

# BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
July-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	97.31%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.60%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.31%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.47%	99.00%	Yes	0	99,514	1
Arrivals reclaim (baggage carousels)	98.24%	99.00%	No	113,852	113,852	1
Stands	99.67%	99.00%	Yes	0	0	0
Jetties	99.34%	99.00%	Yes	0	0	0
FEGP	99.39%	99.00%	Yes	0	65,375	1
Stand entry guidance	99.59%	99.00%	Yes	0	0	0
Transfer search	99.26%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.26%	92.30%	Yes	0	0	0
<b>Total</b>				<b>113,852</b>	<b>278,741</b>	<b>3</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
July-2009						
Departure lounge seat availability	3.9	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	97.70%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.47%	98.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.91%	98.00%	Yes	0	0	0
Stands	99.95%	98.00%	Yes	0	0	0
Jetties	99.80%	97.00%	Yes	0	0	0
Pier service	99.83%	90.00%	Yes	0	0	0
FEGP	99.87%	98.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
July-2009						
Departure lounge seat availability	3.6	3.8	No	185,079	740,316	4
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	95.53%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.26%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.65%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.64%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.39%	99.00%	Yes	0	0	0
Stands	99.69%	99.00%	Yes	0	0	0
Jetties	99.71%	99.00%	Yes	0	0	0
FEGP	99.68%	99.00%	Yes	0	0	0
Pre-conditioned air	50.00%	98.00%	No	N/A	N/A	4
Stand entry guidance	99.47%	99.00%	Yes	0	0	0
Transfer search	97.37%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Pier service	94.19%	94.16%	Yes	0	0	0
<b>Total</b>				<b>185,079</b>	<b>740,316</b>	<b>8</b>

For further information on these results please contact - Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)

# BAA Heathrow

Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
July-2009						
Departure lounge seat availability	4.2	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	98.02%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.31%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.50%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.32%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.73%	99.00%	Yes	0	0	0
Stands	99.34%	99.00%	Yes	0	0	0
Jetties	99.60%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Stand entry guidance	99.41%	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	95.11%	95.00%	Yes	0	188,697	3
<b>Total</b>				<b>0</b>	<b>188,697</b>	<b>3</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
July-2009						
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.2	3.9	Yes	0	0	0
Wayfinding	4.2	4.0	Yes	0	0	0
Flight information	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	96.77%	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)	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.66%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.69%	99.00%	Yes	0	0	0
Stands	99.63%	99.00%	Yes	0	0	0
Jetties	99.37%	99.00%	Yes	0	0	0
FEGP	99.75%	99.00%	Yes	0	0	0
Pre-conditioned air	83.70%	98.00%	No	N/A	N/A	4
Stand entry guidance	99.36%	99.00%	Yes	0	0	0
Transfer search	97.42%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	82.46%	90.09%	No	173,441	693,764	4
Transit system - % time one car available	99.97%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.09%	97.00%	Yes	0	0	0
<b>Total</b>				<b>173,441</b>	<b>693,764</b>	<b>8</b>

For further information on these results please contact - Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto: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
July-2009						
Control posts search	99.28%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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