

# Service quality rebate

| Heathrow Terminal 1                                | May-11  |        |                 |          | 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  | 4.0     | 3.9    | Yes             | 0        | 0              | 0                  |
| Wayfinding   | 4.0     | 4.0    | Yes             | 0        | 0              | 0                  |
| Flight information                                 | 4.3     | 4.2    | Yes             | 0        | 0              | 0                  |
| Central security queues - Times queue <5 minutes   | 98.48%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Central security queues - Times queue = 10 minutes | 99.98%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (general)            | 99.75%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.29%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.42%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Stands   | 99.65%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Jetties  | 99.35%  | 99.00% | Yes             | 0        | 0              | 0                  |
| FEGP   | 99.05%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Stand entry guidance                               | 99.86%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Transfer search                                    | 98.85%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Staff search                                       | 100.00% | 95.00% | Yes             | 0        | 0              | 0                  |
| Control posts search                               | 96.96%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Pier service                                       | 97.05%  | 94.00% | Yes             | 0        | 0              | 0                  |
| <b>Total</b>                                       |         |        |                 | <b>0</b> | <b>0</b>       | <b>0</b>           |

NOTE: \* year is April 2010 to March 2011

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 Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)

# Service quality rebate



| Heathrow Terminal 3                                | May-11  |        |                 |                | Year to date * |                    |
|--|---------|--------|-----------------|----------------|----------------|--------------------|
|  | Actual  | Target | Target achieved | Rebate £       | Rebate £       | Number of failures |
| Departure lounge seat availability                 | 3.7     | 3.8    | No              | 228,060        | 456,120        | 2                  |
| Cleanliness  | 3.9     | 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   | 98.29%  | 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)            | 99.72%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.67%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.62%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Stands   | 99.72%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Jetties  | 99.76%  | 99.00% | Yes             | 0              | 0              | 0                  |
| FEGP   | 99.58%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Pre-conditioned air                                | 82.59%  | 98.00% | No              | N/A            | N/A            | 2                  |
| Stand entry guidance                               | 100.00% | 99.00% | Yes             | 0              | 0              | 0                  |
| Transfer search                                    | 97.83%  | 95.00% | Yes             | 0              | 0              | 0                  |
| Staff search                                       | 99.77%  | 95.00% | Yes             | 0              | 0              | 0                  |
| Control posts search                               | 96.96%  | 95.00% | Yes             | 0              | 0              | 0                  |
| Pier service +                                     | 96.23%  | 94.93% | Yes             | 0              | 0              | 0                  |
|  |         |        |                 | <b>228,060</b> | <b>456,120</b> | <b>4</b>           |

NOTE: \* year is April 2010 to March 2011 + 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 Nataly Duke, email: Nataly\_Duke@baa.com

# Service quality rebate

| Heathrow Terminal 4                                | May-11  |        |                 |          | 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   | 98.06%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Central security queues - Times queue = 10 minutes | 100.00% | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (general)            | 99.73%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.71%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.69%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Stands   | 99.90%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Jetties  | 99.35%  | 99.00% | Yes             | 0        | 0              | 0                  |
| FEGP   | 99.55%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Stand entry guidance                               | 99.96%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Transfer search                                    | 97.05%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Staff search                                       | 100.00% | 95.00% | Yes             | 0        | 0              | 0                  |
| Control posts search                               | 96.96%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Pier service                                       | 99.86%  | 95.00% | Yes             | 0        | 0              | 0                  |
| <b>Total</b>                                       |         |        |                 | <b>0</b> | <b>0</b>       | <b>0</b>           |

NOTE: \* year is April 2010 to March 2011

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 Nataly Duke, email: Nataly\_Duke@baa.com

