

# Service quality rebate

Heathrow Terminal 1	Jan-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.0	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	98.51%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.66%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.41%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.42%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.77%	99.00%	Yes	0	0	0
FEGP	99.70%	99.00%	Yes	0	0	0
Stand entry guidance	99.62%	99.00%	Yes	0	0	0
Transfer search	99.31%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.00%	95.00%	Yes	0	0	0
Pier service	96.40%	93.85%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2010 to March 2011

CREDIT NOTES: will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

FOR FURTHER INFORMATION: please contact Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)

# Service quality rebate

Heathrow Terminal 3	Jan-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.7	3.8	No	0	1,102,608	10
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	97.93%	95.00%	Yes	0	392,956	1
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes			
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.83%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.79%	99.00%	Yes	0	0	0
Stands	99.65%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	99.27%	99.00%	Yes	0	117,305	1
Pre-conditioned air	99.30%	98.00%	Yes	N/A	N/A	1
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.65%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.00%	95.00%	Yes	0	0	0
Pier service +	96.11%	95.00%	Yes	0	0	0
				0	1,612,869	13

NOTE: \* year is April 2010 to March 2011 + Pier service score is reported one month in arrears

CREDIT NOTES: will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

PIER SERVICE: Following discussion and agreement with airlines, a revised methodology for the calculation of the pier service percentage in Terminal 3 was implemented in November 2010. The revision applies from February 2009 onwards. Results reported as a fail in prior months are now reported as target achieved.

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# Service quality rebate

Heathrow Terminal 5	Jan-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.0	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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	98.39%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.84%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.47%	99.00%	Yes	0	0	0
FEGP	99.68%	99.00%	Yes	0	0	0
Pre-conditioned air	91.46%	98.00%	No	N/A	N/A	10
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	97.93%	95.00%	Yes	0	0	0
Staff search	98.51%	95.00%	Yes	0	0	0
Control posts search	97.00%	95.00%	Yes	0	0	0
Pier service	82.12%	92.79%	No	0	1,109,052	10
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.77%	97.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>1,109,052</b>	<b>20</b>

NOTE: \* year is April 2010 to March 2011

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FOR FURTHER INFORMATION: please contact Nataly Duke, email: Nataly\_Duke@baa.com

# Service quality rebate

Heathrow Terminal 4	Jan-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.1	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	96.64%	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)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.56%	99.00%	Yes	0	0	0
Stands	99.70%	99.00%	Yes	0	0	0
Jetties	99.13%	99.00%	Yes	0	0	0
FEGP	99.81%	99.00%	Yes	0	0	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	98.25%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.00%	95.00%	Yes	0	0	0
Pier service	99.93%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2010 to March 2011

CREDIT NOTES: will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

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# Service quality rebate

Heathrow Terminal 3	Jan-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.7	3.8	No	0	1,102,608	10
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	97.93%	95.00%	Yes	0	392,956	1
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes			
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.83%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.79%	99.00%	Yes	0	0	0
Stands	99.65%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	99.27%	99.00%	Yes	0	117,305	1
Pre-conditioned air	99.30%	98.00%	Yes	N/A	N/A	1
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.65%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.00%	95.00%	Yes	0	0	0
Pier service +	96.11%	95.00%	Yes	0	0	0
				0	1,612,869	13

NOTE: \* year is April 2010 to March 2011 + Pier service score is reported one month in arrears

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# Service quality rebate



Aerodrome Congestion Term	Jan-11		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	194,981	3
<b>Total</b>			<b>194,981</b>	<b>3</b>

## Detail of material event

**Airfield ground lighting loss in 09R hold area Sub 10. Alternation required at dusk then reverted back when fixed (Occurred 01 December)**

NOTE: \* year is April 2010 to March 2011

Please be advised that December ACT performance has been reviewed and there is now a rebate payable for December. Please view December's performance for the details

FOR FURTHER INFORMATION: please contact Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)

