

Service quality rebate



Heathrow Terminal 1	Apr-13				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	96.69%	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)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.73%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.57%	99.00%	Yes	0	0	0
Stands	99.60%	99.00%	Yes	0	0	0
Jetties	99.38%	99.00%	Yes	0	0	0
FEGP	99.83%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.19%	95.00%	Yes	0	0	0
Staff search	99.93%	95.00%	Yes	0	0	0
Control posts search	97.26%	95.00%	Yes	0	0	0
Pier service	98.42%	91.67%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2013 to March 2014

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 Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate



Heathrow Terminal 3	Apr-13				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.8	3.8	Yes	0	0	0
Cleanliness	4.1	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	93.67%	95.00%	No	567,776	567,776	1
Central security queues - Times queue = 10 minutes	99.52%	99.00%	Yes			
Passenger sensitive equipment (general)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.85%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.82%	99.00%	Yes	0	0	0
Stands	99.64%	99.00%	Yes	0	0	0
Jetties	99.78%	99.00%	Yes	0	0	0
FEGP	99.72%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	98.10%	95.00%	Yes	0	0	0
Staff search	99.86%	95.00%	Yes	0	0	0
Control posts search	97.26%	95.00%	Yes	0	0	0
Pier service +	96.37%	94.00%	Yes	0	0	0
				567,776	567,776	1

NOTE: * year is April 2013 to March 2014 + 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.

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate



Heathrow Terminal 4	Apr-13				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.1	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	96.00%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.71%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.72%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.77%	99.00%	Yes	0	0	0
Stands	99.55%	99.00%	Yes	0	0	0
Jetties	99.37%	99.00%	Yes	0	0	0
FEGP	99.95%	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	99.98%	95.00%	Yes	0	0	0
Control posts search	97.26%	95.00%	Yes	0	0	0
Pier service	99.73%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2013 to March 2014

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 Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate



Heathrow Terminal 5	Apr-13				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	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	96.12%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.79%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.69%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.70%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.80%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.66%	99.00%	Yes	0	0	0
FEGP	99.75%	99.00%	Yes	0	0	0
Pre-conditioned air	99.49%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	96.59%	95.00%	Yes	0	0	0
Staff search	96.74%	95.00%	Yes	0	0	0
Control posts search	97.26%	95.00%	Yes	0	0	0
Pier service	92.08%	95.00%	No	N/A	N/A	0
Transit system - % time one car available	99.54%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.24%	97.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2013 to March 2014

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 Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate



Aerodrome Congestion Term	Apr-13		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
Total			0	0

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NOTE: * year is April 2013 to March 2014

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher_Downs@baa.com

Cleanliness

	Target	Apr-13
T1	3.9	4.1
T3	3.9	4.1
T4	3.9	4.1
T5	3.9	4.2

Cleanliness

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

Wayfinding

	Target	Apr-13
T1	4.0	4.1
T3	4.0	4.2
T4	4.0	4.2
T5	4.0	4.2

Wayfinding

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

Flight information

	Target	Apr-13
T1	4.2	4.3
T3	4.2	4.4
T4	4.2	4.3
T5	4.2	4.4

Flight information

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

Departure lounge seat availability

	Target	Apr-13
T1	3.8	3.9
T3	3.8	3.9
T4	3.8	4.2
T5	3.8	4.0

Departure lounge seat availability

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

CSA queues - Times queue <5 min

	Target	Apr-13
T1	95.00%	95.42%
T3	95.00%	93.62%
T4	95.00%	96.00%
T5	95.00%	96.12%

CSA queues - Both

	Apr-13
T1	£0
T3	£552,724
T4	£0
T5	£0

CSA queues - Times queue = 10 minutes

	Target	Apr-13
T1	99.00%	99.99%
T3	99.00%	99.34%
T4	99.00%	99.71%
T5	99.00%	99.79%

Transfer search

	Target	Apr-13
T1	95.00%	96.19%
T3	95.00%	96.19%
T4	95.00%	99.63%
T5	95.00%	96.59%

Transfer search

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

Staff search

	Target	Apr-13
T1	95.00%	99.93%
T3	95.00%	99.86%
T4	95.00%	99.99%
T5	95.00%	96.74%

Staff search

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

Control posts search

	Target	Apr-13
T1	95.00%	97.26%
T3	95.00%	97.26%
T4	95.00%	97.26%
T5	95.00%	97.26%

Control posts search

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

FEGP

	Target	Apr-13
T1	99.00%	99.83%
T3	99.00%	99.72%
T4	99.00%	99.95%
T5	99.00%	99.75%

FEGP

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

Jetties

	Target	Apr-13
T1	99.00%	99.38%
T3	99.00%	99.78%
T4	99.00%	99.37%
T5	99.00%	99.66%

Jetties

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

PSE (general)