# Service quality rebate

| Heathrow Terminal 5                                | May-11 |        |                 |                | 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   | 96.36% | 95.00% | Yes             | 0              | 0              | 0                  |
| Central security queues - Times queue = 10 minutes | 99.70% | 99.00% | Yes             | 0              | 0              | 0                  |
| Passenger sensitive equipment (general)            | 99.68% | 99.00% | Yes             | 0              | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.45% | 99.00% | Yes             | 0              | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.80% | 99.00% | Yes             | 0              | 0              | 0                  |
| Stands   | 99.77% | 99.00% | Yes             | 0              | 0              | 0                  |
| Jetties  | 99.71% | 99.00% | Yes             | 0              | 0              | 0                  |
| FEGP   | 99.59% | 99.00% | Yes             | 0              | 0              | 0                  |
| Pre-conditioned air                                | 90.85% | 98.00% | No              | N/A            | N/A            | 2                  |
| Stand entry guidance                               | 99.86% | 99.00% | Yes             | 0              | 0              | 0                  |
| Transfer search                                    | 96.45% | 95.00% | Yes             | 0              | 0              | 0                  |
| Staff search                                       | 99.50% | 95.00% | Yes             | 0              | 0              | 0                  |
| Control posts search                               | 96.96% | 95.00% | Yes             | 0              | 0              | 0                  |
| Pier service                                       | 82.48% | 94.54% | No              | 207,972        | 415,944        | 2                  |
| Transit system - % time one car available          | 99.94% | 99.00% | Yes             | 0              | 0              | 0                  |
| Transit system - % time two cars available         | 98.52% | 97.00% | Yes             | 0              | 0              | 0                  |
| <b>Total</b>                                       |        |        |                 | <b>207,972</b> | <b>415,944</b> | <b>4</b>           |

NOTE: \* year is April 2010 to March 2011

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 Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)

# Service quality rebate



| Aerodrome Congestion Term | May-11     |          | Year to date * |                   |
|---------------------------|------------|----------|----------------|-------------------|
|                           | Rebate due | Rebate £ | Rebate £       | Number of rebates |
| Aerodrome Congestion Term | No         | 0        | 0              | 0                 |
| <b>Total</b>              |            |          | 0              | 0                 |

**Detail of material event**

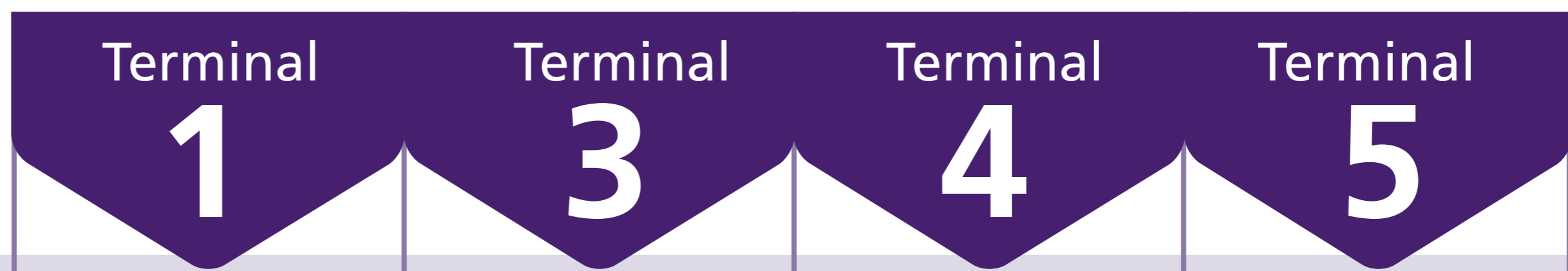
NOTE: \* year is April 2011 to March 2012

