

# Service quality rebate



Heathrow Terminal 1	Nov-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	95.31%	95.00%	Yes	0	719,270	2
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.84%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.59%	99.00%	Yes	0	0	0
Stands	99.92%	99.00%	Yes	0	0	0
Jetties	99.04%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	97.67%	95.00%	Yes	0	0	0
Staff search	99.10%	95.00%	Yes	0	0	0
Control posts search	95.63%	95.00%	Yes	0	0	0
Pier service	98.61%	93.82%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>719,270</b>	<b>2</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 3	Nov-13				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.9	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	93.81%	95.00%	No	0	3,406,656	7
Central security queues - Times queue = 10 minutes	99.71%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	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	99.80%	99.00%	Yes	0	0	0
FEGP	99.83%	99.00%	Yes	0	0	0
Pre-conditioned air	99.84%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.94%	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	95.63%	95.00%	Yes	0	0	0
Pier service +	96.67%	94.00%	Yes	0	0	0
				<b>0</b>	<b>3,406,656</b>	<b>7</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	Nov-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	95.33%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.67%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.67%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.76%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.52%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	96.96%	95.00%	Yes	0	0	0
Staff search	99.64%	95.00%	Yes	0	0	0
Control posts search	95.63%	95.00%	Yes	0	0	0
Pier service	99.77%	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	Nov-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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	84.62%	95.00%	No	742,652	3,713,260	5
Central security queues - Times queue = 10 minutes	96.00%	99.00%	No			
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.88%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.63%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Pre-conditioned air	99.54%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	95.60%	95.00%	Yes	0	323,227	1
Staff search	95.47%	95.00%	Yes	0	0	0
Control posts search	95.63%	95.00%	Yes	0	0	0
Pier service	91.01%	95.00%	No	0	0	8
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.47%	97.00%	Yes	0	0	0
<b>Total</b>				<b>742,652</b>	<b>4,036,487</b>	<b>14</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	Nov-13		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	121,988	1
<b>Total</b>			<b>121,988</b>	<b>1</b>

NOTE: \* year is April 2013 to March 2014

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



# How are we performing?

November 2013

## KEY TO PERFORMANCE



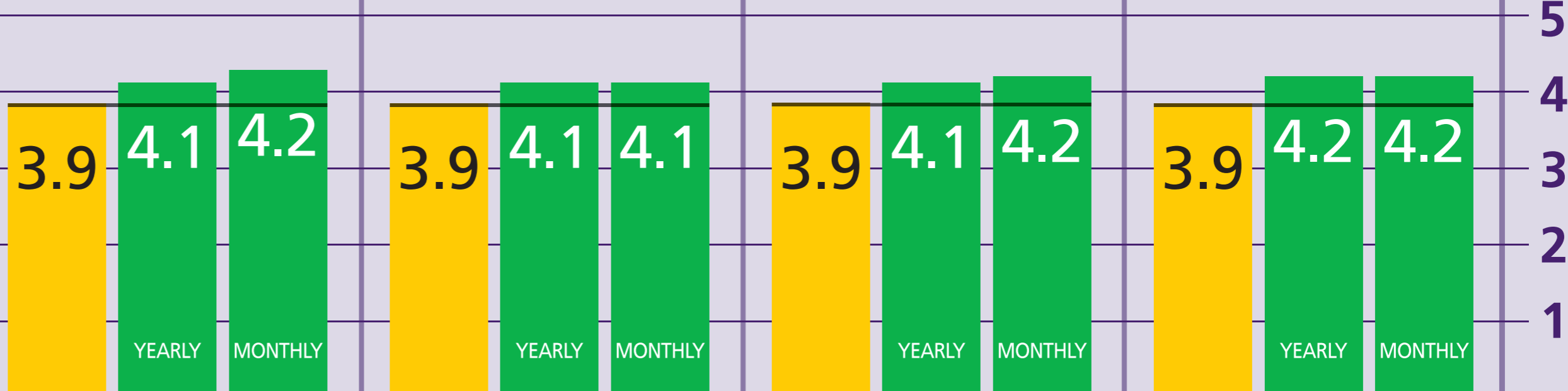
## Terminal 1 Terminal 3 Terminal 4 Terminal 5



