

# Service quality rebate



Heathrow Terminal 1	Mar-14				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	95.94%	95.00%	Yes	0	1,078,905	3
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.76%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.63%	99.00%	Yes	0	0	0
Stands	99.74%	99.00%	Yes	0	0	0
Jetties	99.32%	99.00%	Yes	0	0	0
FEGP	99.79%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	96.27%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.44%	95.00%	Yes	0	0	0
Pier service	98.71%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>1,078,905</b>	<b>3</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	Mar-14				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	95.25%	95.00%	Yes	0	3,406,656	9
Central security queues - Times queue = 10 minutes	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.87%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.94%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.83%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.61%	99.00%	Yes	0	0	0
FEGP	99.78%	99.00%	Yes	0	0	0
Pre-conditioned air	99.99%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	96.59%	95.00%	Yes	0	280,127	1
Staff search	99.54%	95.00%	Yes	0	0	0
Control posts search	97.44%	95.00%	Yes	0	0	0
Pier service +	96.83%	94.00%	Yes	0	0	0
				<b>0</b>	<b>3,686,783</b>	<b>10</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.

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# Service quality rebate



Heathrow Terminal 4	Mar-14				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	95.99%	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)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.71%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.79%	99.00%	Yes	0	0	0
Stands	99.75%	99.00%	Yes	0	0	0
Jetties	99.25%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.81%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.44%	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.

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# Service quality rebate



Heathrow Terminal 5	Mar-14				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	95.25%	95.00%	Yes	0	4,455,912	6
Central security queues - Times queue = 10 minutes	99.72%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.66%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	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	99.48%	99.00%	Yes	0	0	0
FEGP	99.82%	99.00%	Yes	0	0	0
Pre-conditioned air	99.62%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	97.38%	95.00%	Yes	0	323,227	1
Staff search	95.25%	95.00%	Yes	0	0	0
Control posts search	97.44%	95.00%	Yes	0	0	0
Pier service	90.53%	95.00%	No	0	0	12
Transit system - % time one car available	99.77%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.25%	97.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>4,779,139</b>	<b>19</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.

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# Service quality rebate



Aerodrome Congestion Term	Mar-14		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

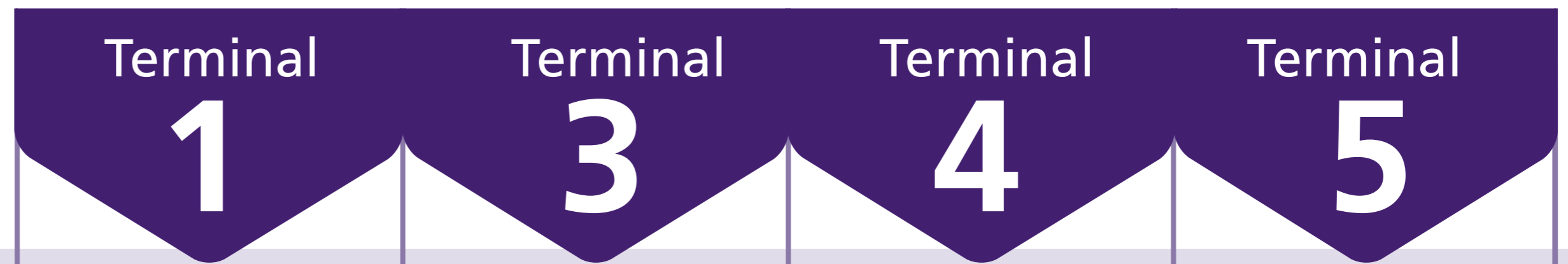
FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher\_Downs@baa.com