FOR FURTHER INFORMATION: please contact Nataly Duke, email: Nataly\_Duke@baa.com

# How are we performing?

May 2011

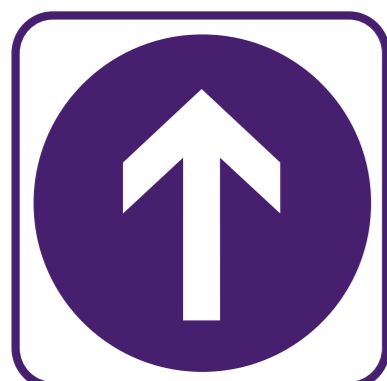
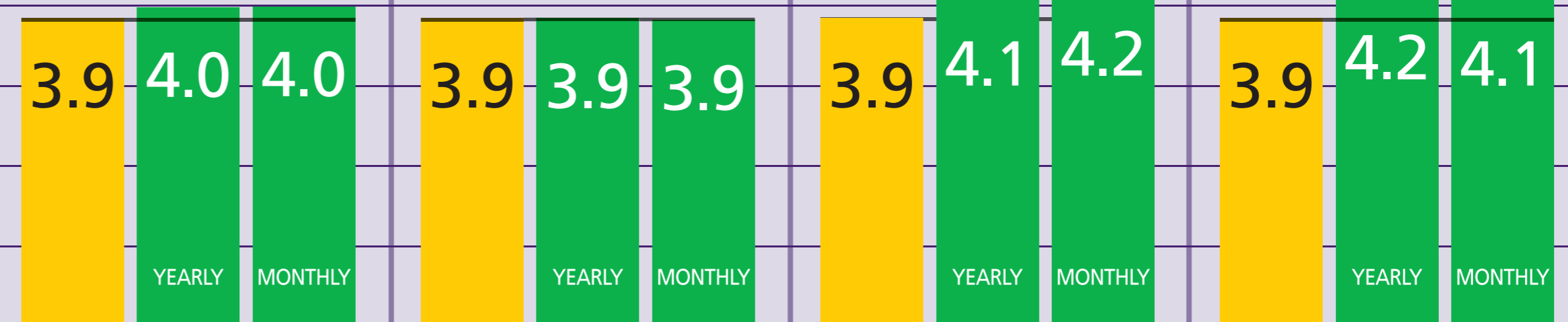
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

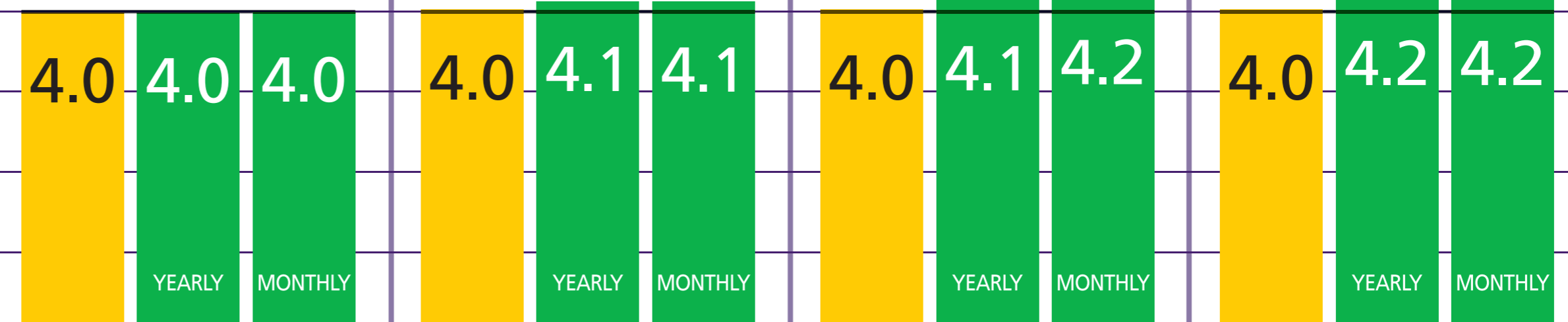
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