### Cleanliness

Overall cleanliness of the terminal

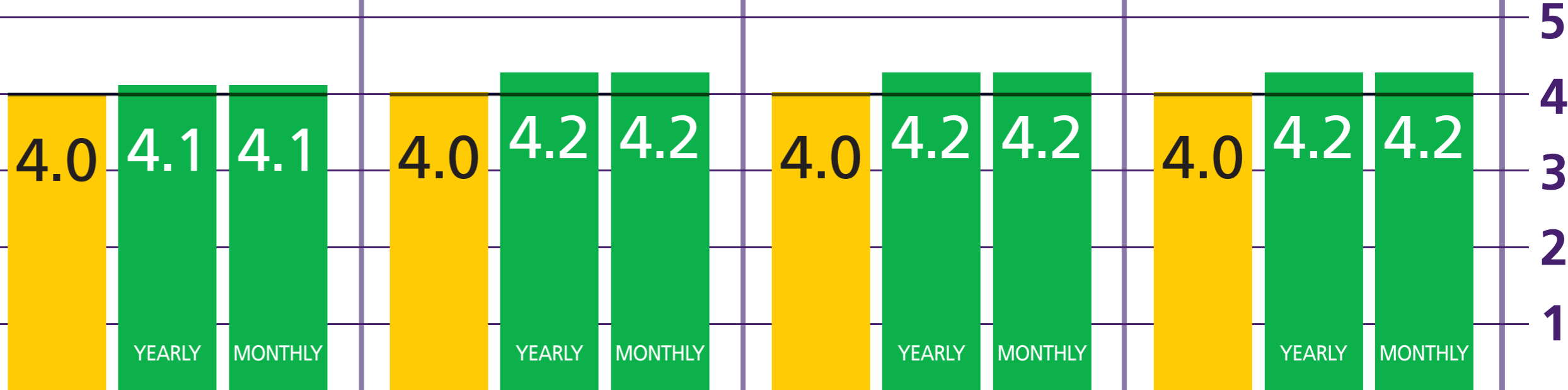
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

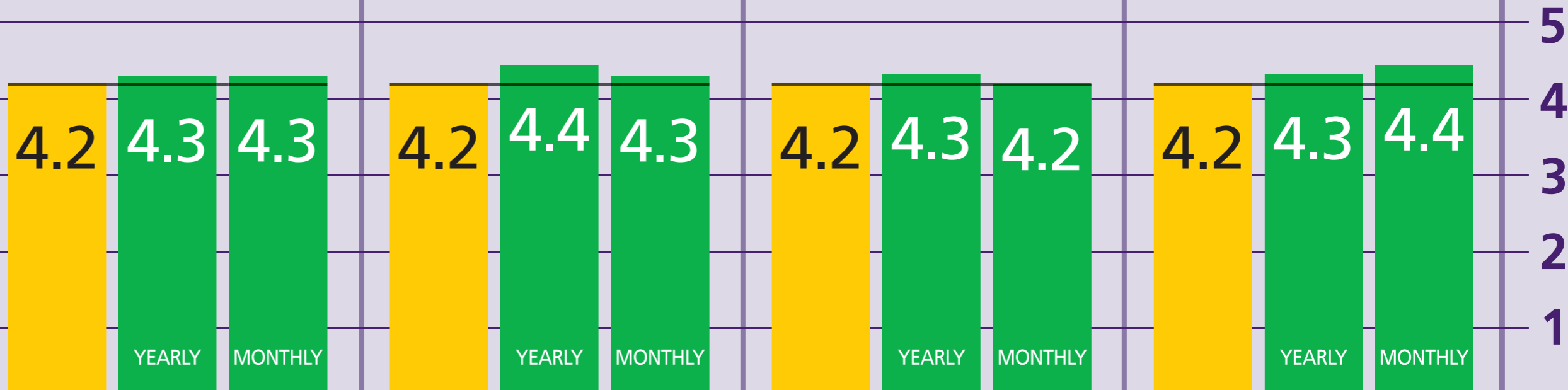
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

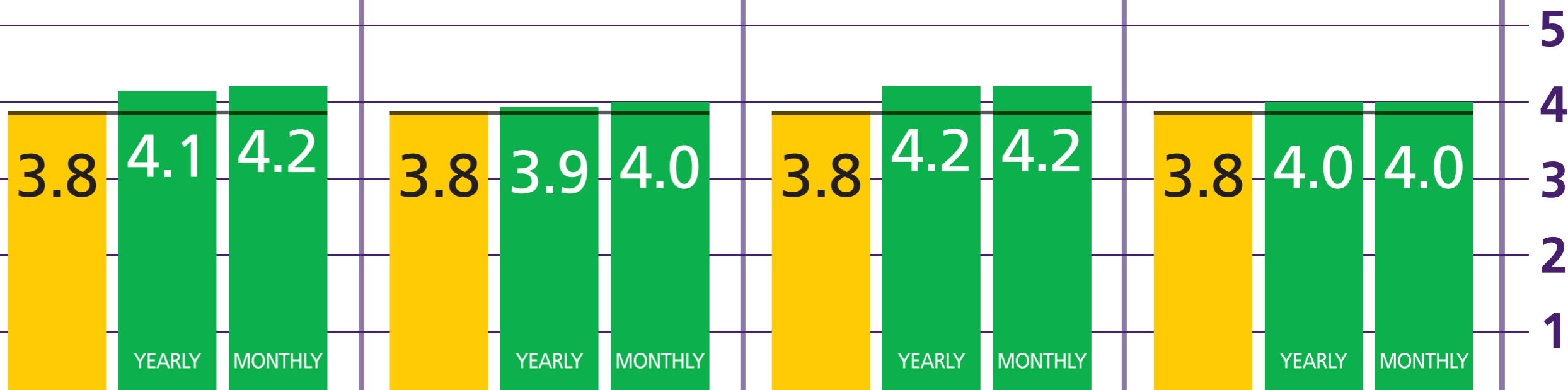
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