# How are we performing?

March 2014

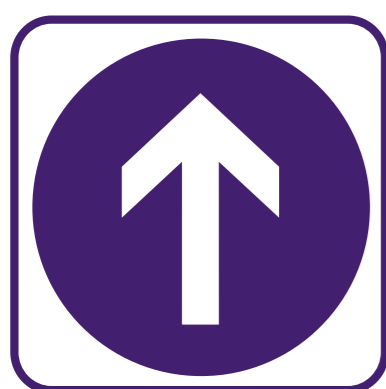
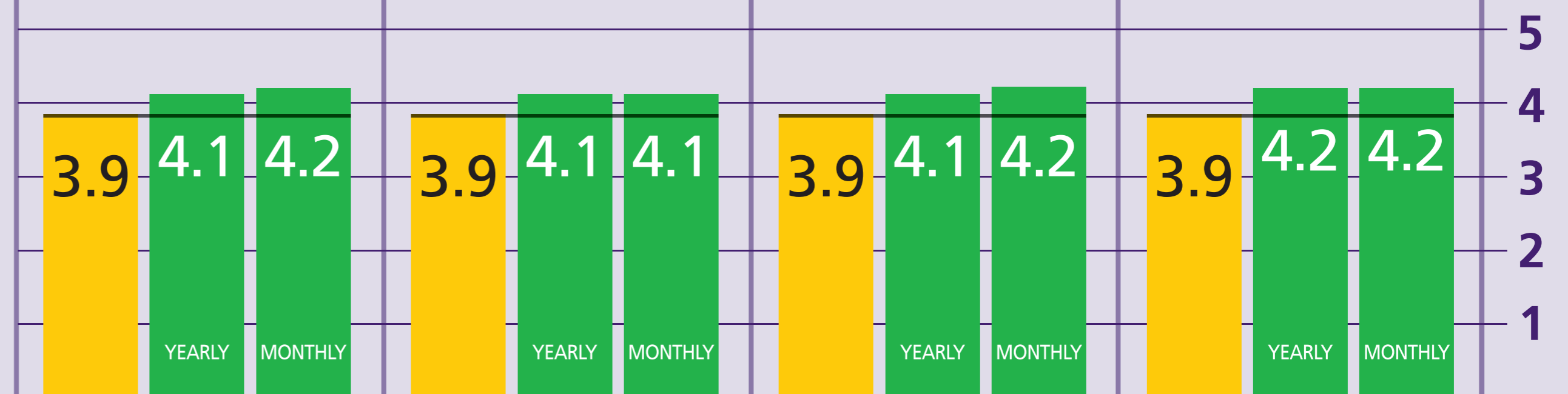
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

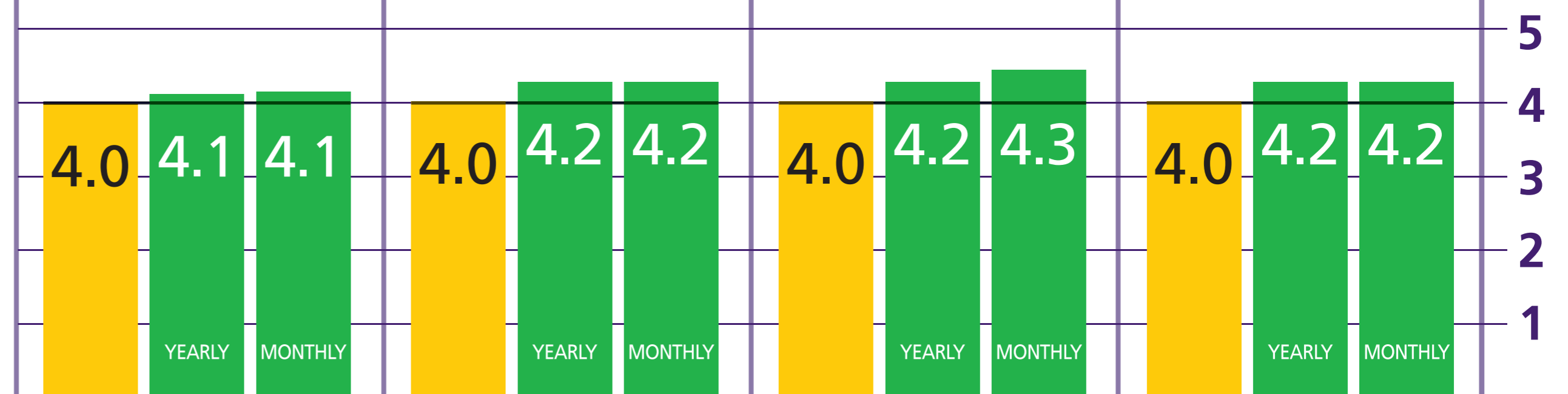
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