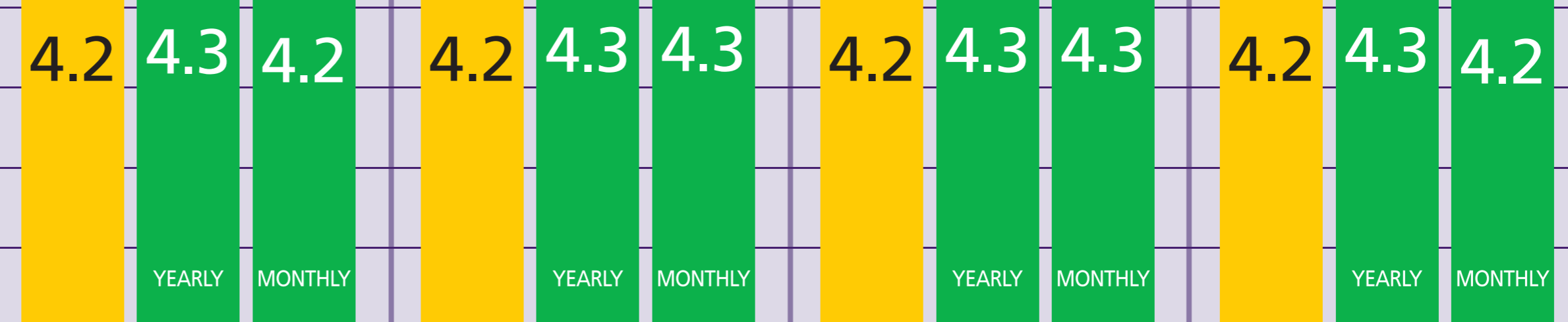
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

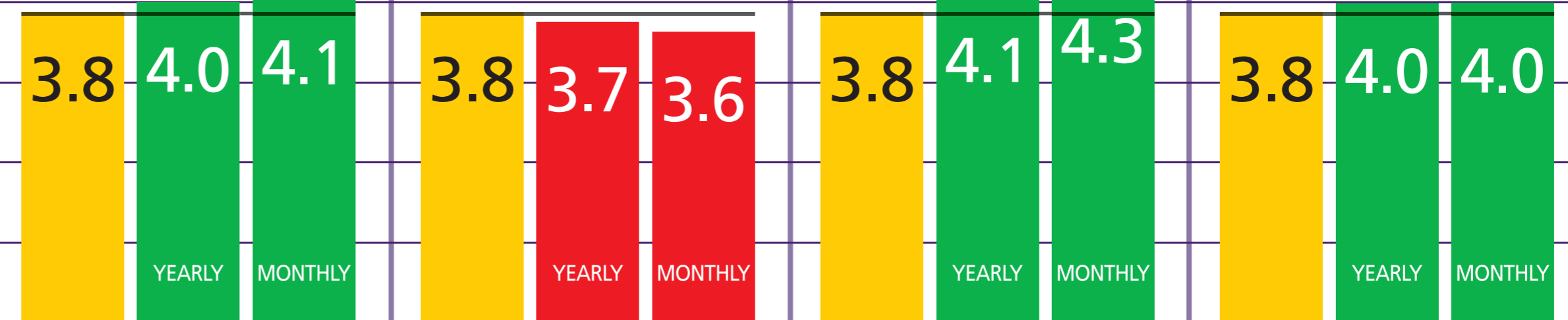
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

