

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2008						
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	178,118	2
Flight information	4.2	4.2	Yes	0	89,059	1
Central security queues - Times queue <5 minutes	100.00%	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)	99.66%	99.00%	Yes	0	99,004	1
Passenger sensitive equipment (priority)	99.54%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.62%	99.00%	Yes	0	99,004	1
Stands	99.71%	99.00%	Yes	0	0	0
Jetties	99.60%	99.00%	Yes	0	0	0
FEGP	99.90%	99.00%	Yes	0	0	0
Stand entry guidance	99.80%	99.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.95%	94.14%	Yes	0	0	0
Total				0	465,185	5

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

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Terminal 2 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2008						
Departure lounge seat availability	3.8	3.6	Yes	0	0	0
Cleanliness	3.8	3.7	Yes	0	0	0
Wayfinding	3.9	3.8	Yes	0	0	0
Flight information	4.1	4.0	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.73%	98.00%	Yes	0	65,468	1
Arrivals reclaim (baggage carousels)	99.72%	98.00%	Yes	0	0	0
Stands	99.78%	98.00%	Yes	0	0	0
Jetties	99.90%	97.00%	Yes	0	0	0
Pier service	99.85%	90.00%	Yes	0	0	0
FEGP	99.53%	98.00%	Yes	0	0	0
Total				0	65,468	1

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2008						
Departure lounge seat availability	3.5	3.8	No	152,285	761,425	5
Cleanliness	3.9	3.9	Yes	0	304,570	2
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	99.72%	95.00%	Yes	0	325,635	1
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.52%	99.00%	Yes	0	147,970	1
Passenger sensitive equipment (priority)	99.55%	99.00%	Yes	0	169,290	1
Arrivals reclaim (baggage carousels)	99.48%	99.00%	Yes	0	131,219	1
Stands	98.64%	99.00%	No	131,219	131,219	1
Jetties	99.79%	99.00%	Yes	0	0	0
FEGP	99.78%	99.00%	Yes	0	97,208	1
Pre-conditioned air	50.00%	98.00%	No	N/A	N/A	4
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	99.63%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Pier service	96.50%	93.23%	Yes	0	0	0
Total				283,504	1,937,317	16

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2008						
Departure lounge seat availability	3.9	3.8	Yes	0	64,365	1
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	64,365	1
Flight information	4.1	4.2	No	64,365	193,095	3
Central security queues - Times queue <5 minutes	99.68%	95.00%	Yes	0	275,268	2
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.14%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.42%	99.00%	Yes	0	62,541	1
Arrivals reclaim (baggage carousels)	98.99%	99.00%	No	71,552	71,552	1
Stands	99.71%	99.00%	Yes	0	0	0
Jetties	99.35%	99.00%	Yes	0	0	0
FEGP	99.36%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.77%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	81.23%	95.00%	No	62,541	312,705	5
Total				198,458	1,043,891	14

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2008						
Departure lounge seat availability	4.0	3.8	Yes	0	0	0
Cleanliness	4.2	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	99.52%	95.00%	Yes	0	353,016	1
Central security queues - Times queue = 10 minutes	99.98%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	98.62%	99.00%	No	183,524	917,620	5
Passenger sensitive equipment (priority)	98.33%	99.00%	No	138,400	692,000	5
Arrivals reclaim (baggage carousels)	99.91%	99.00%	Yes	0	0	0
Stands	99.40%	99.00%	Yes	0	0	0
Jetties	99.17%	99.00%	Yes	0	0	0
FEGP	99.87%	99.00%	Yes	0	0	0
Pre-conditioned air	86.18%	98.00%	No	N/A	N/A	3
Stand entry guidance	99.80%	99.00%	Yes	0	0	0
Transfer search	99.82%	95.00%	Yes	0	153,808	1
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	96.40%	91.00%	Yes	0	0	0
Transit system - % time one car available	100.00%	99.00%	Yes	0	153,808	1
Transit system - % time two cars available	98.89%	97.00%	Yes	0	0	0
Total				321,924	2,270,252	16

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2008						
Control posts search	99.67%	95.00%	Yes	0	0	0
Total				0	0	0

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