

# Service quality rebate



Heathrow Terminal 1	Jun-13				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	95.07%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	TBC**	99.00%	TBC**	TBC**	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.59%	99.00%	Yes	0	0	0
Stands	99.94%	99.00%	Yes	0	0	0
Jetties	99.77%	99.00%	Yes	0	0	0
FEGP	99.92%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	96.00%	95.00%	Yes	0	0	0
Staff search	98.33%	95.00%	Yes	0	0	0
Control posts search	96.88%	95.00%	Yes	0	0	0
Pier service	98.48%	92.04%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2013 to March 2014

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

\*\*Reported as TBC whilst the data is reviewed by Heathrow Airport and the Airline Community.

## Service quality rebate



Heathrow Terminal 3	Jun-13				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.8	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	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	81.71%	95.00%	No	567,776	1,135,552	2
Central security queues - Times queue = 10 minutes	95.62%	99.00%	No			
Passenger sensitive equipment (general)	99.83%	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	99.79%	99.00%	Yes	0	0	0
Jetties	99.73%	99.00%	Yes	0	0	0
FEGP	99.83%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.94%	99.00%	Yes	0	0	0
Transfer search	95.48%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.88%	95.00%	Yes	0	0	0
Pier service +	96.37%	94.00%	Yes	0	0	0
				<b>567,776</b>	<b>1,135,552</b>	<b>2</b>

NOTE: \* year is April 2013 to March 2014 + 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	Jun-13				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	95.19%	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)	99.71%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.89%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.79%	99.00%	Yes	0	0	0
Stands	99.74%	99.00%	Yes	0	0	0
Jetties	99.51%	99.00%	Yes	0	0	0
FEGP	99.93%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	95.25%	95.00%	Yes	0	0	0
Staff search	98.93%	95.00%	Yes	0	0	0
Control posts search	96.88%	95.00%	Yes	0	0	0
Pier service	99.74%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2013 to March 2014

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	Jun-13				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	91.69%	95.00%	No	705,272	705,272	1
Central security queues - Times queue = 10 minutes	98.95%	99.00%	No			
Passenger sensitive equipment (general)	99.62%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.87%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.78%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.67%	99.00%	Yes	0	0	0
FEGP	99.69%	99.00%	Yes	0	0	0
Pre-conditioned air	99.37%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	95.22%	95.00%	Yes	0	0	0
Staff search	95.21%	95.00%	Yes	0	0	0
Control posts search	96.88%	95.00%	Yes	0	0	0
Pier service	91.75%	95.00%	No	N/A	N/A	0
Transit system - % time one car available	100.00%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.86%	97.00%	Yes			
<b>Total</b>				<b>705,272</b>	<b>705,272</b>	<b>1</b>

NOTE: \* year is April 2013 to March 2014

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	Jun-13		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
<b>Total</b>			<b>0</b>	<b>0</b>

NOTE: \* year is April 2013 to March 2014

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

Performance E Rebates

Performance					E Rebates				
	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13	
<b>Cleanliness</b>					<b>Cleanliness</b>				
T1	3.9	4.1	4.1	4.1	T1	€0	€0	€0	
T3	3.9	4.1	4.1	4.1	T3	€0	€0	€0	
T4	3.9	4.1	4.1	4.1	T4	€0	€0	€0	
T5	3.9	4.2	4.2	4.2	T5	€0	€0	€0	

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Wayfinding</b>					<b>Wayfinding</b>			
T1	4.0	4.1	4.1	4.1	T1	€0	€0	€0
T3	4.0	4.2	4.2	4.2	T3	€0	€0	€0
T4	4.0	4.2	4.2	4.2	T4	€0	€0	€0
T5	4.0	4.2	4.2	4.2	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Flight information</b>					<b>Flight information</b>			
T1	4.2	4.3	4.3	4.3	T1	€0	€0	€0
T3	4.2	4.4	4.4	4.4	T3	€0	€0	€0
T4	4.2	4.3	4.3	4.3	T4	€0	€0	€0
T5	4.2	4.4	4.4	4.4	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Departure lounge seat availability</b>					<b>Departure lounge seat availability</b>			
T1	3.8	4.1	4.1	4.1	T1	€0	€0	€0
T3	3.8	3.9	3.9	3.9	T3	€0	€0	€0
T4	3.8	4.2	4.2	4.2	T4	€0	€0	€0
T5	3.8	4.0	4.0	4.0	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>CSA queues - Times queue &lt;5 minutes</b>					<b>CSA queues - Both</b>			
T1	95.00%	95.00%	TBC	93.00%	T1	€0	€0	€0
T3	95.00%	93.60%	TBC	81.70%	T3	€1567,716	TBC	€1567,716
T4	95.00%	96.00%	95.00%	95.19%	T4	€0	€0	€0
T5	95.00%	96.12%	95.30%	91.69%	T5	€0	€0	€705,272