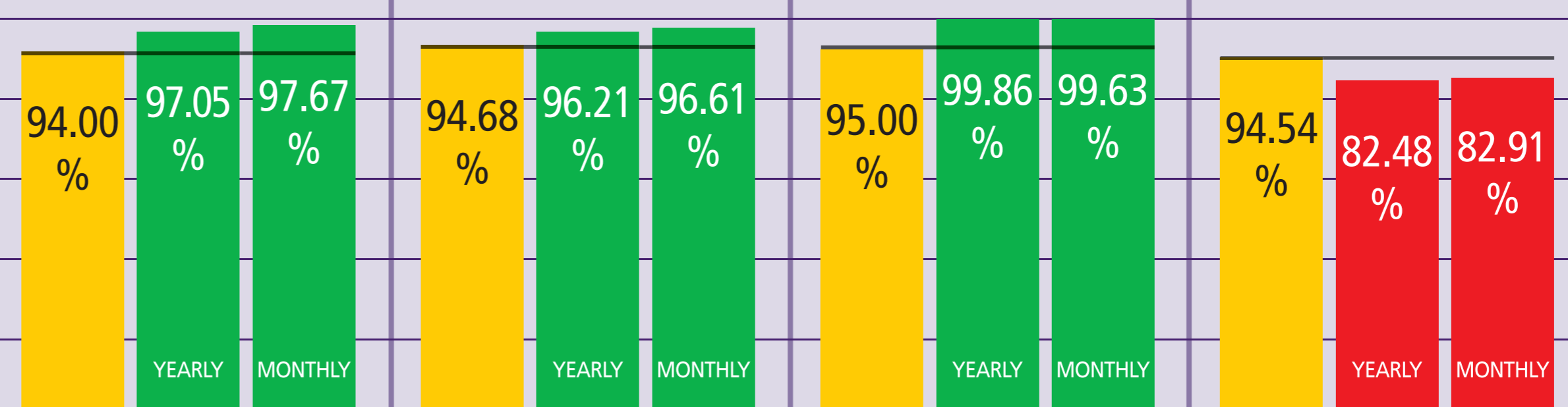


### Pier Service

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.