# How are we performing?

January 2011

## KEY TO PERFORMANCE

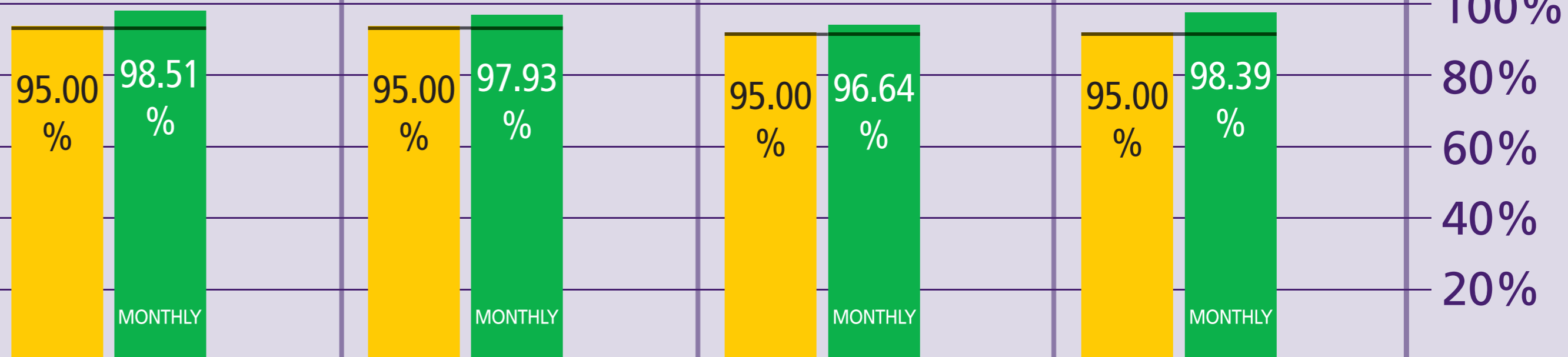


## Terminal 1 Terminal 3 Terminal 4 Terminal 5



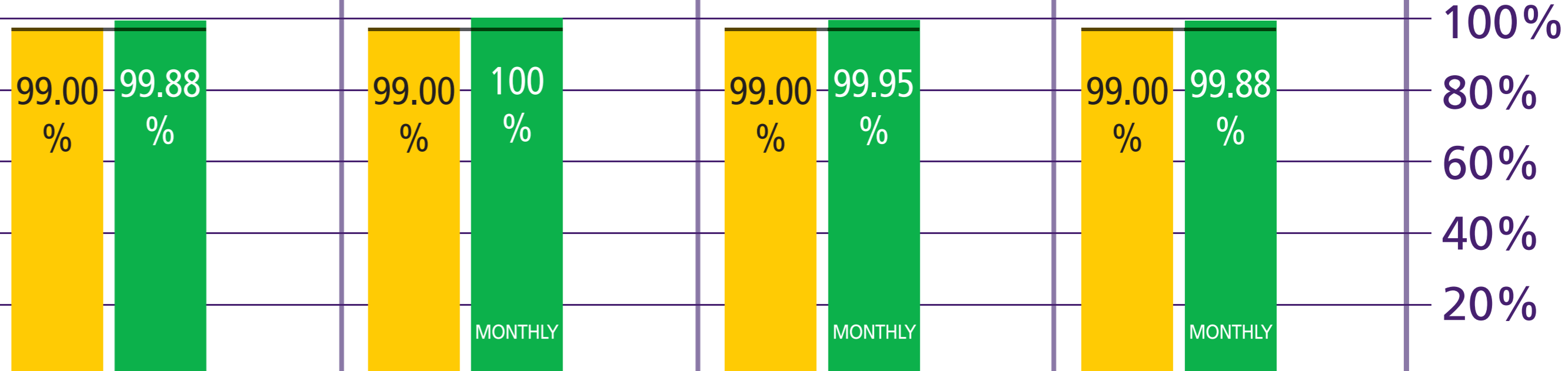
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