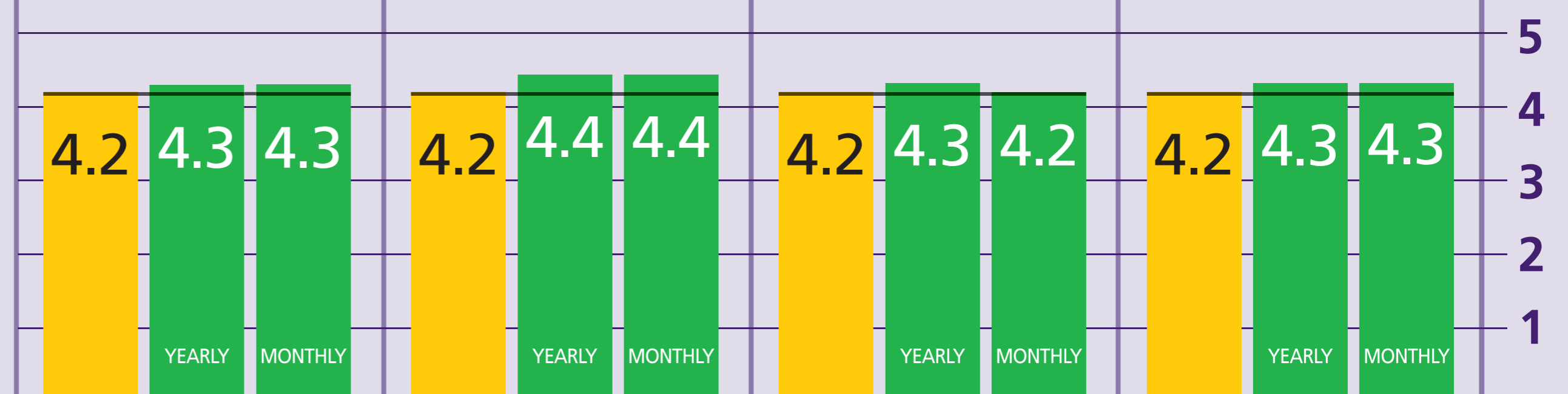
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

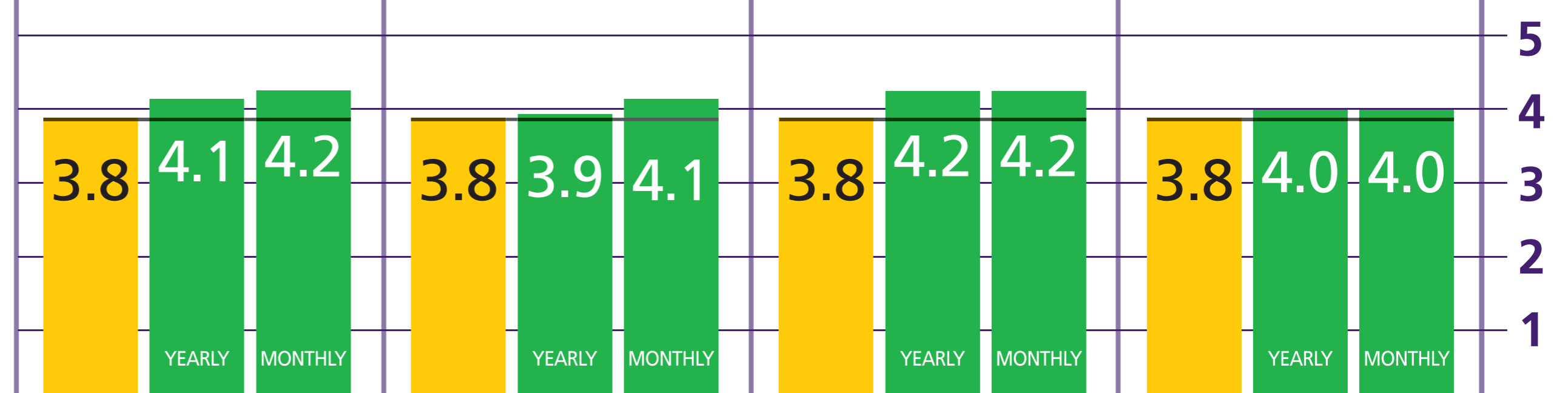
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

