes	0	0	0
Pre-conditioned air	99.47%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	96.12%	95.00%	Yes	0	258,297	1
Staff search	96.77%	95.00%	Yes	0	0	0
Control posts search	98.84%	95.00%	Yes	0	0	0
Pier service	92.21%	95.00%	No	232,421	1,394,526	6
Transit system - % time one car available	99.87%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.06%	97.00%	Yes			
<b>Total</b>				<b>825,257</b>	<b>2,838,495</b>	<b>9</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	Sep-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)

Cleanliness table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Wayfinding table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Flight information table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Departure lounge seat availability table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

CSA queues - Times queue <5 minutes table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

CSA queues - Times queue = 10 minutes table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Transfer search table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Staff search table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Control posts search table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

FEGP table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Jetties table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

PSE (general) table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

PSE (priority) table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Stand entry guidance table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Stands table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Pier service table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

TTS - % time one car available table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T5.

TTS - % time two cars available table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T5.

Arrivals Reclaims table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Pre-conditioned air table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T3, T5.

Aerodrome congestion table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows All.

Monthly performance - reported only: Cleanliness - Month table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Monthly performance - reported only: Wayfinding - Month table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Monthly performance - reported only: Flight information - Month table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Monthly performance - reported only: Departure lounge seat availability - Month table with columns: Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Monthly performance - reported only: Pier service - Month table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Cleanliness table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Wayfinding table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Flight information table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Departure lounge seat availability table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

CSA queues - Both table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Transfer search table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Staff search table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Control posts search table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

FEGP table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Jetties table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

PSE (general) table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

PSE (priority) table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Stand entry guidance table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Stands table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

Pier service table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

TTS - % Both table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T5.

Arrivals Reclaims table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T1, T3, T4, T5.

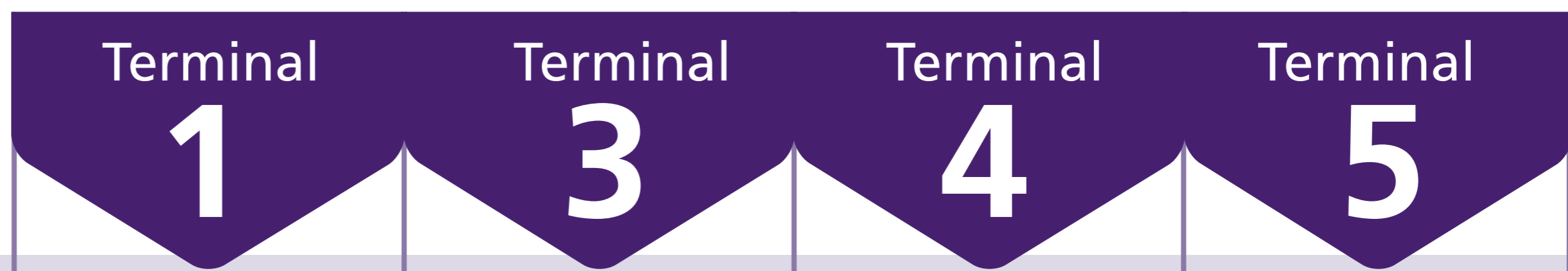
Pre-conditioned air table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows T3, T5.

Aerodrome congestion table with columns: Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12 and rows All.

