

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2008						
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	3.9	4.0	No	89,059	267,177	3
Flight information	4.2	4.2	Yes	0	89,059	1
Central security queues - Times queue <5 minutes	99.93%	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)	99.11%	99.00%	Yes	0	99,004	1
Passenger sensitive equipment (priority)	97.65%	99.00%	No	86,536	86,536	1
Arrivals reclaim (baggage carousels)	99.52%	99.00%	Yes	0	99,004	1
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.38%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	99.95%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.72%	94.11%	Yes	0	0	0
Total				175,595	640,780	7

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

BAA Heathrow

Terminal 2 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-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	99.95%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.53%	98.00%	Yes	0	65,468	1
Arrivals reclaim (baggage carousels)	99.45%	98.00%	Yes	0	0	0
Stands	99.85%	98.00%	Yes	0	0	0
Jetties	99.74%	97.00%	Yes	0	0	0
Pier service	99.87%	90.00%	Yes	0	0	0
FEGP	99.80%	98.00%	Yes	0	0	0
Total				0	65,468	1

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

BAA Heathrow

Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2008						
Departure lounge seat availability	3.6	3.8	No	152,285	913,710	6
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	99.52%	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)	99.37%	99.00%	Yes	0	147,970	1
Passenger sensitive equipment (priority)	99.72%	99.00%	Yes	0	169,290	1
Arrivals reclaim (baggage carousels)	99.41%	99.00%	Yes	0	131,219	1
Stands	99.65%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	97,208	1
FEGP	55.56%	98.00%	No	N/A	N/A	5
Pre-conditioned air	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	99.76%	95.00%	Yes	0	0	0
Transfer search	99.81%	95.00%	Yes	0	0	0
Staff search	96.80%	93.19%	Yes	0	0	0
Pier service						
Total				152,285	2,089,602	18

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

BAA Heathrow

Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-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	257,460	4
Central security queues - Times queue <5 minutes	99.10%	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)	99.35%	99.00%	Yes	0	62,541	1
Arrivals reclaim (baggage carousels)	97.80%	99.00%	No	71,552	143,104	2
Stands	99.10%	99.00%	Yes	0	0	0
Jetties	99.10%	99.00%	Yes	0	0	0
FEGP	99.74%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.62%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	82.23%	95.00%	No	62,541	375,246	6
Total				198,458	1,242,349	17

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
September-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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	99.45%	95.00%	Yes	0	353,016	1
Central security queues - Times queue = 10 minutes	99.98%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.29%	99.00%	Yes	0	917,620	5
Passenger sensitive equipment (priority)	99.55%	99.00%	Yes	0	692,000	5
Arrivals reclaim (baggage carousels)	99.75%	99.00%	Yes	0	0	0
Stands	99.53%	99.00%	Yes	0	0	0
Jetties	99.39%	99.00%	Yes	0	0	0
FEGP	99.88%	99.00%	Yes	0	0	0
Pre-conditioned air	86.37%	98.00%	No	N/A	N/A	4
Stand entry guidance	99.52%	99.00%	Yes	0	0	0
Transfer search	99.24%	95.00%	Yes	0	153,808	1
Staff search	99.99%	95.00%	Yes	0	0	0
Pier service	95.09%	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	97.72%	97.00%	Yes	0		
Total				0	2,270,252	17

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

BAA Heathrow

Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2008						
Control posts search	99.36%	95.00%	Yes	0	0	0
Total				0	0	0

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