	Target	Apr-13
T1	99.00%	99.80%
T3	99.00%	99.82%
T4	99.00%	99.61%
T5	99.00%	99.69%

PSE (general)

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

PSE (priority)

	Target	Apr-13
T1	99.00%	99.73%
T3	99.00%	99.85%
T4	99.00%	99.72%
T5	99.00%	99.70%

PSE (priority)

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

Stand entry guidance

	Target	Apr-13
T1	99.00%	99.99%
T3	99.00%	99.98%
T4	99.00%	100.00%
T5	99.00%	99.99%

Stand entry guidance

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

Stands

	Target	Apr-13
T1	99.00%	99.60%
T3	99.00%	99.64%
T4	99.00%	99.55%
T5	99.00%	99.81%

Stands

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

Pier service

	Apr-13
T1	98.42%
T3	96.34%
T4	92.73%
T5	92.28%

Pier service

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

T1 target	91.67%
T3 target	94.83%
T4 target	95.00%
T5 target	95.00%

TTS - % time one car available

	Target	Apr-13
T5	99.00%	99.54%

TTS - %Both

	Apr-13
T5	£0

TTS - % time two cars available

	Target	Apr-13
T5	97.00%	99.24%

Arrivals Reclaims

	Target	Apr-13
T1	99.00%	99.37%
T3	99.00%	99.82%
T4	99.00%	99.77%
T5	99.00%	99.80%

Arrivals Reclaims

	Apr-13
T1	£0
T3	£0
T4	£0
T5	£0

Pre-conditioned air

	Target	Apr-13
T3	98.00%	100.00%
T5	98.00%	99.49%

Pre-conditioned air

	Apr-13
T3	£0
T5	£0

Aerodrome congestion

	Target	Apr-13
All	N/A	N/A

Aerodrome congestion

	Apr-13
All	N/A

Monthly performance - reported only

Cleanliness - Month

	Target	Apr-13
T1	3.9	4.2
T3	3.9	4.1
T4	3.9	4.0
T5	3.9	4.2

Wayfinding - Month

	Target	Apr-13
T1	4.0	4.2
T3	4.0	4.1
T4	4.0	4.0
T5	4.0	4.2

Flight information - Month

	Target	Apr-13
T1	4.2	4.3
T3	4.2	4.4
T4	4.2	4.3
T5	4.2	4.4

Departure lounge seat availability - Month

	Target	Apr-13
T1	3.8	4.2
T3	3.8	3.9
T4	3.8	4.2
T5	3.8	4.0

Pier service - Month

	Apr-13
T1	98.93%
T3	96.76%
T4	99.75%
T5	91.11%

How are we performing?

April 2013

KEY TO PERFORMANCE



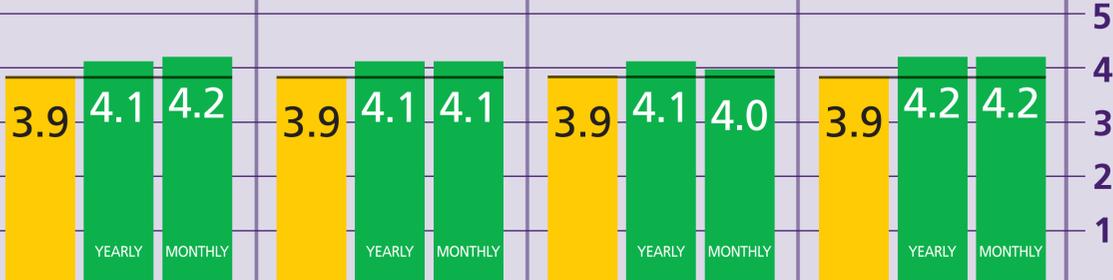
Terminal 1 Terminal 3 Terminal 4 Terminal 5



Cleanliness

Overall cleanliness of the terminal

As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

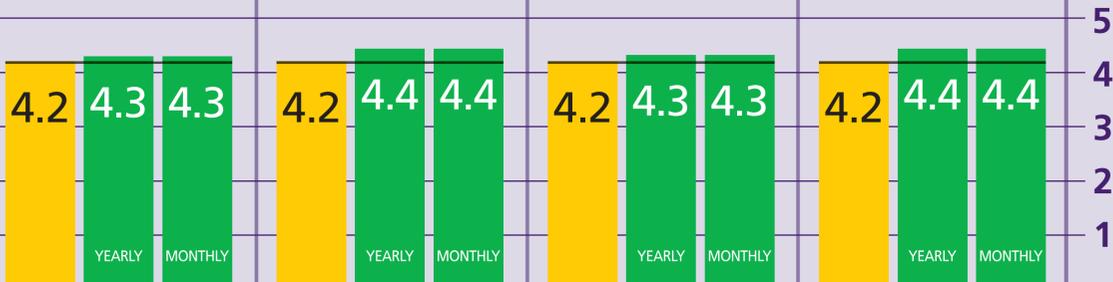
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

