

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
July-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	99.95%	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)	99.43%	99.00%	Yes	0	99,004	1
Passenger sensitive equipment (priority)	99.08%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.09%	99.00%	Yes	0	99,004	1
Stands	99.25%	99.00%	Yes	0	0	0
Jetties	99.76%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	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	99.07%	94.51%	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
July-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)	99.64%	98.00%	Yes	0	65,468	1
Arrivals reclaim (baggage carousels)	99.34%	98.00%	Yes	0	0	0
Stands	99.72%	98.00%	Yes	0	0	0
Jetties	99.64%	97.00%	Yes	0	0	0
Pier service	99.88%	90.00%	Yes	0	0	0
FEGP	100.00%	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
July-2008						
Departure lounge seat availability	3.5	3.8	No	152,285	609,140	4
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	99.68%	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)	99.65%	99.00%	Yes	0	147,970	1
Passenger sensitive equipment (priority)	99.55%	99.00%	Yes	0	169,290	1
Arrivals reclaim (baggage carousels)	99.71%	99.00%	Yes	0	0	0
Stands	99.55%	99.00%	Yes	0	0	0
Jetties	99.71%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	97,208	1
Pre-conditioned air	71.10%	98.00%	No	N/A	N/A	3
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.82%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	96.31%	93.03%	Yes	0	0	0
Total				152,285	1,653,813	13

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
July-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	4.2	4.2	Yes	0	128,730	2
Central security queues - Times queue <5 minutes	99.72%	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)	99.20%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.26%	99.00%	Yes	0	62,541	1
Arrivals reclaim (baggage carousels)	99.08%	99.00%	Yes	0	0	0
Stands	99.52%	99.00%	Yes	0	0	0
Jetties	99.13%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	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	81.24%	95.00%	No	62,541	250,164	4
Total				62,541	845,433	11

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Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
July-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	99.29%	95.00%	Yes	0	353,016	1
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes			
Passenger sensitive equipment (general)	98.42%	99.00%	No	183,524	734,096	4
Passenger sensitive equipment (priority)	96.70%	99.00%	No	138,400	553,600	4
Arrivals reclaim (baggage carousels)	99.92%	99.00%	Yes	0	0	0
Stands	99.66%	99.00%	Yes	0	0	0
Jetties	99.39%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Pre-conditioned air	93.79%	98.00%	No	N/A	N/A	2
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.95%	95.00%	Yes	0	153,808	1
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	96.96%	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	98.63%	97.00%	Yes			
Total				321,924	1,948,328	13

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
July-2008						
Control posts search	99.56%	95.00%	Yes	0	0	0
Total				0	0	0

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