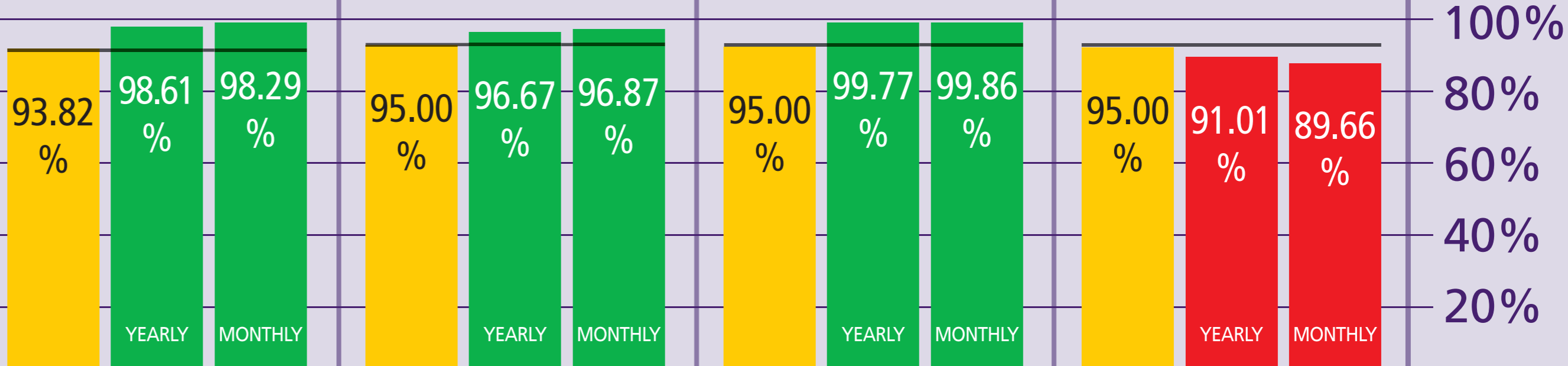


### Pier Service

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.