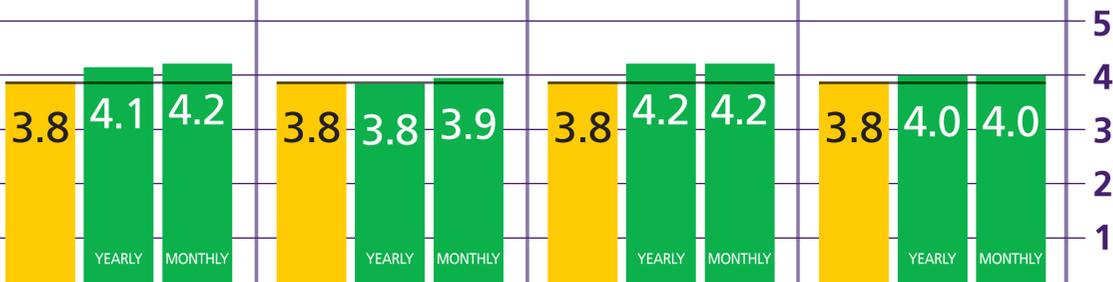
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

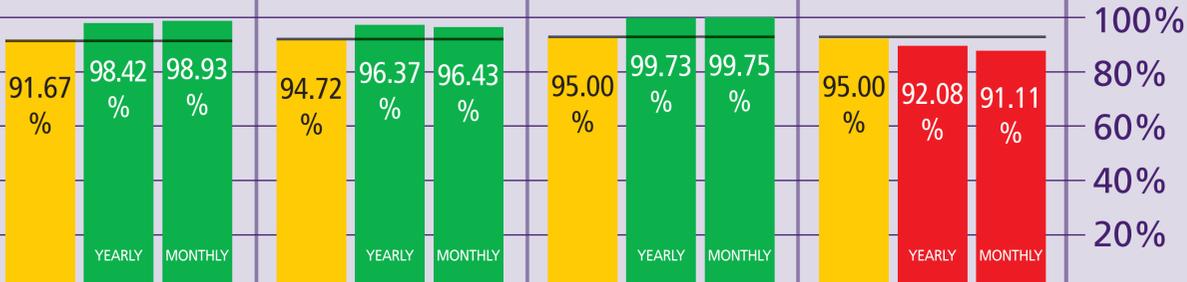


Pier Service

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.

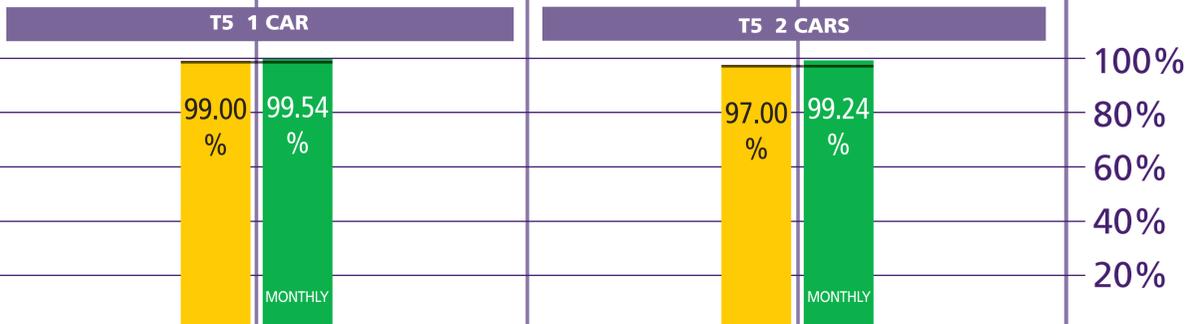
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

Heathrow
 Making every journey better

How are we performing?

