

Service quality rebate



Heathrow Terminal 1	Aug-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	95.37%	95.00%	Yes	0	359,635	1
Central security queues - Times queue = 10 minutes	99.84%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.40%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.62%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.13%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Stand entry guidance	99.94%	99.00%	Yes	0	0	0
Transfer search	95.76%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.47%	95.00%	Yes	0	0	0
Pier service	98.59%	92.82%	Yes	0	0	0
Total				0	359,635	1

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	Aug-13			Year to date *		
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.9	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	72.12%	95.00%	No	567,776	2,271,104	4
Central security queues - Times queue = 10 minutes	92.30%	99.00%	No			
Passenger sensitive equipment (general)	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.80%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.83%	99.00%	Yes	0	0	0
FEGP	99.81%	99.00%	Yes	0	0	0
Pre-conditioned air	99.70%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	95.71%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	96.47%	95.00%	Yes	0	0	0
Pier service +	96.46%	94.00%	Yes	0	0	0
				567,776	2,271,104	4

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	Aug-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	95.67%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.80%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.45%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	99.91%	99.00%	Yes	0	0	0
Transfer search	97.63%	95.00%	Yes	0	0	0
Staff search	99.84%	95.00%	Yes	0	0	0
Control posts search	96.47%	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	Aug-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	95.28%	95.00%	Yes	0	1,410,544	2
Central security queues - Times queue = 10 minutes	99.79%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.89%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.67%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.20%	99.00%	Yes	0	0	0
FEGP	99.81%	99.00%	Yes	0	0	0
Pre-conditioned air	99.51%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	96.22%	95.00%	Yes	0	0	0
Staff search	96.33%	95.00%	Yes	0	0	0
Control posts search	96.47%	95.00%	Yes	0	0	0
Pier service	91.41%	95.00%	No	0	0	5
Transit system - % time one car available	99.90%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.51%	97.00%	Yes	0	0	0
Total				0	1,410,544	7

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	Aug-13		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	121,988	1
Total			121,988	1

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NOTE: * year is April 2013 to March 2014

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

Performance £ Rebates

Cleanliness							Cleanliness						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	3.9	4.1	4.1	4.1	4.1	4.1	£0	£0	£0	£0	£0		
T3	3.9	4.1	4.1	4.1	4.1	4.1	£0	£0	£0	£0	£0		
T4	3.9	4.1	4.1	4.1	4.1	4.1	£0	£0	£0	£0	£0		
T5	3.9	4.2	4.2	4.2	4.2	4.2	£0	£0	£0	£0	£0		

Wayfinding							Wayfinding						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	4.0	4.1	4.1	4.1	4.1	4.1	£0	£0	£0	£0	£0		
T3	4.0	4.2	4.2	4.2	4.2	4.2	£0	£0	£0	£0	£0		
T4	4.0	4.2	4.2	4.2	4.2	4.2	£0	£0	£0	£0	£0		
T5	4.0	4.2	4.2	4.2	4.2	4.2	£0	£0	£0	£0	£0		

Flight information							Flight information						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	4.2	4.3	4.3	4.3	4.3	4.3	£0	£0	£0	£0	£0		
T3	4.2	4.4	4.4	4.4	4.4	4.4	£0	£0	£0	£0	£0		
T4	4.2	4.3	4.3	4.3	4.3	4.3	£0	£0	£0	£0	£0		
T5	4.2	4.4	4.4	4.4	4.4	4.4	£0	£0	£0	£0	£0		

Departure lounge seat availability							Departure lounge seat availability						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	3.8	4.1	4.1	4.1	4.1	4.1	£0	£0	£0	£0	£0		
T3	3.8	3.8	3.8	3.8	3.8	3.8	£0	£0	£0	£0	£0		
T4	3.8	4.2	4.2	4.2	4.2	4.2	£0	£0	£0	£0	£0		
T5	3.8	4.0	4.0	4.0	4.0	4.0	£0	£0	£0	£0	£0		