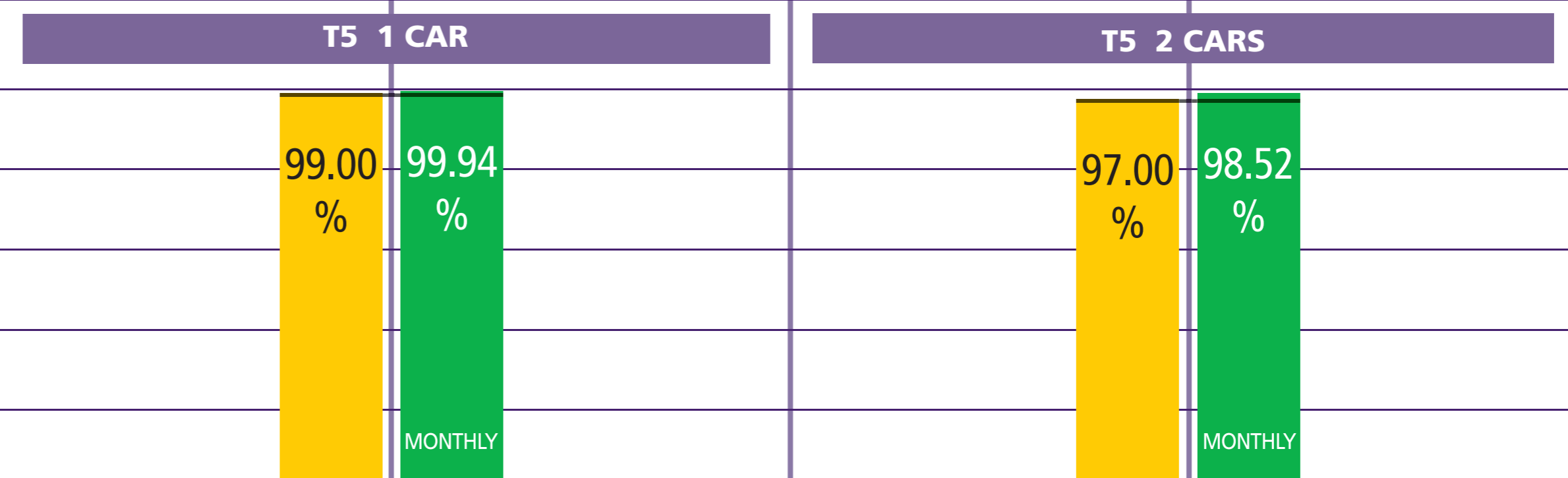
Availability measured over a month



### 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?

May 2011

## KEY TO PERFORMANCE

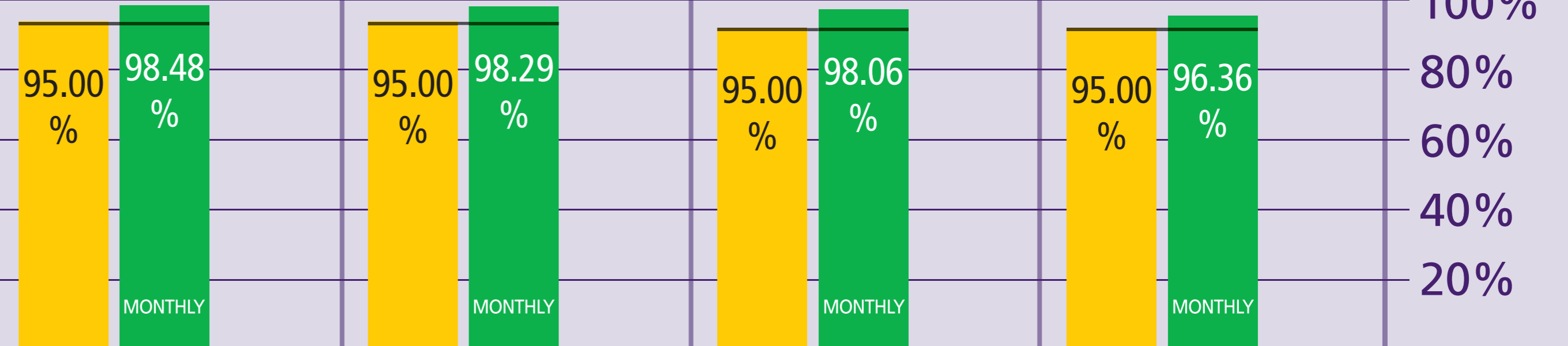


## Terminal 1 Terminal 3 Terminal 4 Terminal 5



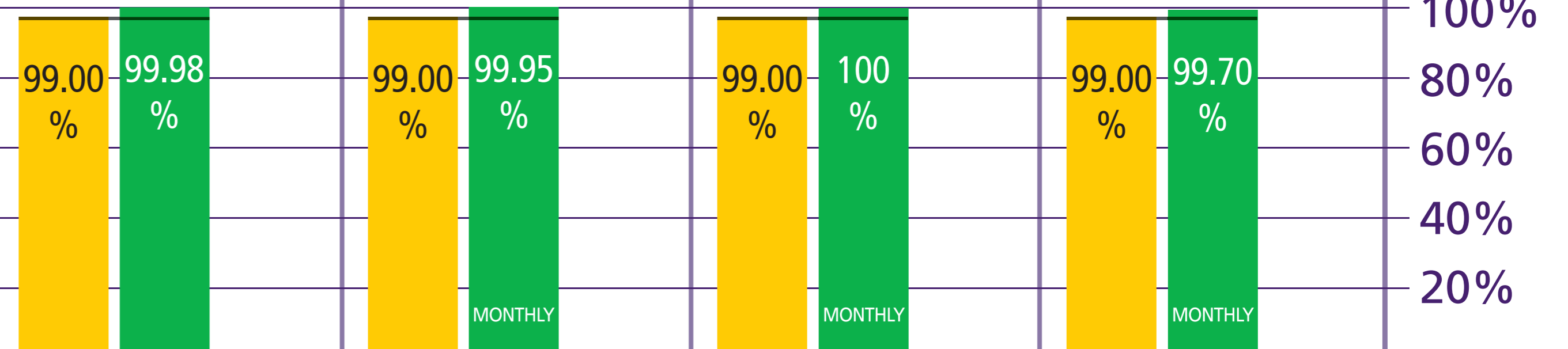
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