# How are we performing?

September 2012

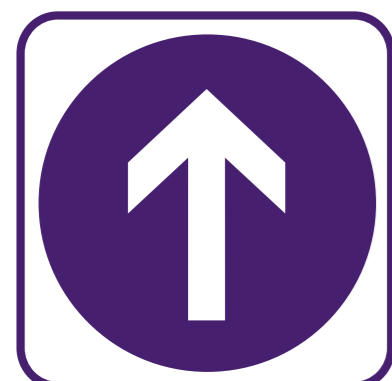
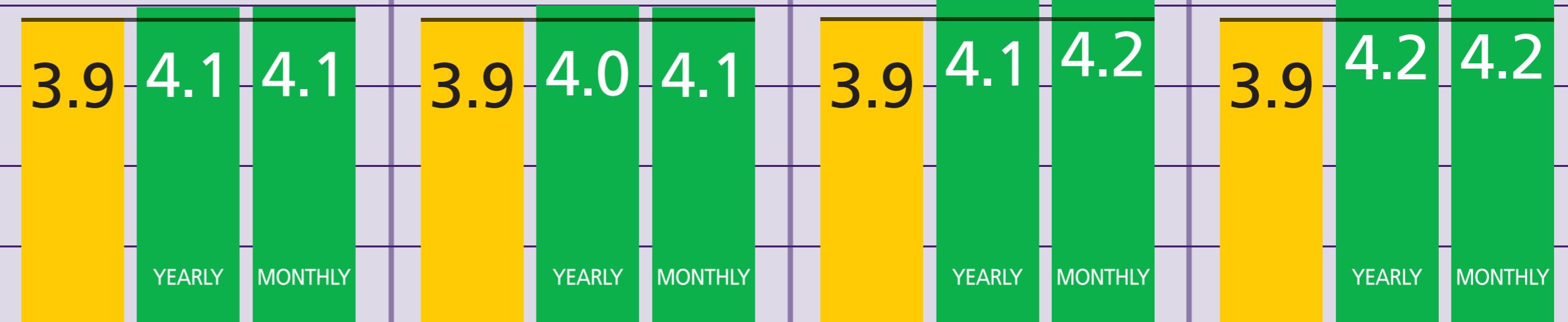
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

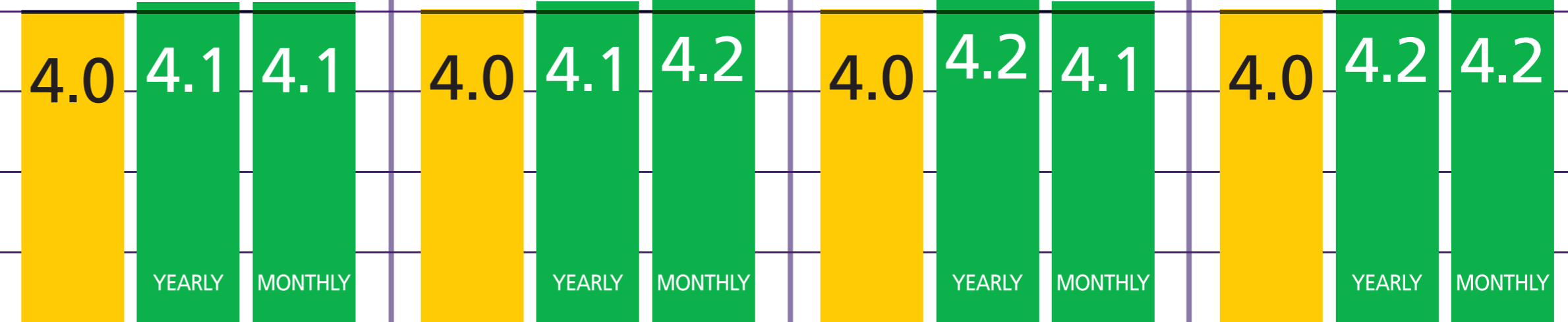
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

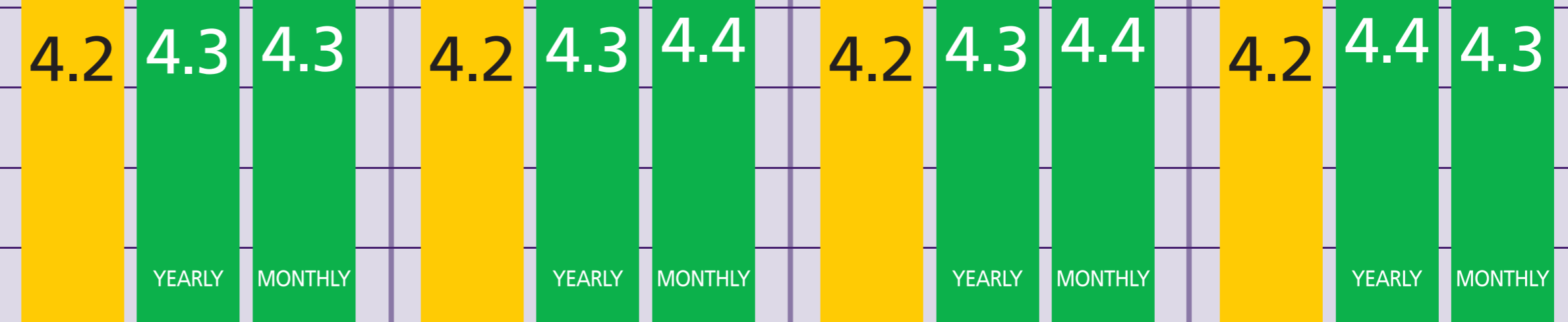
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