CSA queues - Times queue <5 minutes							CSA queues - Both						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	95.00%	95.43%	93.09%	94.38%	95.37%	95.37%	£0	TBC	£0	TBC	£0		
T3	95.00%	93.62%	TBC	81.72%	88.43%	72.22%	£567,276	TBC	£567,276	£567,276	£567,276		
T4	95.00%	96.00%	95.07%	95.19%	95.25%	95.67%	£0	£0	£0	£0	£0		
T5	95.00%	96.12%	95.30%	91.69%	90.65%	95.28%	£0	£0	£2705,272	£705,272	£0		

CSA queues - Times queue = 10 minutes						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	
T1	99.00%	99.99%	99.89%	99.51%	99.53%	99.84%
T3	99.00%	99.32%	99.59%	99.82%	99.24%	99.28%
T4	99.00%	99.71%	99.59%	99.86%	99.82%	99.77%
T5	99.00%	99.79%	99.75%	98.95%	98.04%	99.79%

Transfer search							Transfer search						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	95.00%	96.19%	96.87%	96.00%	95.58%	95.76%	£0	£0	£0	£0	£0		
T3	95.00%	98.19%	95.44%	95.48%	95.76%	95.71%	£0	£0	£0	£0	£0		
T4	95.00%	99.62%	99.48%	95.25%	95.92%	97.63%	£0	£0	£0	£0	£0		
T5	95.00%	96.59%	95.14%	95.22%	96.56%	96.22%	£0	£0	£0	£0	£0		

Staff search							Staff search						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	95.00%	99.93%	98.92%	98.33%	98.13%	100.00%	£0	£0	£0	£0	£0		
T3	95.00%	99.80%	100.00%	100.00%	99.91%	99.95%	£0	£0	£0	£0	£0		
T4	95.00%	99.98%	96.91%	98.93%	95.92%	99.84%	£0	£0	£0	£0	£0		
T5	95.00%	96.74%	95.08%	95.21%	95.35%	96.32%	£0	£0	£0	£0	£0		

Control posts search							Control posts search						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	£0	£0	£0	£0	£0		
T3	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	£0	£0	£0	£0	£0		
T4	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	£0	£0	£0	£0	£0		
T5	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	£0	£0	£0	£0	£0		

FEGP							FEGP						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	99.00%	99.83%	99.95%	99.92%	99.75%	99.96%	£0	£0	£0	£0	£0		
T3	99.00%	99.72%	99.78%	99.83%	99.50%	99.81%	£0	£0	£0	£0	£0		
T4	99.00%	99.95%	99.96%	99.93%	99.89%	99.97%	£0	£0	£0	£0	£0		
T5	99.00%	99.75%	99.91%	99.69%	99.56%	99.81%	£0	£0	£0	£0	£0		

Jetties							Jetties						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	99.00%	99.38%	99.63%	99.77%	99.66%	99.13%	£0	£0	£0	£0	£0		
T3	99.00%	99.78%	99.82%	99.73%	99.63%	99.83%	£0	£0	£0	£0	£0		
T4	99.00%	99.37%	99.63%	99.51%	99.17%	99.45%	£0	£0	£0	£0	£0		
T5	99.00%	99.66%	99.64%	99.67%	99.68%	99.20%	£0	£0	£0	£0	£0		

PSE (general)							PSE (general)						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	99.00%	99.90%	99.76%	TBC	99.77%	99.79%	£0	£0	TBC	£0	£0		
T3	99.00%	99.82%	99.88%	99.83%	99.84%	99.86%	£0	£0	£0	£0	£0		
T4	99.00%	99.61%	99.68%	99.71%	99.24%	99.82%	£0	£0	£0	£0	£0		
T5	99.00%	99.69%	99.67%	99.62%	99.70%	99.77%	£0	£0	£0	£0	£0		

