

# BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
November-2008						
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	356,236	4
Flight information	4.2	4.2	Yes	0	89,059	1
Central security queues - Times queue <5 minutes	99.38%	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)	99.20%	99.00%	Yes	0	99,004	1
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	86,536	1
Arrivals reclaim (baggage carousels)	99.38%	99.00%	Yes	0	198,008	2
Stands	99.61%	99.00%	Yes	0	0	0
Jetties	99.46%	99.00%	Yes	0	0	0
FEGP	99.92%	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	98.48%	93.62%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>828,843</b>	<b>9</b>

For further information on these results please contact - Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto: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
November-2008						
Departure lounge seat availability	3.8	3.6	Yes	0	0	0
Cleanliness	3.9	3.7	Yes	0	0	0
Wayfinding	4.0	3.8	Yes	0	0	0
Flight information	4.1	4.0	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.62%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.37%	98.00%	Yes	0	65,468	1
Arrivals reclaim (baggage carousels)	99.50%	98.00%	Yes	0	0	0
Stands	99.85%	98.00%	Yes	0	0	0
Jetties	99.67%	97.00%	Yes	0	0	0
Pier service	99.89%	90.00%	Yes	0	0	0
FEGP	100.00%	98.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>65,468</b>	<b>1</b>

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
November-2008						
Departure lounge seat availability	3.6	3.8	No	0	913,710	8
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	99.10%	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)	99.04%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	147,970	1
Arrivals reclaim (baggage carousels)	99.71%	99.00%	Yes	0	169,290	1
Stands	99.57%	99.00%	Yes	0	131,219	1
Jetties	99.82%	99.00%	Yes	0	0	0
FEGP	99.54%	99.00%	Yes	0	97,208	1
Pre-conditioned air	77.76%	98.00%	No	N/A	N/A	7
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.10%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	97.27%	93.15%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>2,089,602</b>	<b>22</b>

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# BAA Heathrow

Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
November-2008						
Departure lounge seat availability	4.0	3.8	Yes	0	64,365	1
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	64,365	1
Flight information	4.2	4.2	Yes	0	321,825	5
Central security queues - Times queue <5 minutes	99.86%	95.00%	Yes	0	275,268	2
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes			
Passenger sensitive equipment (general)	97.28%	99.00%	No	71,552	71,552	1
Passenger sensitive equipment (priority)	99.64%	99.00%	Yes	0	62,541	1
Arrivals reclaim (baggage carousels)	99.80%	99.00%	Yes	0	214,656	3
Stands	99.49%	99.00%	Yes	0	0	0
Jetties	99.54%	99.00%	Yes	0	0	0
FEGP	99.81%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	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	84.37%	95.00%	No	0	375,246	8
<b>Total</b>				<b>71,552</b>	<b>1,449,818</b>	<b>22</b>

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# BAA Heathrow

Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
November-2008						
Departure lounge seat availability	4.1	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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.62%	95.00%	Yes	0	353,016	1
Central security queues - Times queue = 10 minutes	99.90%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.25%	99.00%	Yes	0	917,620	5
Passenger sensitive equipment (priority)	99.65%	99.00%	Yes	0	692,000	5
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.48%	99.00%	Yes	0	0	0
Jetties	99.42%	99.00%	Yes	0	0	0
FEGP	99.69%	99.00%	Yes	0	0	0
Pre-conditioned air	91.12%	98.00%	No	N/A	N/A	6
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.67%	95.00%	Yes	0	153,808	1
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	91.24%	91.00%	Yes	0	0	0
Transit system - % time one car available	97.70%	99.00%	No	153,808	307,616	2
Transit system - % time two cars available	95.53%	97.00%	No			
<b>Total</b>				<b>153,808</b>	<b>2,424,060</b>	<b>20</b>

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# BAA Heathrow

Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
November-2008						
Control posts search	98.96%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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