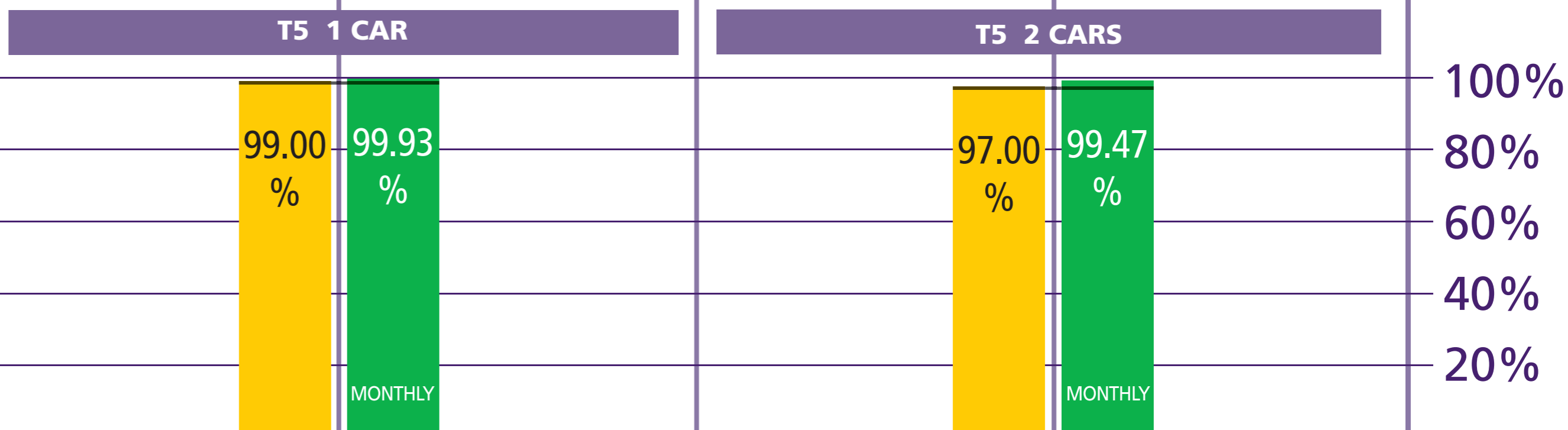
Availability measured over a month



### 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

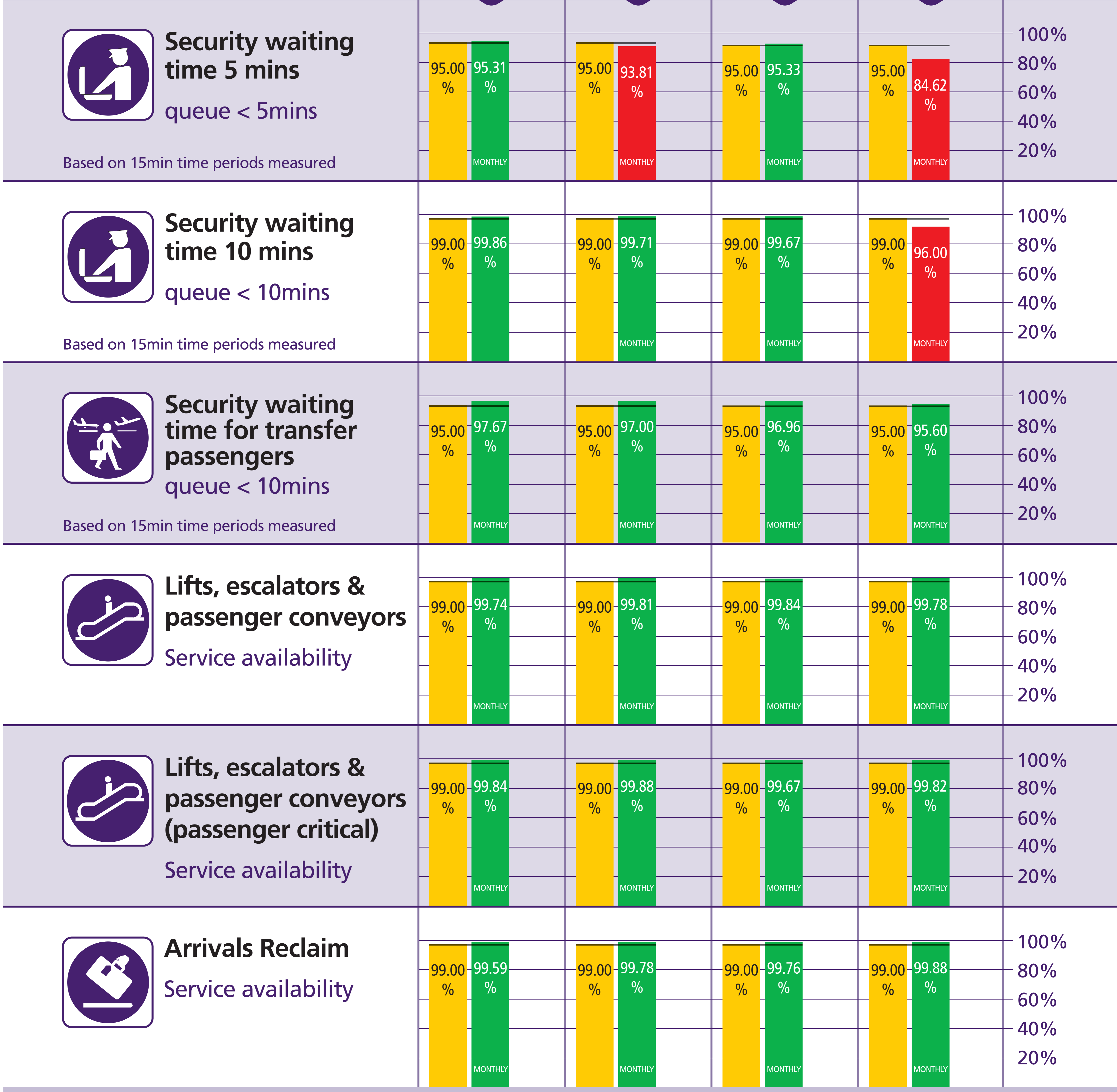
# How are we performing?

November 2013

## KEY TO PERFORMANCE



## Terminal 1 Terminal 3 Terminal 4 Terminal 5



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



# How are we performing?

## November 2013

### KEY TO MONTHLY PERFORMANCE



### AERODROME CONGESTION TERM

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