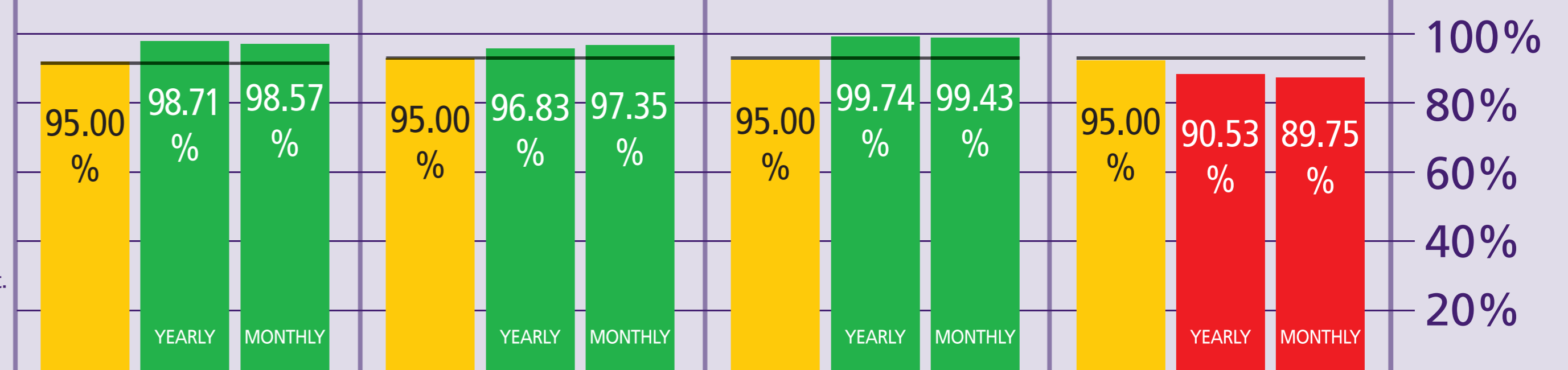


### Pier Service

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.

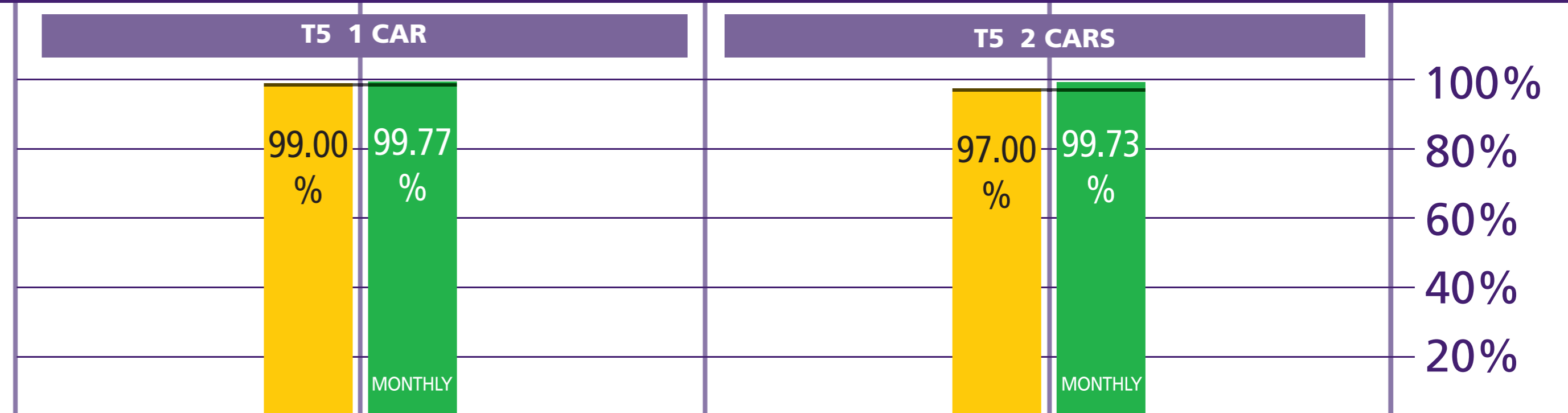
As rated by 1= extremely poor and 5= excellent