PSE (priority)							PSE (priority)						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	99.00%	99.73%	99.62%	99.80%	99.82%	99.40%	£0	£0	£0	£0	£0		
T3	99.00%	99.85%	99.89%	99.87%	99.82%	99.79%	£0	£0	£0	£0	£0		
T4	99.00%	99.72%	99.75%	99.89%	99.85%	99.80%	£0	£0	£0	£0	£0		
T5	99.00%	99.70%	99.83%	99.87%	99.91%	99.89%	£0	£0	£0	£0	£0		

Stand entry guidance							Stand entry guidance						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	99.00%	99.99%	100.00%	99.98%	99.82%	99.94%	£0	£0	£0	£0	£0		
T3	99.00%	99.98%	99.96%	99.94%	100.00%	99.99%	£0	£0	£0	£0	£0		
T4	99.00%	100.00%	100.00%	99.99%	99.98%	99.91%	£0	£0	£0	£0	£0		
T5	99.00%	99.99%	99.97%	99.99%	99.96%	99.99%	£0	£0	£0	£0	£0		

Stands							Stands						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	99.00%	99.60%	99.78%	99.94%	99.90%	99.88%	£0	£0	£0	£0	£0		
T3	99.00%	99.64%	99.79%	99.79%	99.81%	99.86%	£0	£0	£0	£0	£0		
T4	99.00%	99.51%	99.80%	99.74%	99.53%	99.83%	£0	£0	£0	£0	£0		
T5	99.00%	99.81%	99.84%	99.84%	99.80%	99.86%	£0	£0	£0	£0	£0		

Pier service							Pier service						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	96.42%	98.45%	98.48%	98.53%	98.59%	98.59%	£0	£0	£0	£0	£0		
T3	96.34%	96.37%	96.39%	96.46%	0.00%	0.00%	£0	£0	£0	£0	£0		
T4	96.73%	99.73%	99.73%	99.74%	99.75%	99.75%	£0	£0	£0	£0	£0		
T5	92.04%	99.46%	99.46%	99.53%	91.41%	91.41%	£0	£0	£0	£0	£0		
T1 target	91.67%	91.67%	92.04%	92.44%	92.82%	92.82%							
T3 target	94.83%	94.91%	95.00%	95.00%	95.00%	95.00%							
T4 target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%							
T5 target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%							

TTS - % time one car available							TTS - % Both						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T5	99.00%	99.54%	99.80%	100.00%	99.97%	99.90%	£0	£0	£0	£0	£0		

TTS - % time two cars available						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	
T5	97.00%	99.24%	99.12%	99.86%	99.63%	99.51%

Arrivals Reclaims							Arrivals Reclaims						
Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13		Apr-13	May-13	Jun-13	Jul-13	Aug-13		
T1	99.00%	99.17%	99.80%	99.59%	99.72%	98.62%	£0	£0	£0	£0	£0		
T3	99.00%	99.82%	99.72%	99.76%	99.72%	99.80%	£0	£0	£0	£0	£0		
T4	99.00%	99.77%	99.79%	99.79%	99.72%	99.80%	£0	£0	£0	£0	£0		
T5	99.00%	99.80%	99.81%	99.78%	99.76%	99.67%	£0	£0	£0	£0	£0		

Pre-conditioned air						
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How are we performing?