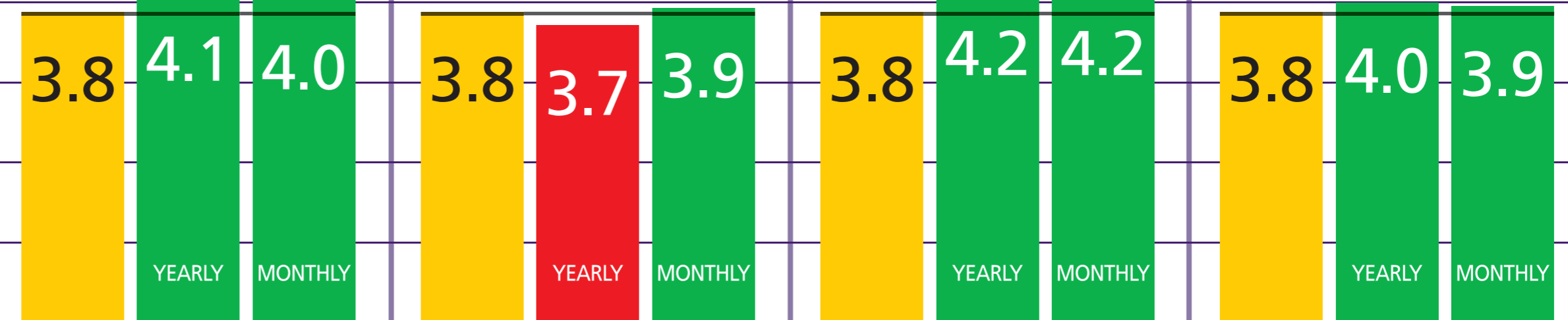
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

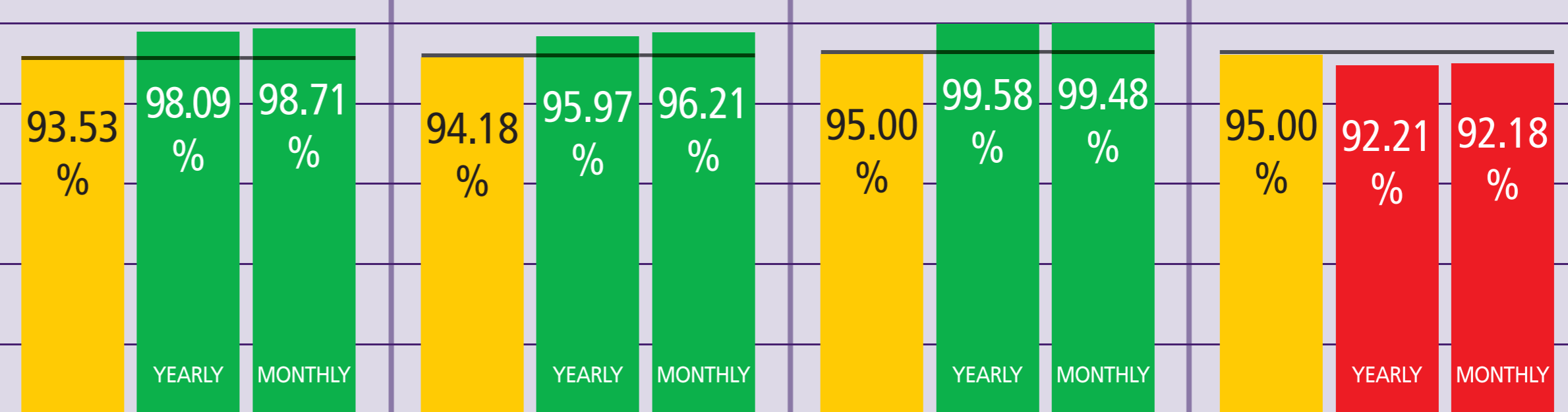


### Pier Service

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.