### Terminal 5 Transit

Service availability

Availability measured over a month

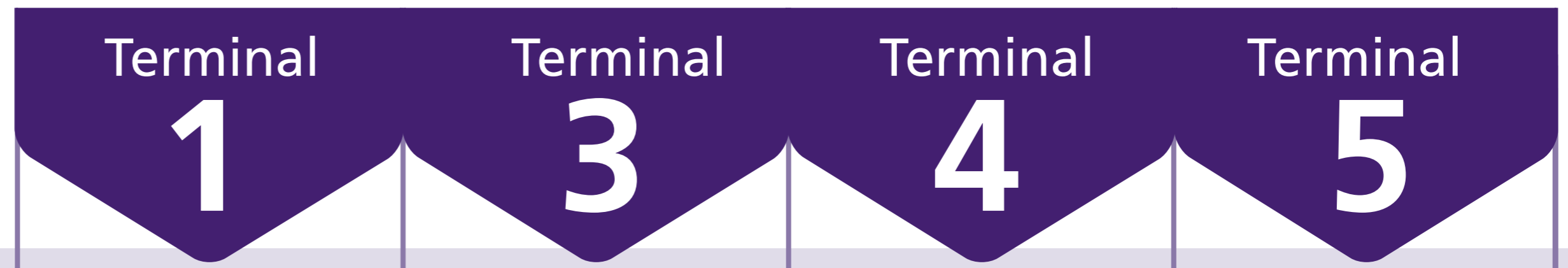


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[heathrowcustomerfeedback@heathrow.com](mailto:heathrowcustomerfeedback@heathrow.com)

# How are we performing?

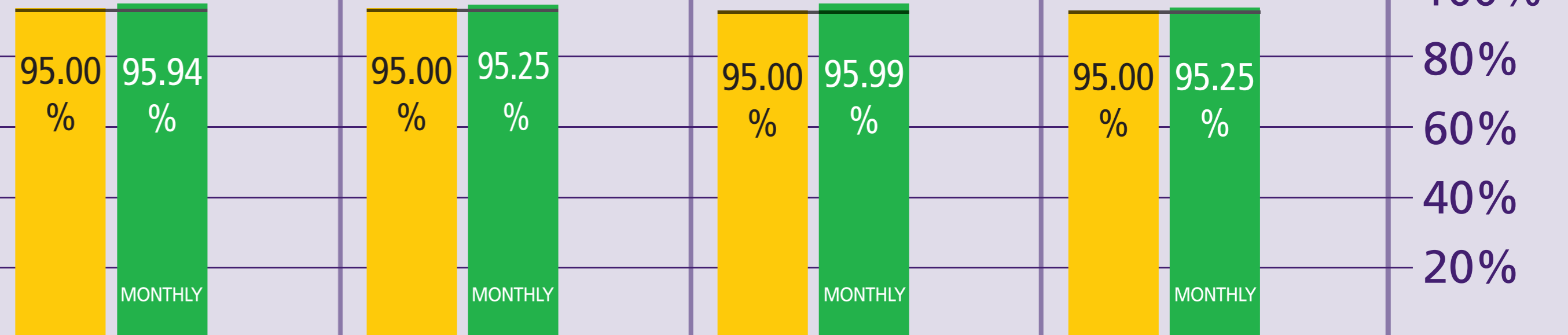
March 2014

## KEY TO PERFORMANCE



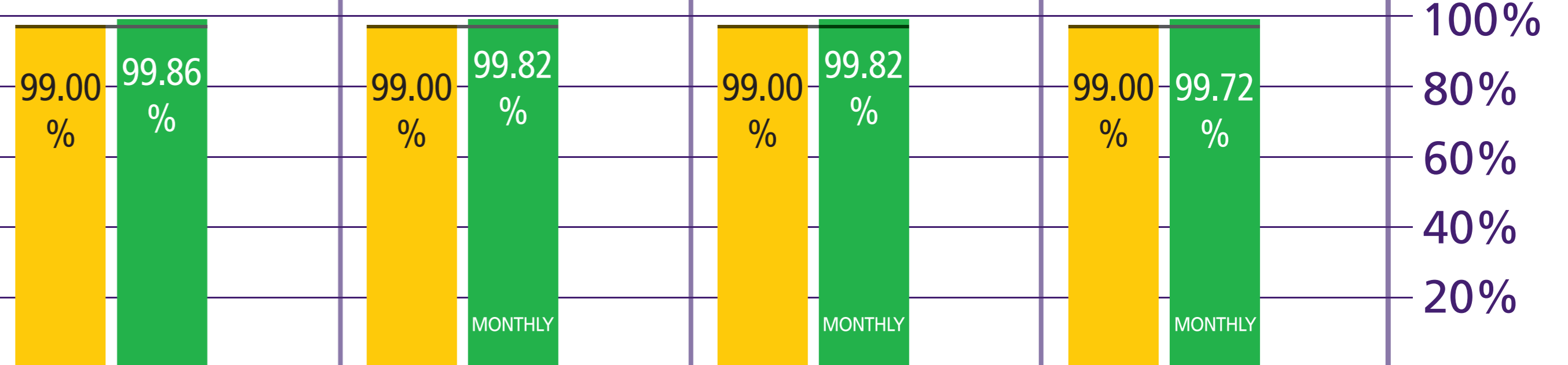
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