August 2013

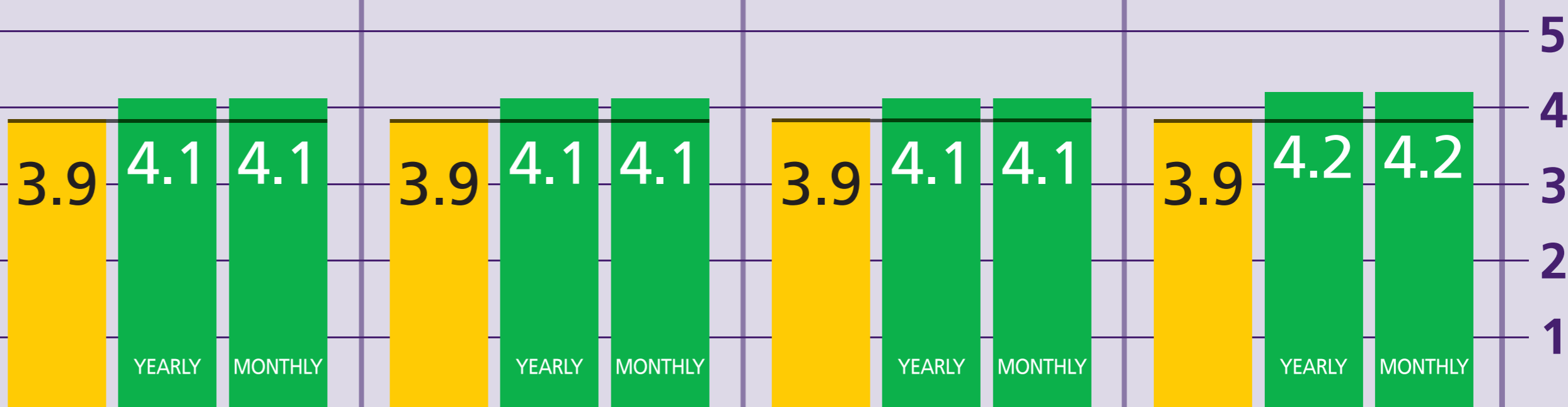
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

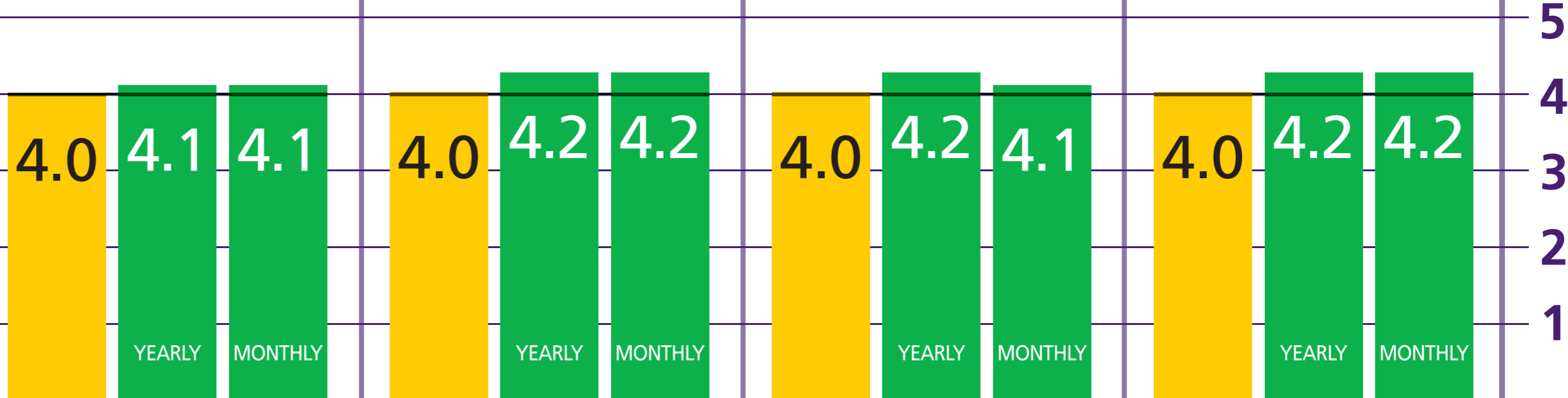
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