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>CSA queues - Times queue = 10 minutes</b>								
T1	99.00%	99.99%	99.89%	99.51%				
T3	99.00%	99.52%	99.59%	99.82%				
T4	99.00%	99.71%	99.59%	99.86%				
T5	99.00%	99.79%	99.75%	98.95%				

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Transfer search</b>					<b>Transfer search</b>			
T1	95.00%	96.19%	96.87%	96.00%	T1	€0	€0	€0
T3	95.00%	96.19%	95.44%	95.48%	T3	€0	€0	€0
T4	95.00%	99.62%	99.48%	95.25%	T4	€0	€0	€0
T5	95.00%	96.59%	95.14%	95.22%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Staff search</b>					<b>Staff search</b>			
T1	95.00%	99.93%	98.92%	98.33%	T1	€0	€0	€0
T3	95.00%	99.86%	100.00%	100.00%	T3	€0	€0	€0
T4	95.00%	99.98%	96.91%	98.93%	T4	€0	€0	€0
T5	95.00%	96.74%	95.09%	95.21%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Control posts search</b>					<b>Control posts search</b>			
T1	95.00%	97.26%	96.09%	96.88%	T1	€0	€0	€0
T3	95.00%	97.26%	96.09%	96.88%	T3	€0	€0	€0
T4	95.00%	97.26%	96.09%	96.88%	T4	€0	€0	€0
T5	95.00%	97.26%	96.09%	96.88%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>FEGP</b>					<b>FEGP</b>			
T1	99.00%	99.83%	99.95%	99.92%	T1	€0	€0	€0
T3	99.00%	99.72%	99.78%	99.83%	T3	€0	€0	€0
T4	99.00%	99.95%	99.96%	99.93%	T4	€0	€0	€0
T5	99.00%	99.75%	99.91%	99.69%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Jetties</b>					<b>Jetties</b>			
T1	99.00%	99.38%	99.63%	99.77%	T1	€0	€0	€0
T3	99.00%	99.78%	99.82%	99.73%	T3	€0	€0	€0
T4	99.00%	99.37%	99.63%	99.51%	T4	€0	€0	€0
T5	99.00%	99.66%	99.64%	99.67%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>PSE (general)</b>					<b>PSE (general)</b>			
T1	99.00%	99.90%	99.76%	TBC	T1	€0	€0	TBC
T3	99.00%	99.82%	99.88%	99.83%	T3	€0	€0	€0
T4	99.00%	99.61%	99.68%	99.71%	T4	€0	€0	€0
T5	99.00%	99.69%	99.67%	99.62%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>PSE (priority)</b>					<b>PSE (priority)</b>			
T1	99.00%	99.73%	99.69%	99.80%	T1	€0	€0	€0
T3	99.00%	99.85%	99.89%	99.87%	T3	€0	€0	€0
T4	99.00%	99.72%	99.75%	99.89%	T4	€0	€0	€0
T5	99.00%	99.70%	99.83%	99.87%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Stand entry guidance</b>					<b>Stand entry guidance</b>			
T1	99.00%	99.99%	100.00%	99.98%	T1	€0	€0	€0
T3	99.00%	99.98%	99.96%	99.94%	T3	€0	€0	€0
T4	99.00%	100.00%	100.00%	99.99%	T4	€0	€0	€0
T5	99.00%	99.99%	99.97%	99.99%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Stands</b>					<b>Stands</b>			
T1	99.00%	99.60%	99.78%	99.94%	T1	€0	€0	€0
T3	99.00%	99.64%	99.79%	99.79%	T3	€0	€0	€0
T4	99.00%	99.55%	99.08%	99.74%	T4	€0	€0	€0
T5	99.00%	99.81%	99.84%	99.84%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Pier service</b>					<b>Pier service</b>			
T1		98.42%	98.45%	98.48%	T1	€0	€0	€0
T3		96.34%	96.37%	0.00%	T3	€0	€0	€0
T4		99.75%	99.74%	99.79%	T4	€0	€0	€0
T5		99.24%	99.24%	99.25%	T5	€0	€0	€0
T1 target	91.67%	91.67%	92.04%					
T3 target	94.83%	94.91%	95.00%					
T4 target	95.00%	95.00%	95.00%					
T5 target	95.00%	95.00%	95.00%					