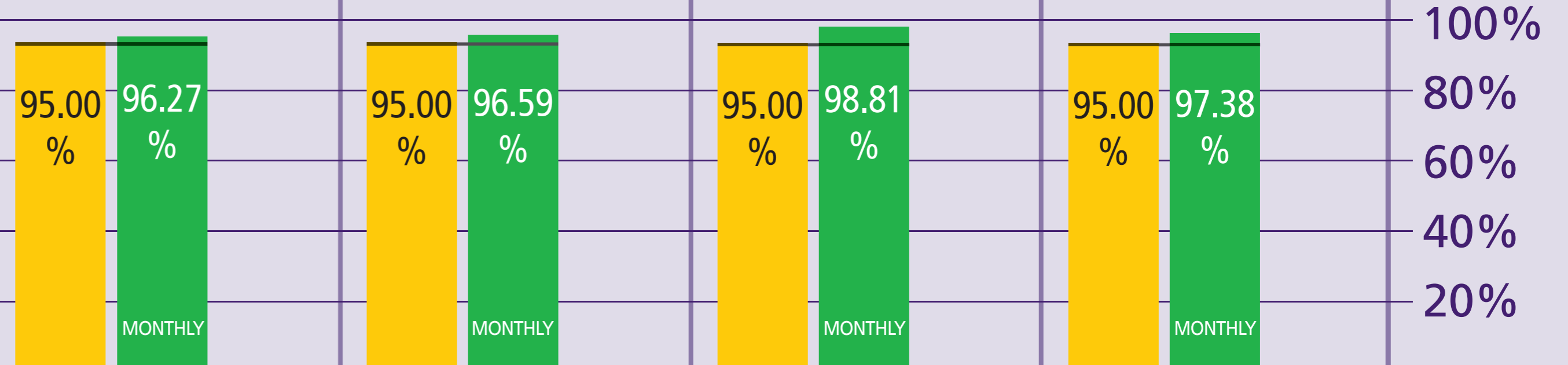
**Security waiting time 10 mins**  
queue < 10mins

Based on 15min time periods measured



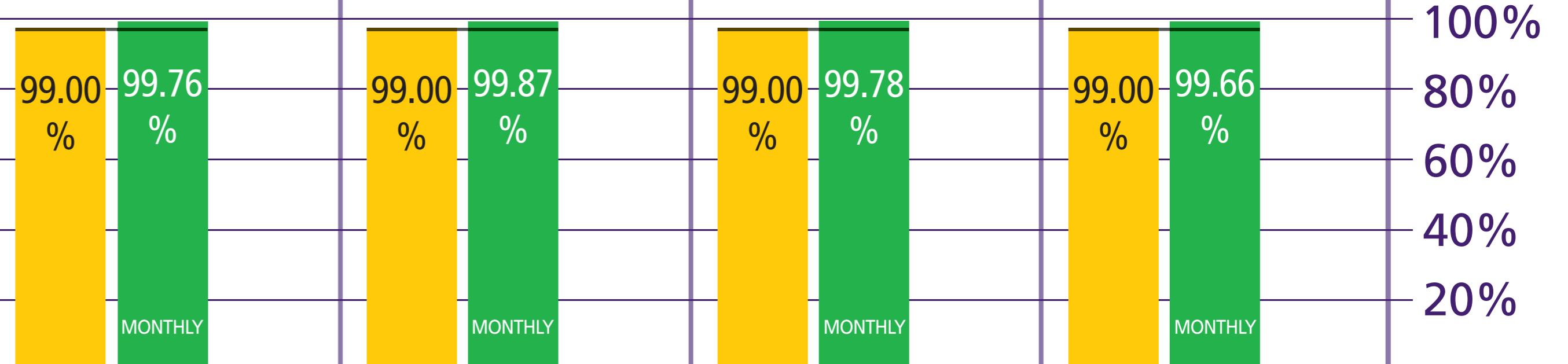
**Security waiting time for transfer passengers**  
queue < 10mins