April 2013

KEY TO PERFORMANCE

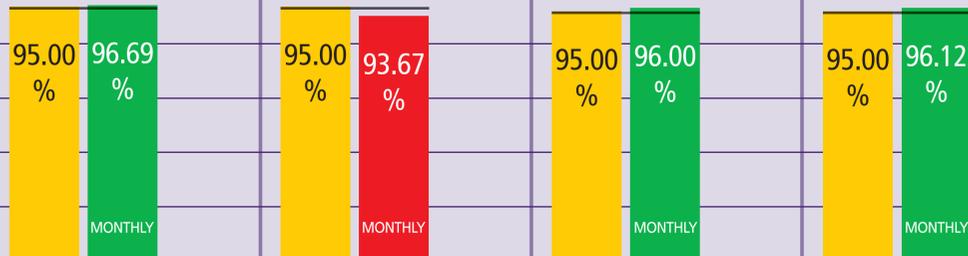


Terminal 1 Terminal 3 Terminal 4 Terminal 5



Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured

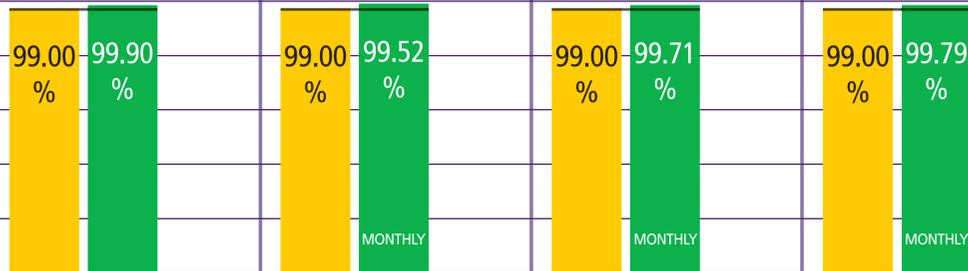


100%
80%
60%
40%
20%



Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

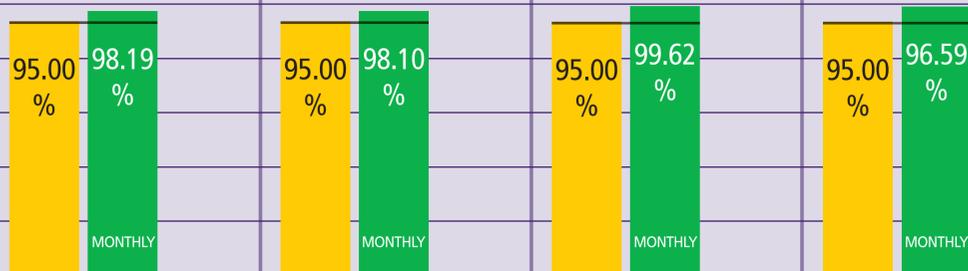


100%
80%
60%
40%
20%



Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured

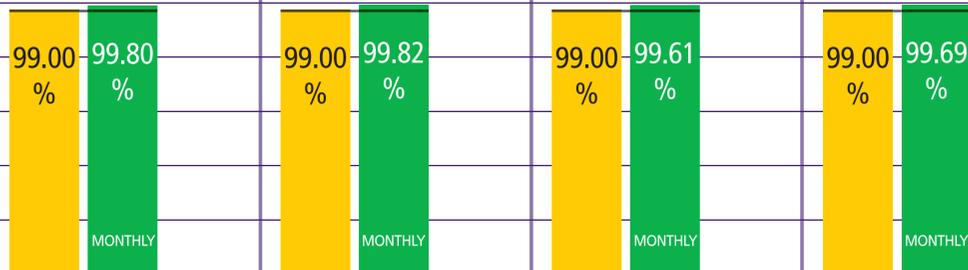


100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured

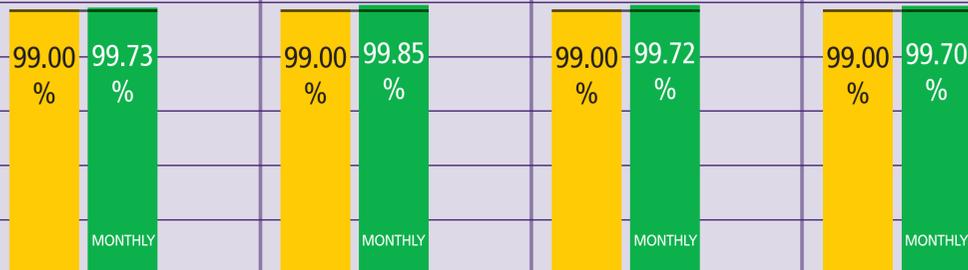


100%
80%
60%
40%
20%



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

Based on 15min time periods measured

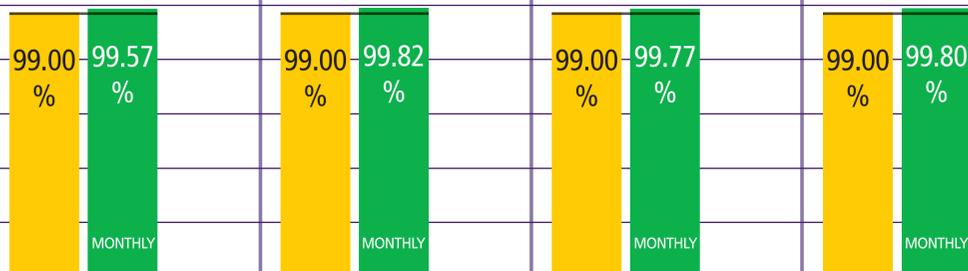


100%
80%
60%
40%
20%



Arrivals Reclaim
Service availability

Based on 15min time periods measured



100%
80%
60%
40%
20%

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Making every journey better

How are we performing?

April 2013

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