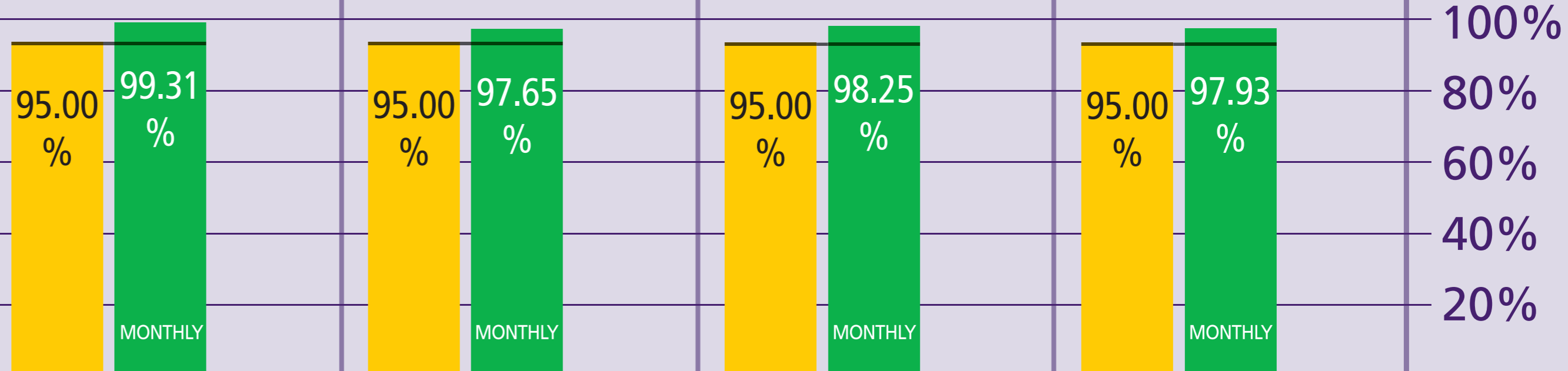
**Security waiting time 10 mins**  
queue < 10mins

Based on 15min time periods measured



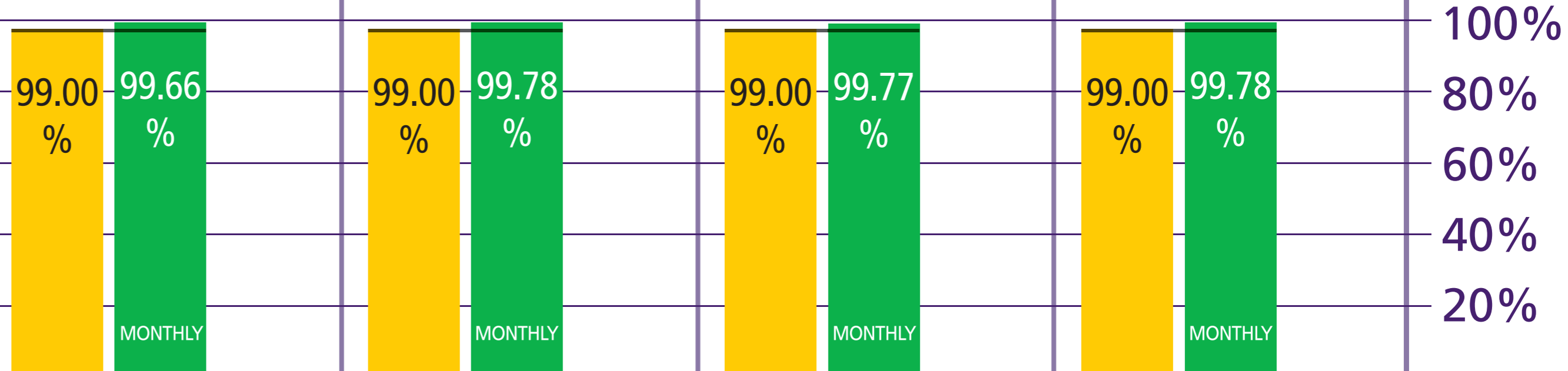
**Security waiting time for transfer passengers**  
queue < 10mins