Based on 15min time periods measured



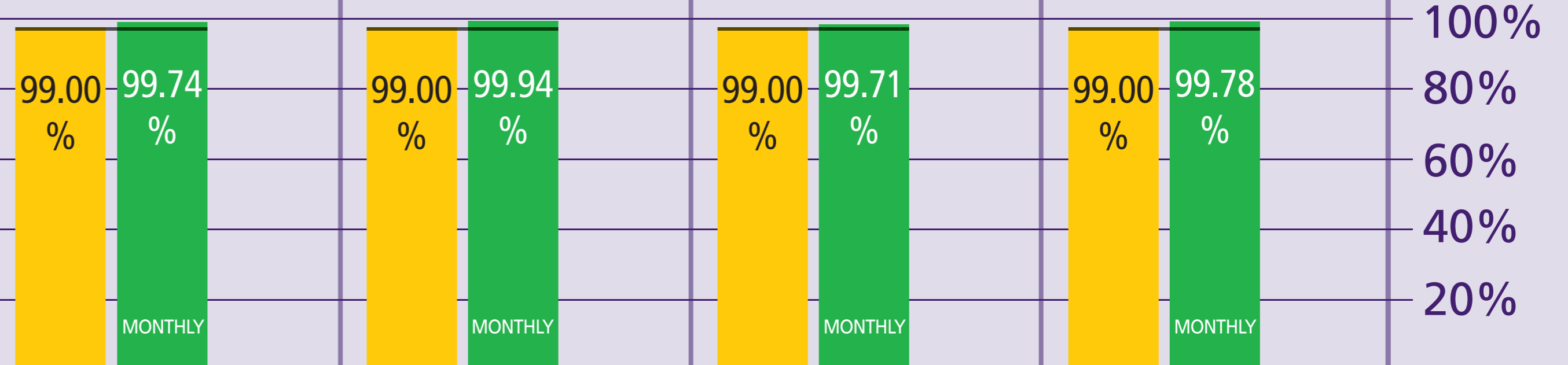
**Lifts, escalators & passenger conveyors**  
Service availability

Based on 15min time periods measured



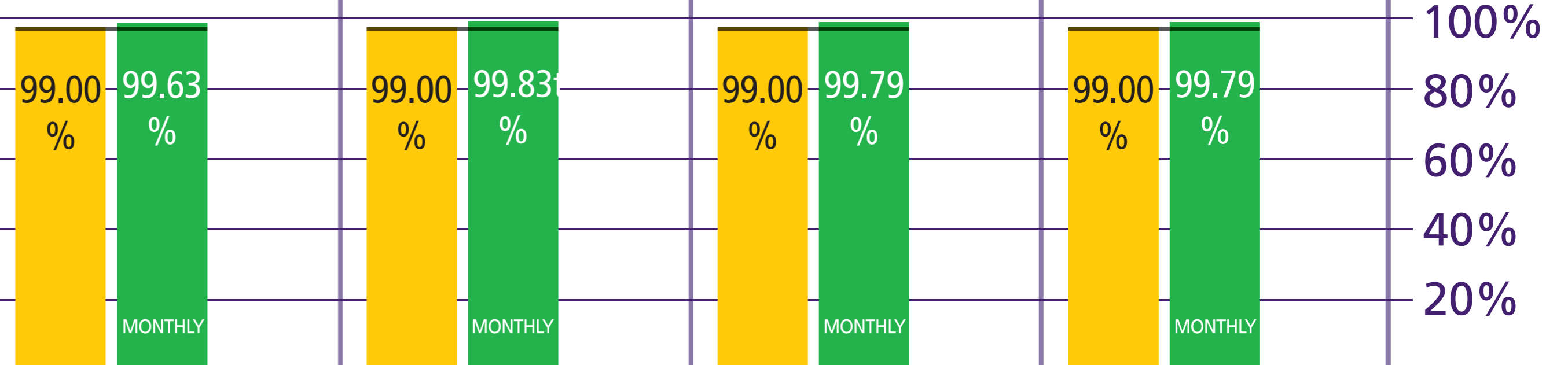
**Lifts, escalators & passenger conveyors (passenger critical)**  
Service availability

Based on 15min time periods measured



**Arrivals Reclaim**  
Service availability

Based on 15min time periods measured



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[heathrowcustomerfeedback@heathrow.com](mailto:heathrowcustomerfeedback@heathrow.com)

**Heathrow**  
Making every journey better



# How are we performing?

## March 2014

### KEY TO MONTHLY PERFORMANCE



### AERODROME CONGESTION TERM

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