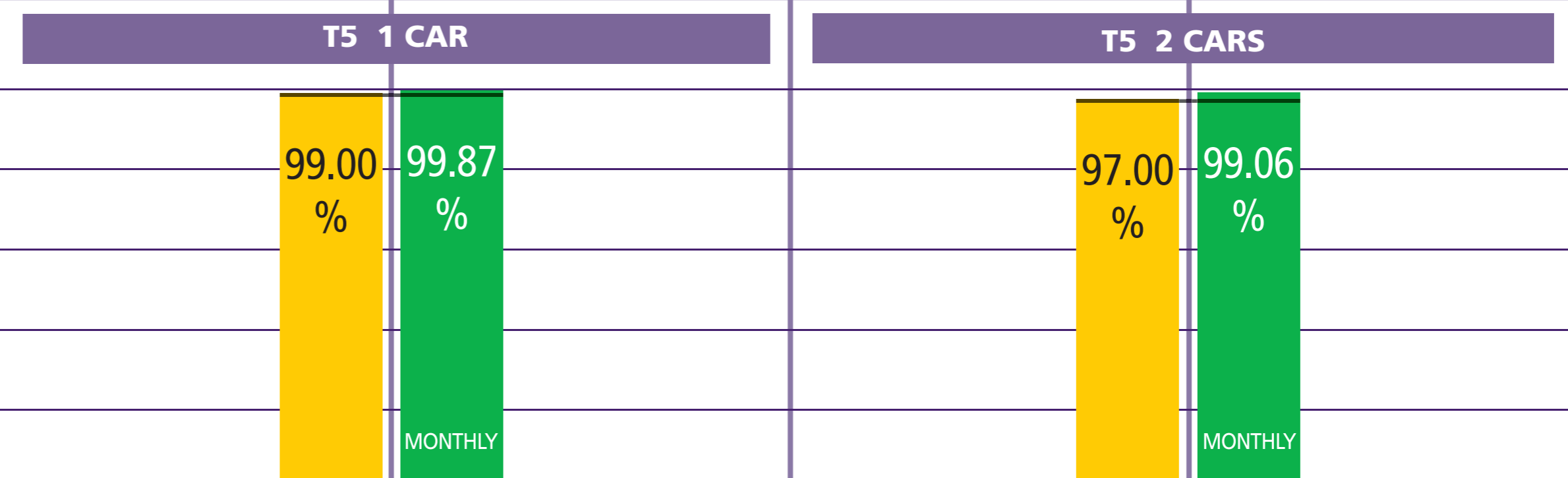
Availability measured over a month



### 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?

September 2012

## KEY TO PERFORMANCE

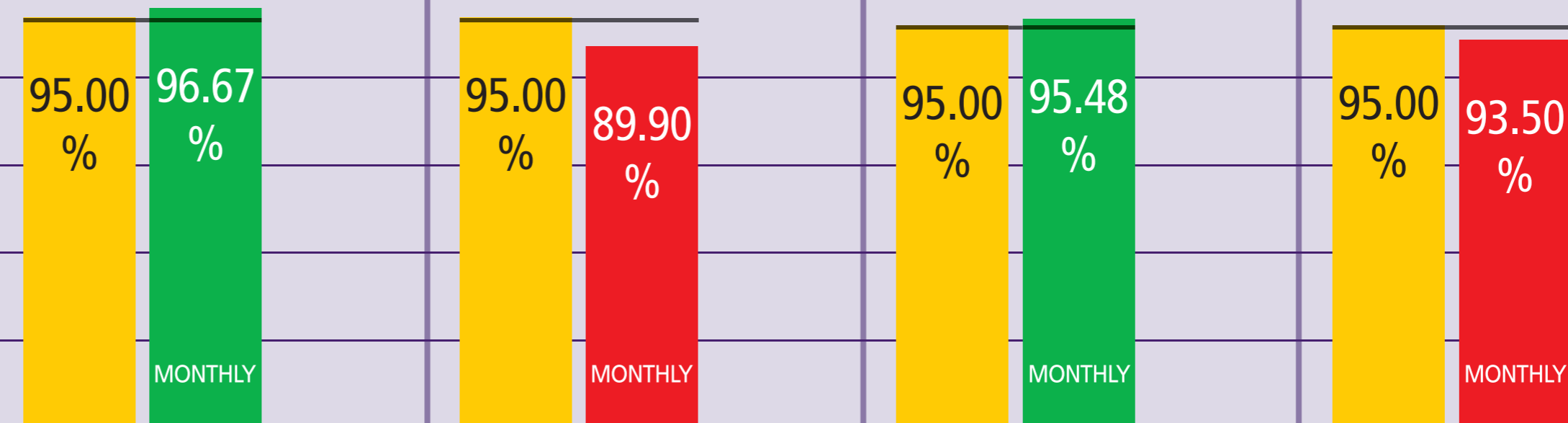


## Terminal 1 Terminal 3 Terminal 4 Terminal 