

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
March-2009						
Departure lounge seat availability	4.2	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	98.16%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.62%	99.00%	Yes	0	99,004	1
Passenger sensitive equipment (priority)	99.73%	99.00%	Yes	0	86,536	1
Arrivals reclaim (baggage carousels)	99.53%	99.00%	Yes	0	198,008	2
Stands	99.50%	99.00%	Yes	0	0	0
Jetties	99.83%	99.00%	Yes	0	0	0
FEGP	99.85%	99.00%	Yes	0	0	0
Stand entry guidance	99.65%	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	98.31%	92.77%	Yes	0	0	0
Total				0	828,843	9

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
March-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	98.34%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.65%	98.00%	Yes	0	65,468	1
Arrivals reclaim (baggage carousels)	99.91%	98.00%	Yes	0	65,468	1
Stands	99.84%	98.00%	Yes	0	0	0
Jetties	99.51%	97.00%	Yes	0	0	0
Pier service	99.83%	90.00%	Yes	0	0	0
FEGP	99.84%	98.00%	Yes	0	0	0
Total				0	130,936	2

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
March-2009						
Departure lounge seat availability	3.6	3.8	No	0	913,710	12
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	96.08%	95.00%	Yes	0	325,635	1
Central security queues - Times queue = 10 minutes	99.35%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.67%	99.00%	Yes	0	147,970	1
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	169,290	1
Arrivals reclaim (baggage carousels)	99.70%	99.00%	Yes	0	131,219	1
Stands	99.75%	99.00%	Yes	0	0	0
Jetties	99.15%	99.00%	Yes	0	97,208	1
FEGP	99.44%	99.00%	Yes	0	N/A	11
Pre-conditioned air	78.95%	98.00%	No	N/A	N/A	11
Stand entry guidance	99.12%	99.00%	Yes	0	0	0
Transfer search	96.96%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	96.84%	93.41%	Yes	0	0	0
Total				0	2,089,602	30

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
March-2009						
Departure lounge seat availability	4.1	3.8	Yes	0	64,365	1
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.1	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	97.88%	95.00%	Yes	0	275,268	2
Central security queues - Times queue = 10 minutes	99.63%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.31%	99.00%	Yes	0	143,104	2
Passenger sensitive equipment (priority)	99.59%	99.00%	Yes	0	62,541	1
Arrivals reclaim (baggage carousels)	99.42%	99.00%	Yes	0	214,656	3
Stands	99.40%	99.00%	Yes	0	55,461	1
Jetties	99.53%	99.00%	Yes	0	0	0
FEGP	99.85%	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	87.09%	95.00%	No	0	375,246	12
Total				0	1,576,831	28

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
March-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	95.83%	95.00%	Yes	0	353,016	1
Central security queues - Times queue = 10 minutes	99.82%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.63%	99.00%	Yes	0	917,620	5
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	692,000	5
Arrivals reclaim (baggage carousels)	99.75%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.58%	99.00%	Yes	0	0	0
FEGP	99.70%	99.00%	Yes	0	0	0
Pre-conditioned air	86.64%	98.00%	No	N/A	N/A	10
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	96.36%	95.00%	Yes	0	153,808	1
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	87.38%	90.81%	No	138,400	553,600	4
Transit system - % time one car available	99.93%	99.00%	Yes	0	307,616	2
Transit system - % time two cars available	99.29%	97.00%	Yes	0		
Total				138,400	2,977,660	28

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
March-2009						
Control posts search	97.25%	95.00%	Yes	0	0	0
Total				0	0	0

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