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>TTS - % time one car available</b>					<b>TTS - % Both</b>			
T5	99.00%	99.54%	99.80%	100.00%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>TTS - % time two cars available</b>								
T5	97.00%	99.24%	99.12%	99.86%				

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Arrivals Reclaims</b>					<b>Arrivals Reclaims</b>			
T1	99.00%	99.17%	99.80%	99.59%	T1	€0	€0	€0
T3	99.00%	99.82%	99.72%	99.76%	T3	€0	€0	€0
T4	99.00%	99.77%	99.79%	99.79%	T4	€0	€0	€0
T5	99.00%	99.80%	99.81%	99.78%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Pre-conditioned air</b>					<b>Pre-conditioned air</b>			
T3	98.00%	100.00%	99.82%	100.00%	T3	€0	€0	€0
T5	98.00%	99.49%	99.84%	99.37%	T5	€0	€0	€0

	Target	Apr-13	May-13	Jun-13		Apr-13	May-13	Jun-13
<b>Aerodrome congestion</b>					<b>Aerodrome congestion</b>			
All	N/A	N/A	N/A	N/A	All	N/A	N/A	N/A

Monthly performance - reported only

	Target	Apr-13	May-13	Jun-13
<b>Cleanliness - Month</b>				
T1	3.9	4.2	4.1	4.1
T3	3.9	4.1	4.1	4.1
T4	3.9	4.0	4.2	4.2
T5	3.9	4.2	4.3	4.2

	Target	Apr-13	May-13	Jun-13
<b>Wayfinding - Month</b>				
T1	4.0	4.2	4.2	4.1
T3	4.0	4.1	4.2	4.1
T4	4.0	4.0	4.2	4.1
T5	4.0	4.2	4.2	4.2

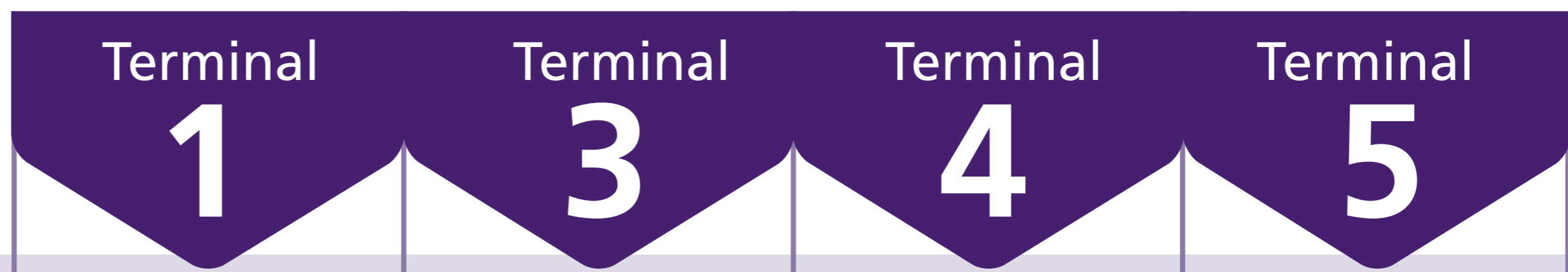
	Target	Apr-13	May-13	Jun-13
<b>Flight information - Month</b>				
T1	4.2	4.3	4.3	4.4
T3	4.2	4.4	4.4	4.3
T4	4.2	4.3	4.3	4.3
T5	4.2	4.4	4.3	4.3

	Target	Apr-13	May-13	Jun-13
<b>Departure lounge seat availability - Month</b>				
T1	3.8	4.2	4.2	4.2
T3	3.8	3.9	4.0	4.0
T4	3.8	4.2	4.3	4.3