5



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

Based on 15min time periods measured

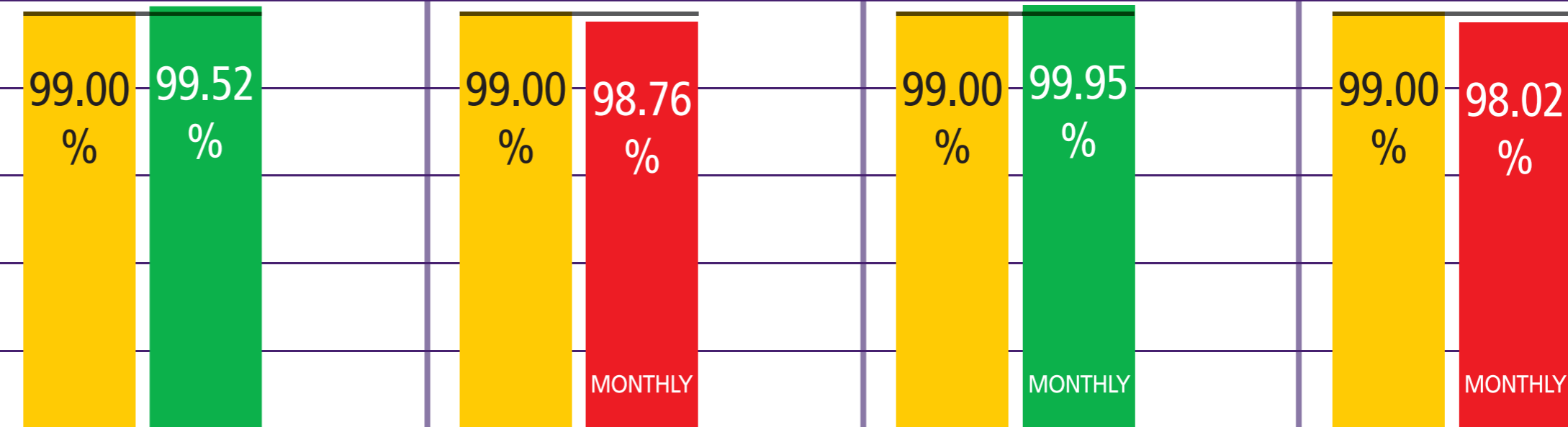


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

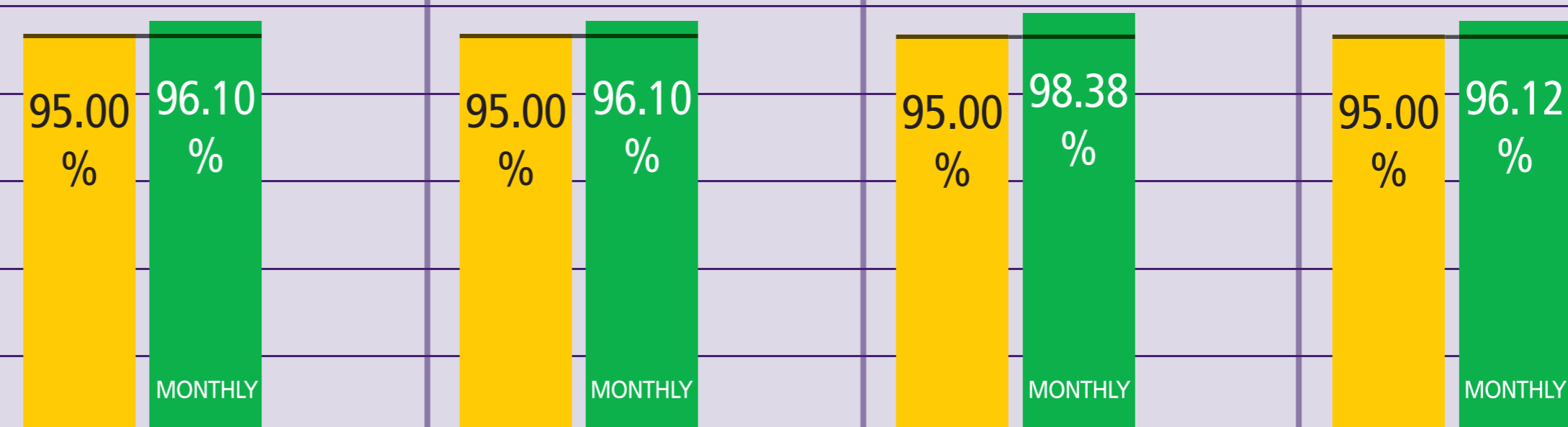