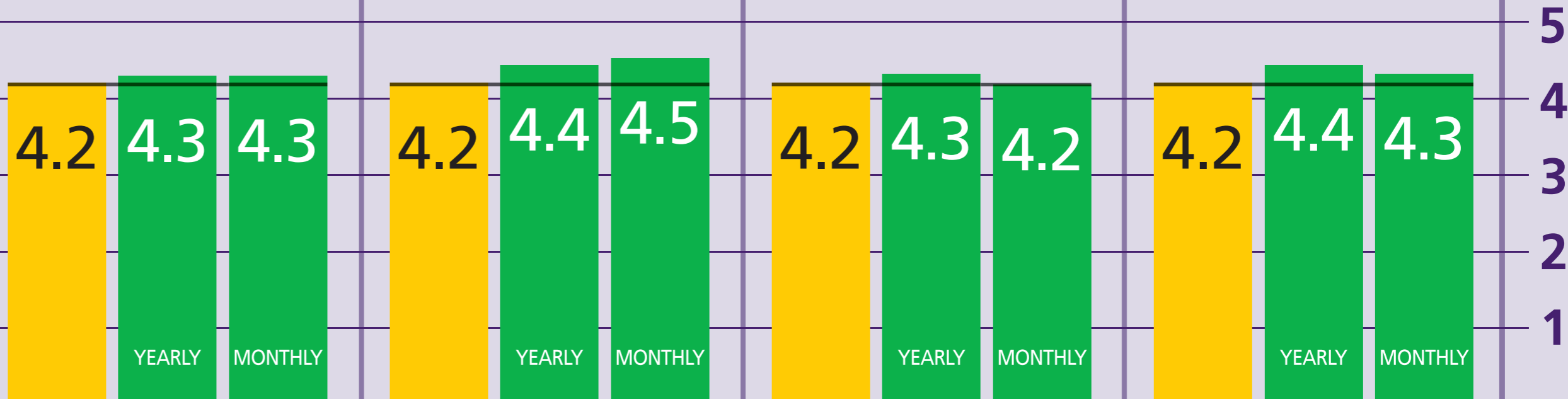
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

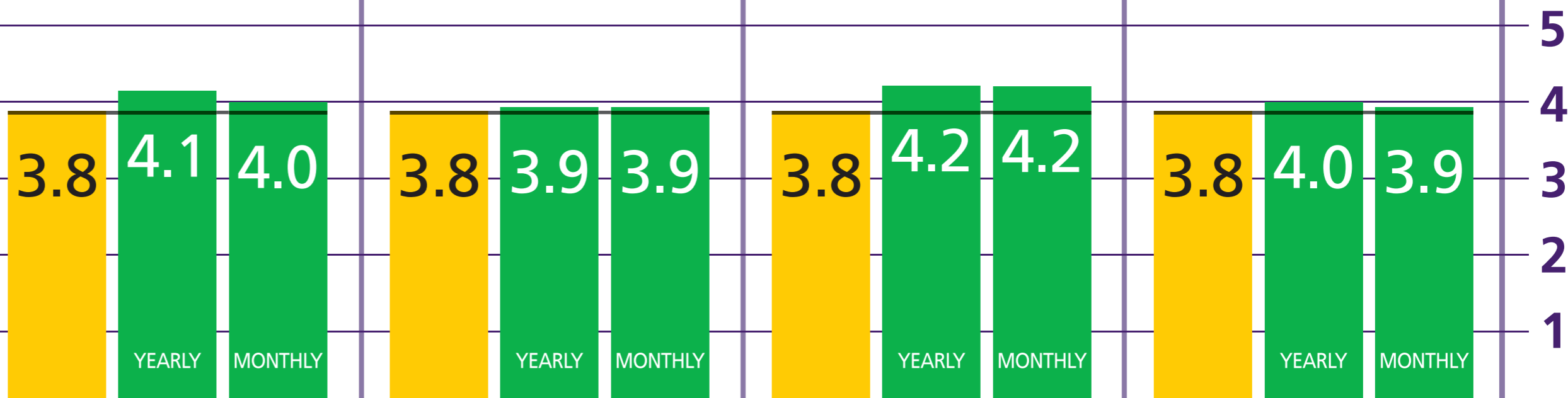
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