# How are we performing?

June 2013

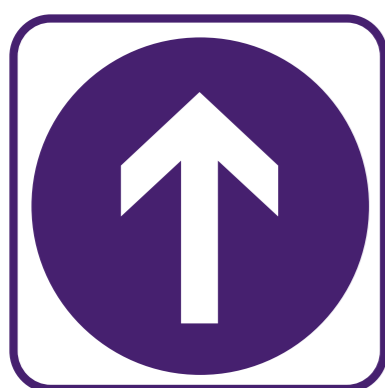
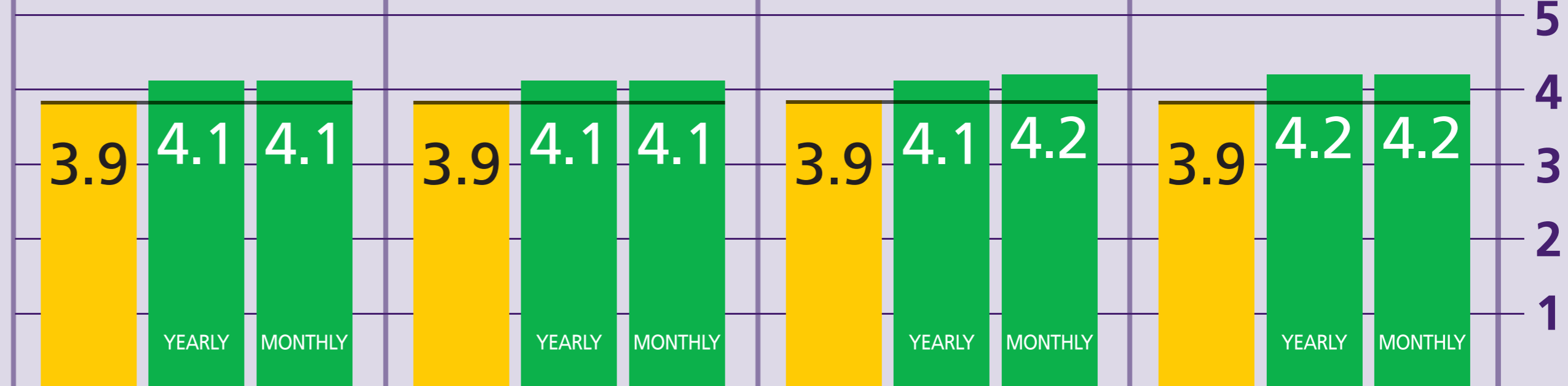
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

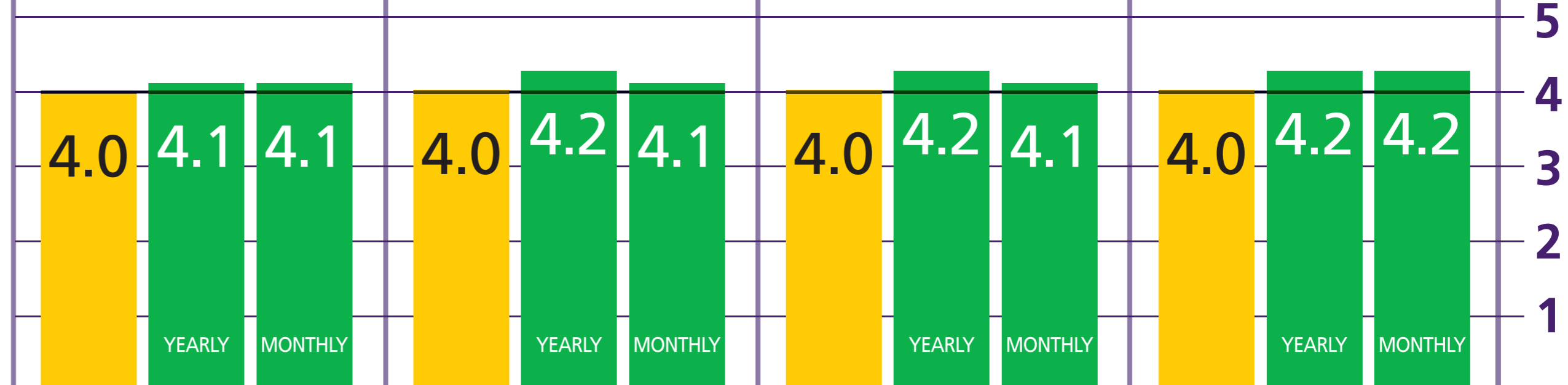
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