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

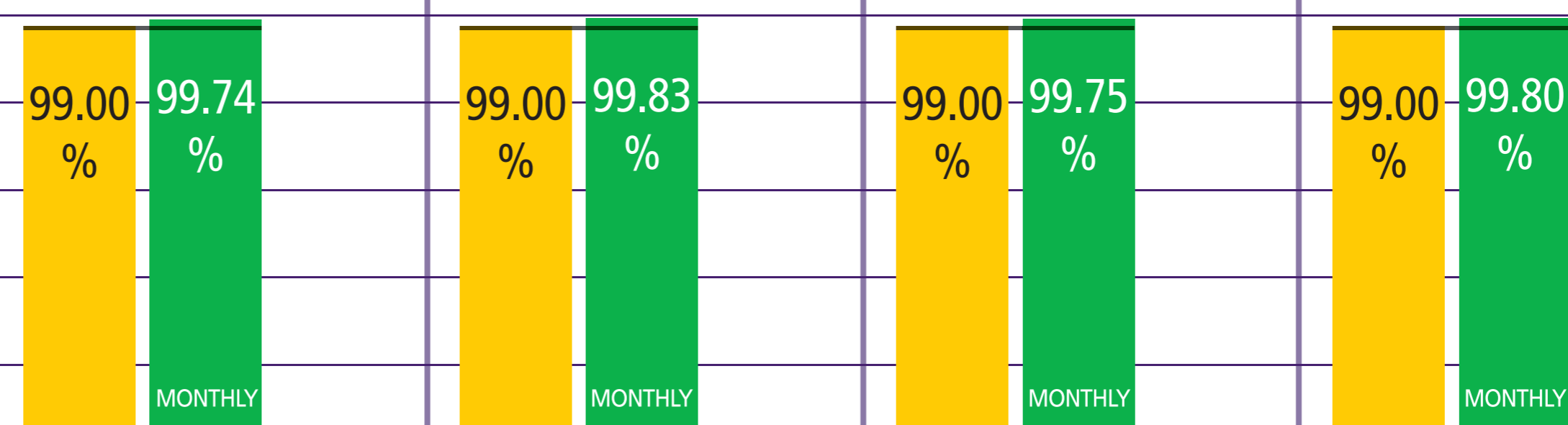


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

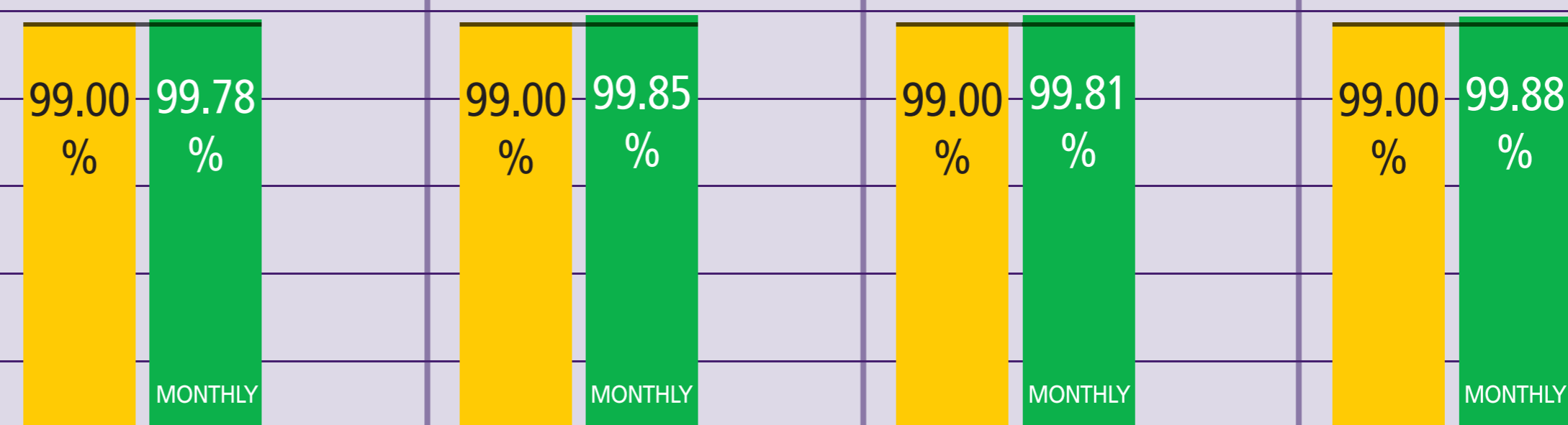


100%  
80%  
60%  
40%  
20%



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