Based on 15min time periods measured



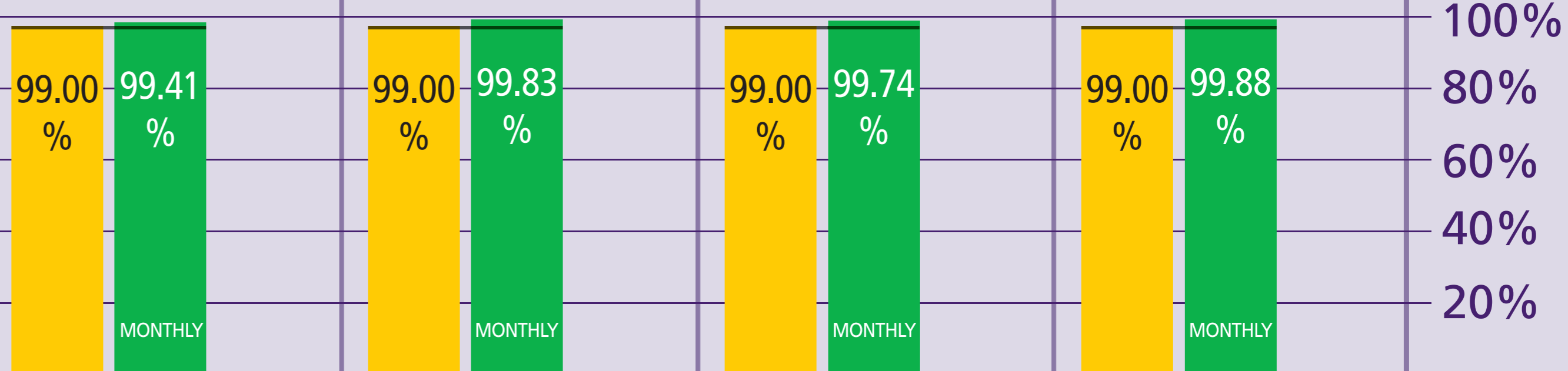
**Lifts, escalators & passenger conveyors**  
Service availability

Based on 15min time periods measured



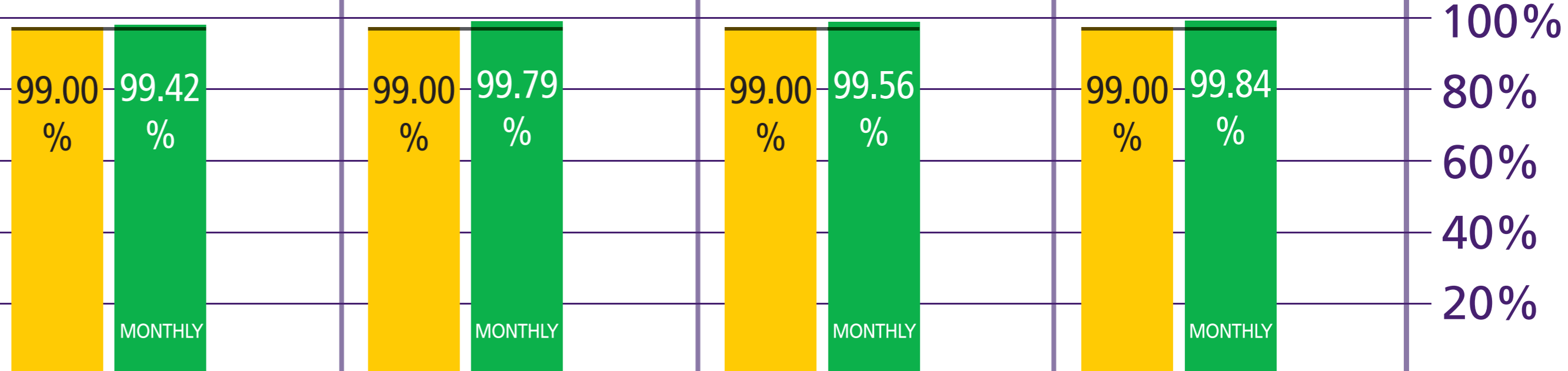
**Lifts, escalators & passenger conveyors (passenger critical)**  
Service availability

Based on 15min time periods measured



**Arrivals Reclaim**  
Service availability

Based on 15min time periods measured



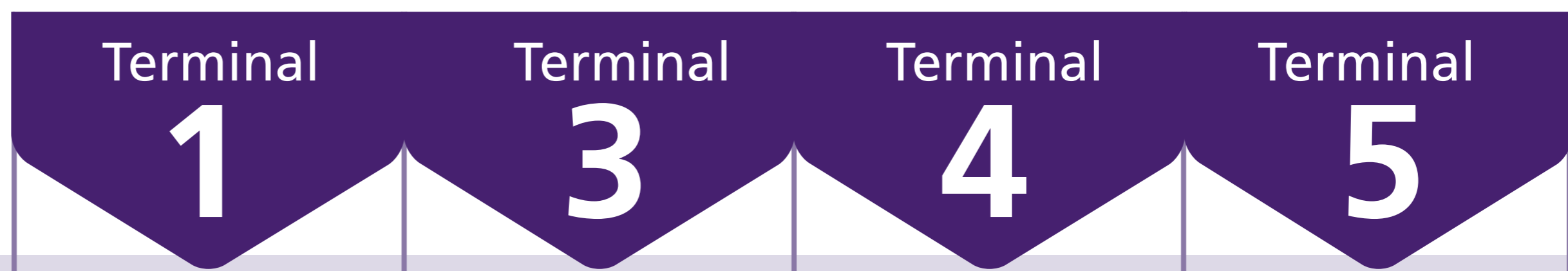
We welcome your feedback:  
[heathrowcustomerfeedback@baa.com](mailto:heathrowcustomerfeedback@baa.com)