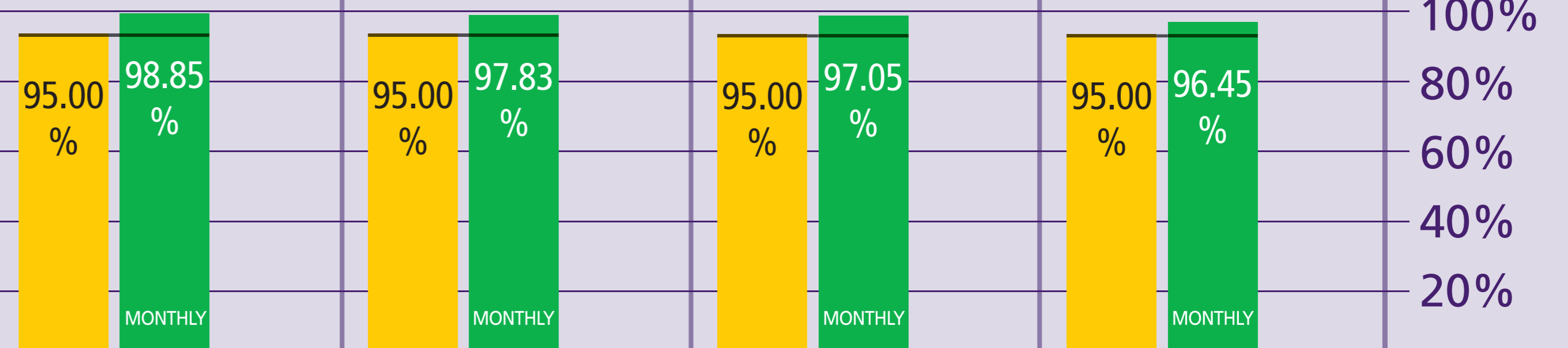
**Security waiting time 10 mins**  
queue < 10mins

Based on 15min time periods measured



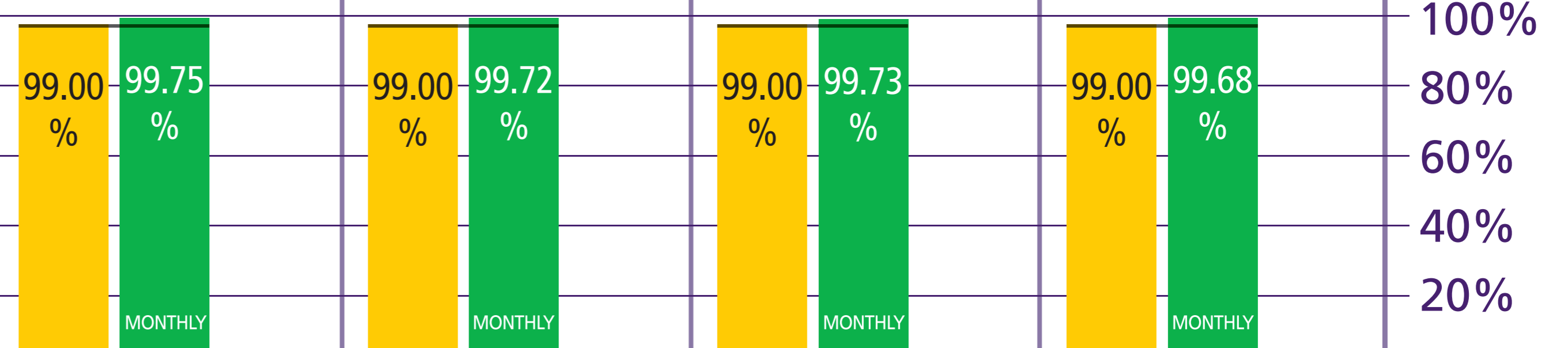
**Security waiting time for transfer passengers**  
queue < 10mins