Based on 15min time periods measured

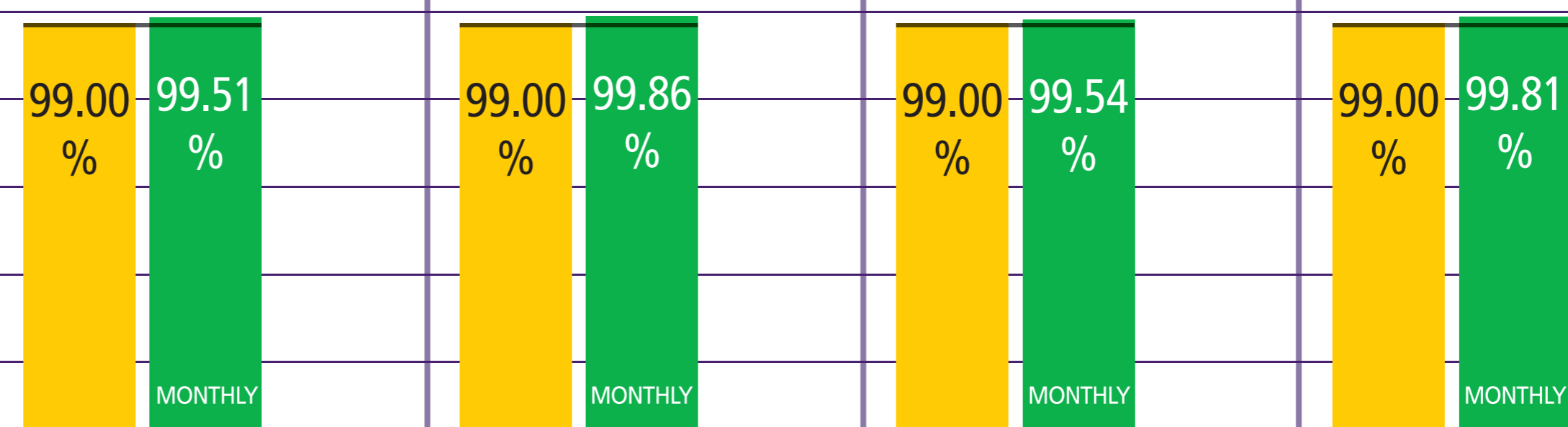


100%  
80%  
60%  
40%  
20%



**Arrivals Reclaim**  
Service availability

Based on 15min time periods measured



100%  
80%  
60%  
40%  
20%

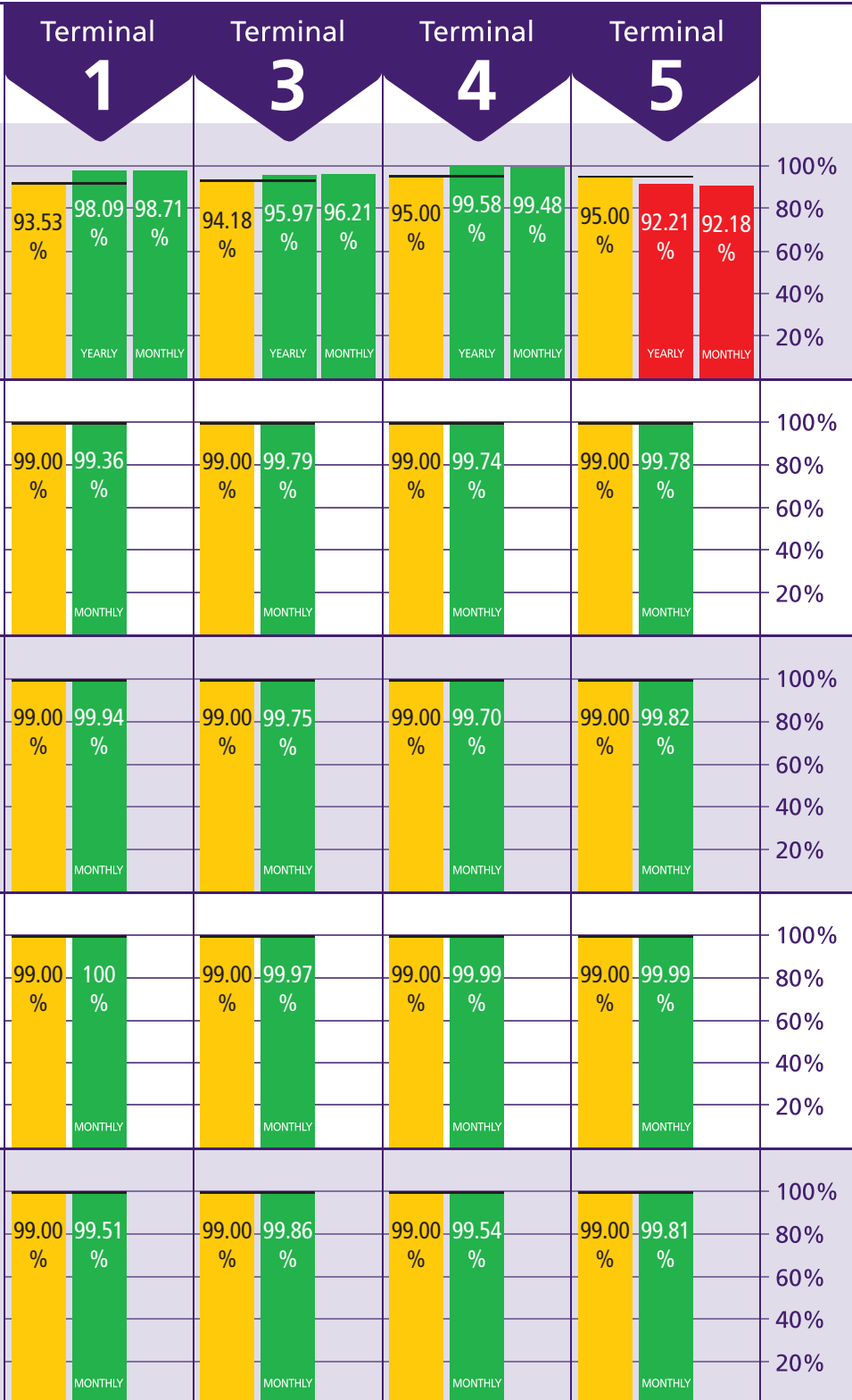
We welcome your feedback:  
[heathrowcustomerfeedback@baa.com](mailto:heathrowcustomerfeedback@baa.com)



# How are we performing?

## September 2012

### KEY TO MONTHLY PERFORMANCE



### AERODROME CONGESTION TERM

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