# How are we performing?

January 2011

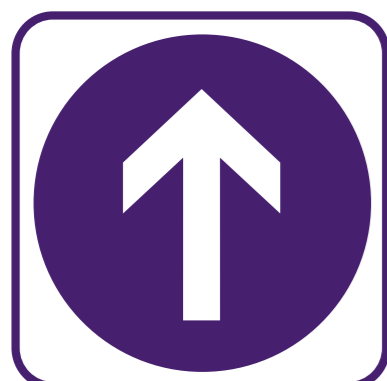
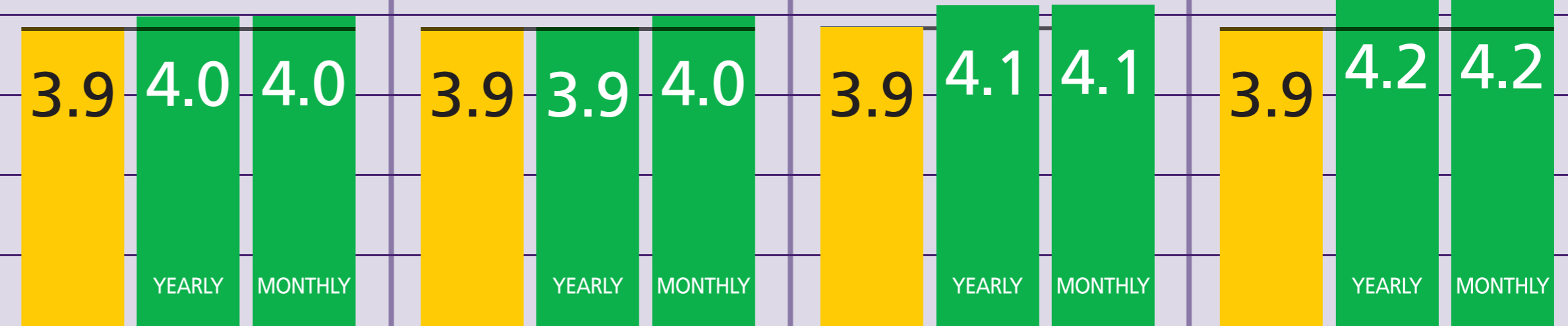
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

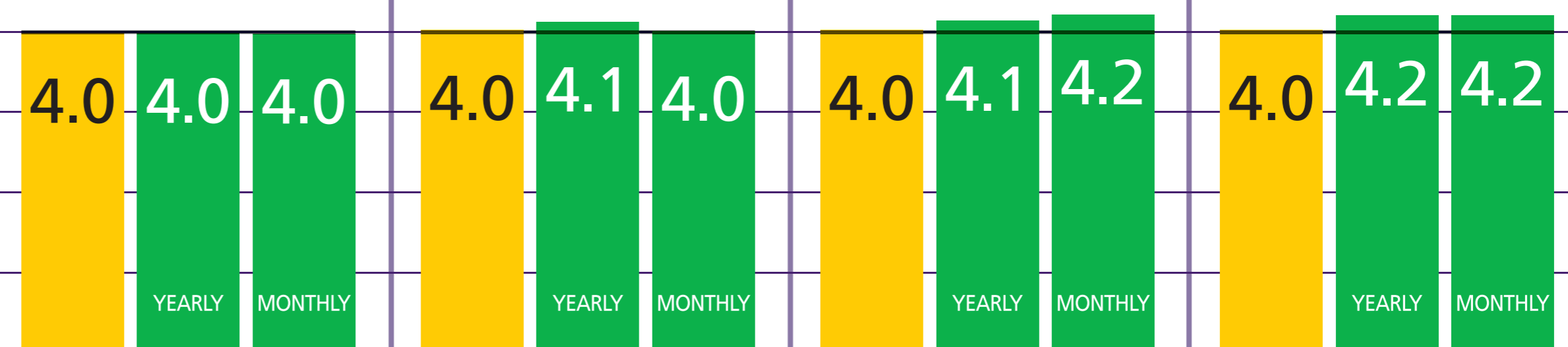
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