Based on 15min time periods measured



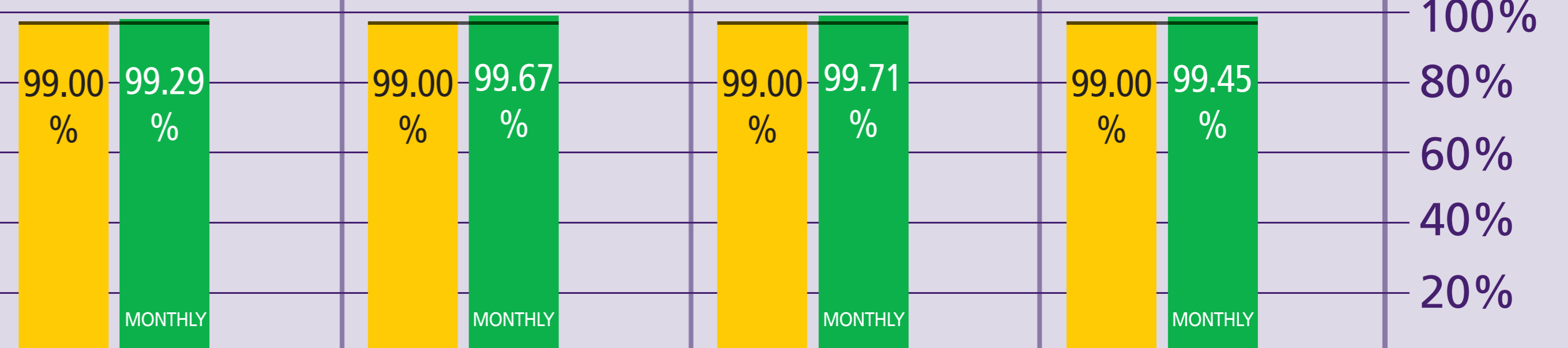
**Lifts, escalators & passenger conveyors**  
Service availability

Based on 15min time periods measured



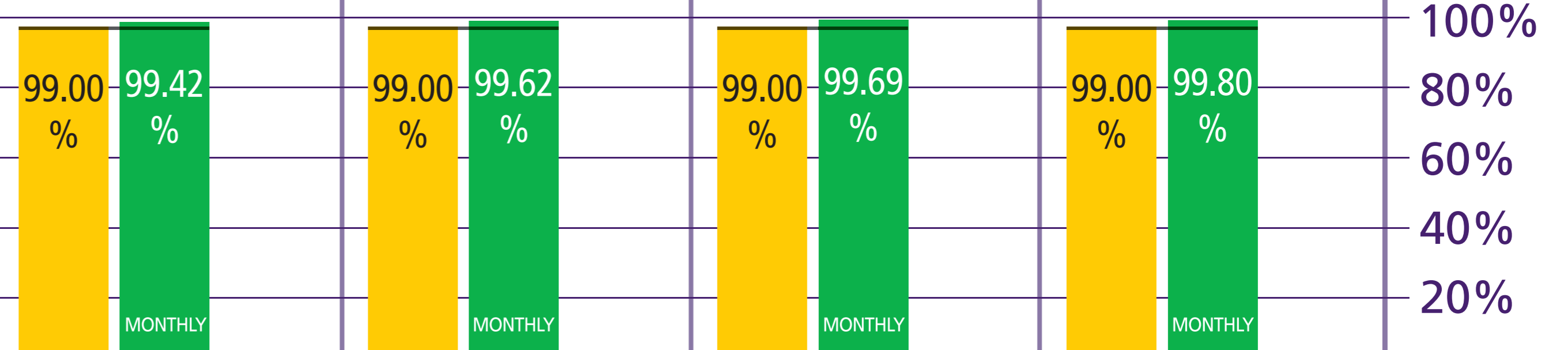
**Lifts, escalators & passenger conveyors (passenger critical)**  
Service availability

Based on 15min time periods measured



**Arrivals Reclaim**  
Service availability

Based on 15min time periods measured



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

**Heathrow**

# How are we performing?

May 2011

## KEY TO MONTHLY PERFORMANCE



## AERODROME CONGESTION TERM

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

