

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2009						
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	0	0
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	98.86%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.90%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.32%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	97.08%	99.00%	No	99,514	99,514	1
Arrivals reclaim (baggage carousels)	99.65%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.80%	99.00%	Yes	0	0	0
FEGP	98.39%	99.00%	No	65,375	65,375	1
Stand entry guidance	99.73%	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	98.35%	92.61%	Yes	0	0	0
Total				164,889	164,889	2

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
April-2009						
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	97.67%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.67%	98.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.61%	98.00%	Yes	0	0	0
Stands	99.78%	98.00%	Yes	0	0	0
Jetties	99.81%	97.00%	Yes	0	0	0
Pier service	99.83%	90.00%	Yes	0	0	0
FEGP	99.08%	98.00%	Yes	0	0	0
Total				0	0	0

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2009						
Departure lounge seat availability	3.6	3.8	No	185,079	185,079	1
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	98.14%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.52%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.59%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.51%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.52%	99.00%	Yes	0	0	0
Stands	99.33%	99.00%	Yes	0	0	0
Jetties	99.43%	99.00%	Yes	0	0	0
FEGP	99.51%	99.00%	Yes	0	0	0
Pre-conditioned air	50.00%	98.00%	No	N/A	N/A	1
Stand entry guidance	99.57%	99.00%	Yes	0	0	0
Transfer search	99.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	96.28%	93.69%	Yes	0	0	0
Total				185,079	185,079	2

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2009						
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.0	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	98.76%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.59%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.50%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.75%	99.00%	Yes	0	0	0
Stands	99.57%	99.00%	Yes	0	0	0
Jetties	99.48%	99.00%	Yes	0	0	0
FEGP	99.72%	99.00%	Yes	0	0	0
Stand entry guidance	99.74%	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	88.82%	95.00%	No	62,899	62,899	1
Total				62,899	62,899	1

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
April-2009						
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	97.05%	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)	99.41%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.42%	99.00%	Yes	0	0	0
Stands	99.52%	99.00%	Yes	0	0	0
Jetties	99.59%	99.00%	Yes	0	0	0
FEGP	99.20%	99.00%	Yes	0	0	0
Pre-conditioned air	88.34%	98.00%	No	N/A	N/A	1
Stand entry guidance	99.39%	99.00%	Yes	0	0	0
Transfer search	97.43%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	86.14%	90.63%	No	173,441	173,441	1
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0
Transit system - % time two cars available	97.25%	97.00%	Yes	0	0	0
Total				173,441	173,441	2

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2009						
Control posts search	98.33%	95.00%	Yes	0	0	0
Total				0	0	0

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