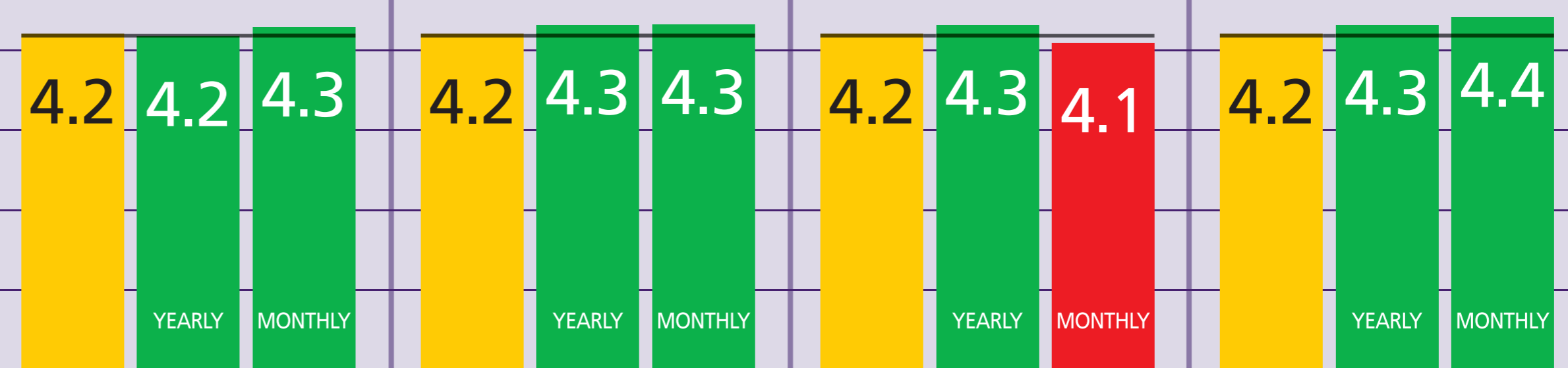
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

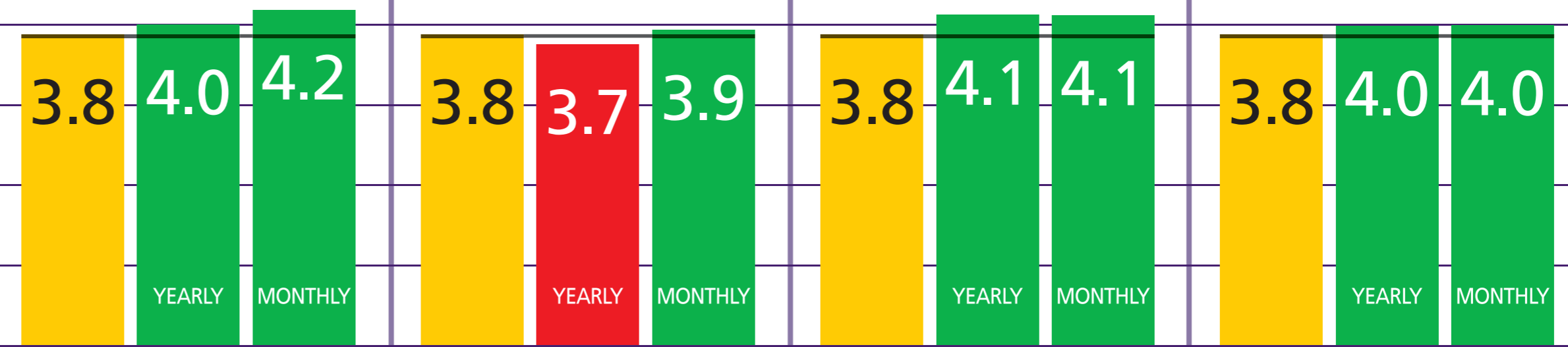
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