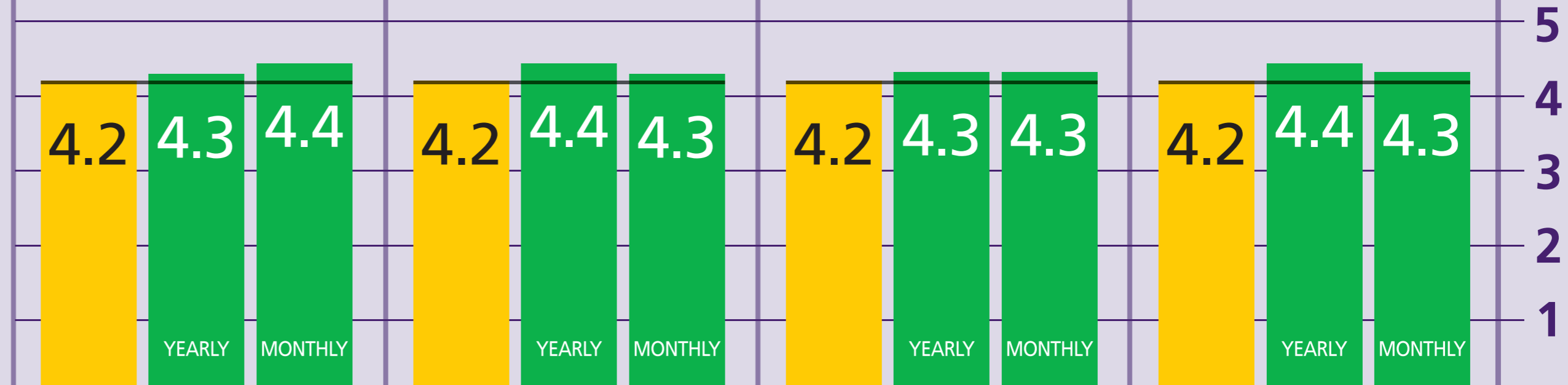
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

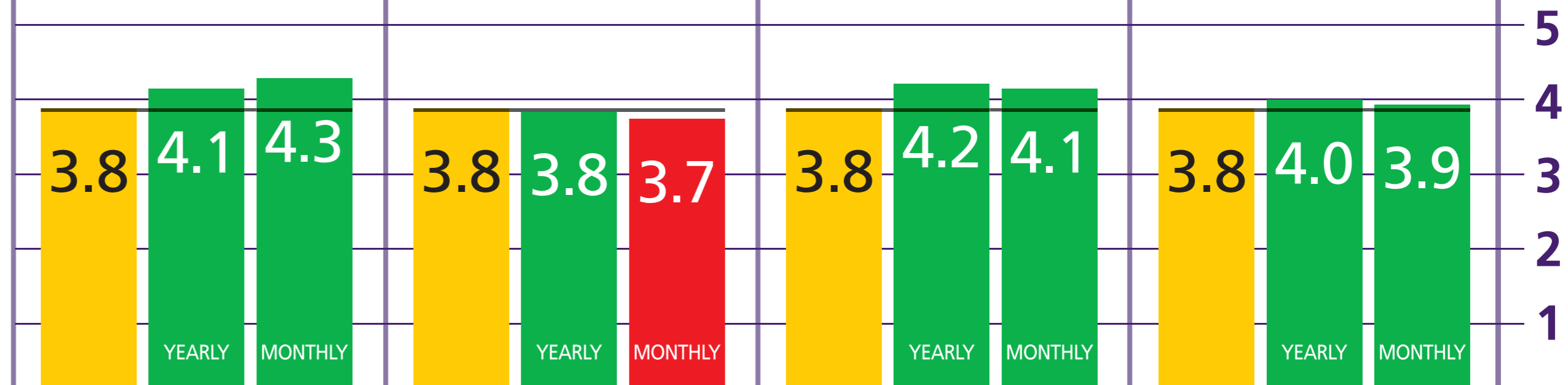
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