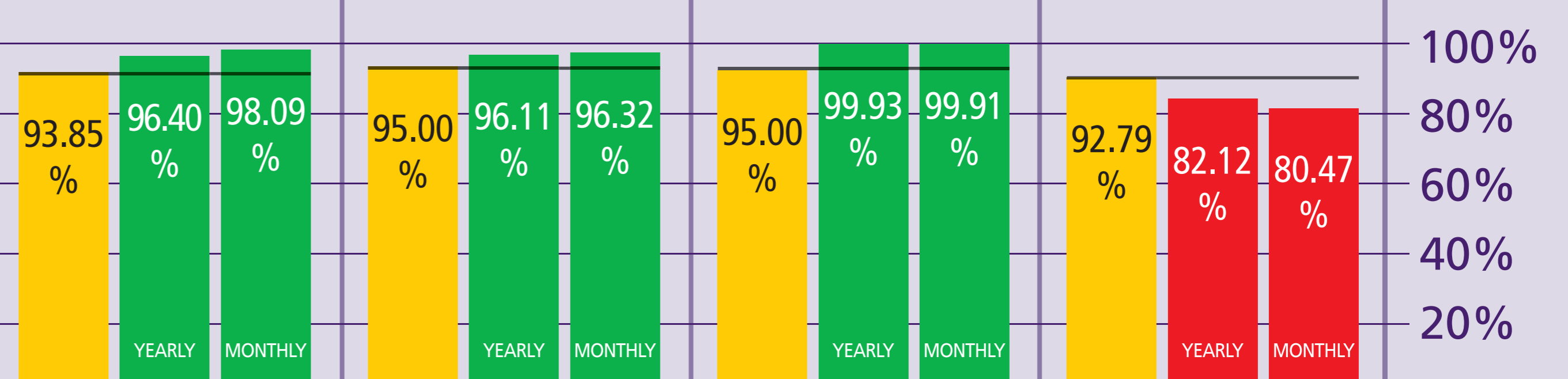


### Pier Service

Percentage of passengers embarking and disembarking directly into the terminal building

Please note: Pier Service targets will change monthly. Annual pass or fail rates will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.

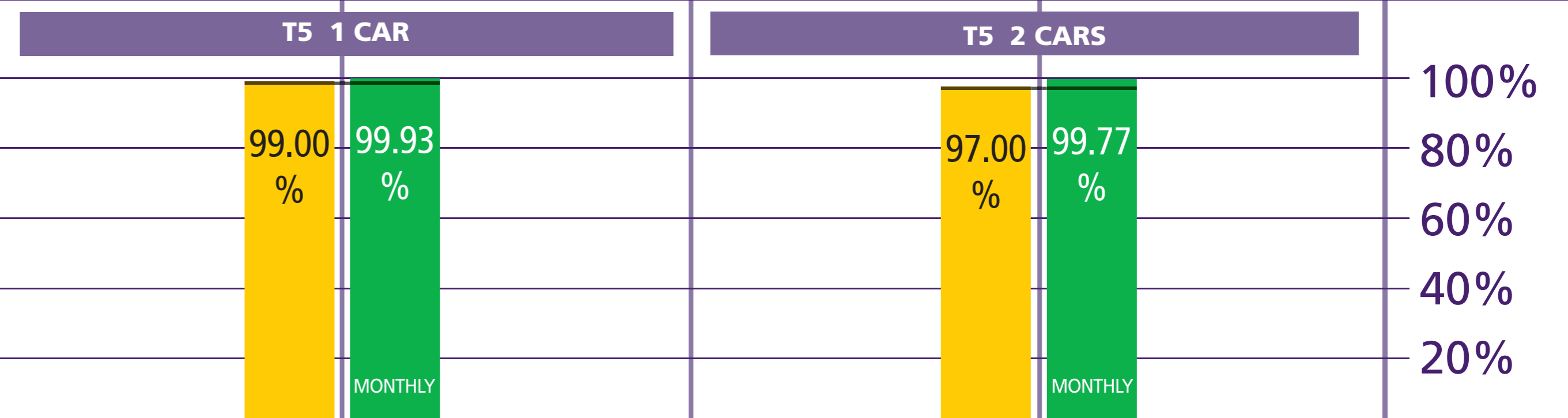
Availability measured over a month



### Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:  
[heathrowcustomerfeedback@baa.com](mailto:heathrowcustomerfeedback@baa.com)



# How are we performing?

## January 2011

### KEY TO MONTHLY PERFORMANCE



### AERODROME CONGESTION TERM

The scheme by which third parties are compensated for material events which impacted the airfield