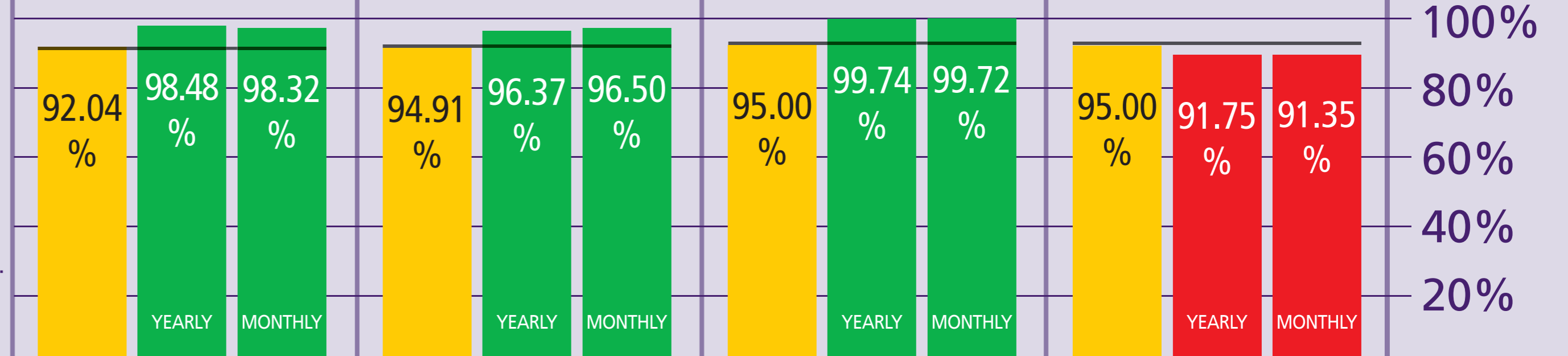


### Pier Service

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.

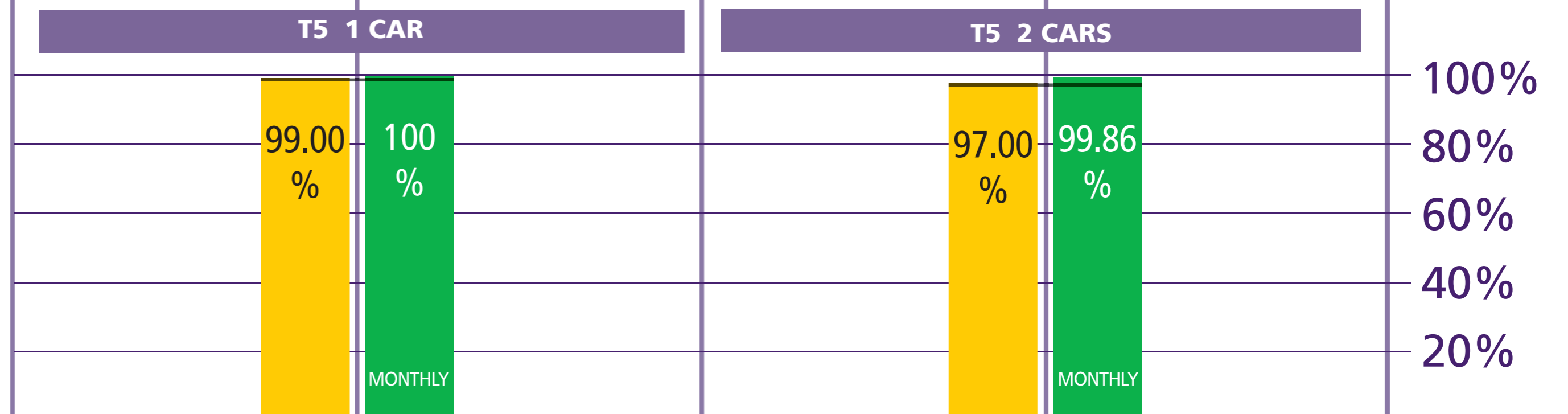
Availability measured over a month



### Terminal 5 Transit

Service availability

Availability measured over a month



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

**Heathrow**  
 Making every journey better

# How are we performing?

June 2013

## KEY TO PERFORMANCE



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

\*T1 lifts, escalators & passenger conveyors service availability is reported as TBC whilst the data is reviewed by Heathrow Airport and the Airline Community.

**Heathrow**  
 Making every journey better



# How are we performing?

June 2013

## KEY TO MONTHLY PERFORMANCE



## AERODROME CONGESTION TERM

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