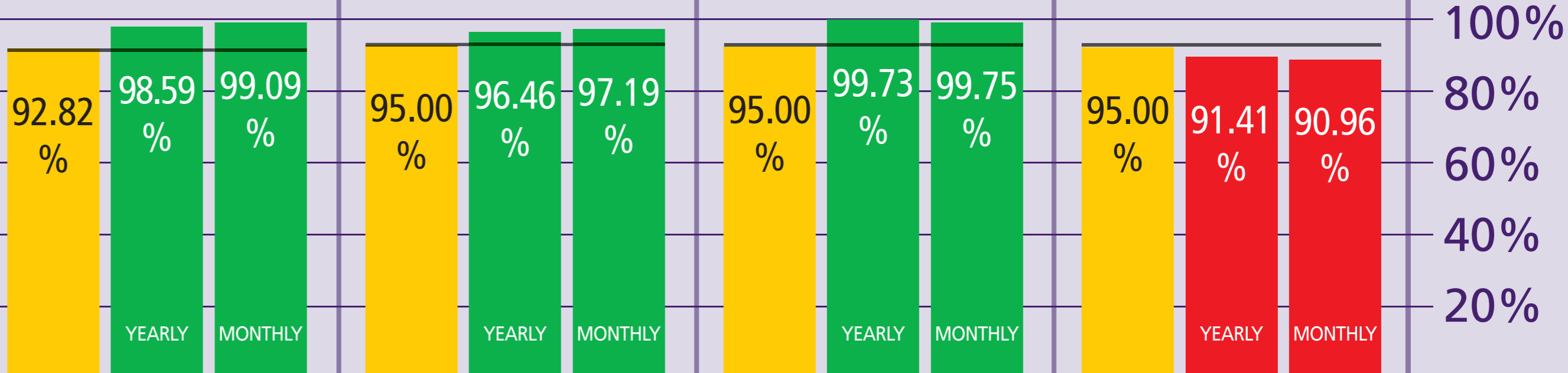


Pier Service

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.

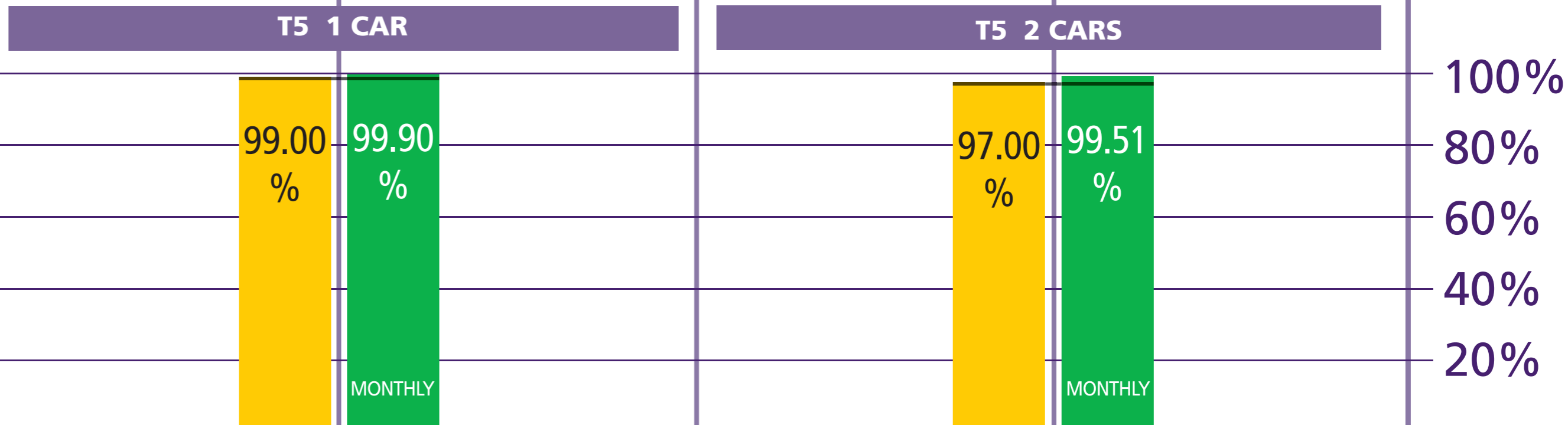
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

August 2013

KEY TO PERFORMANCE

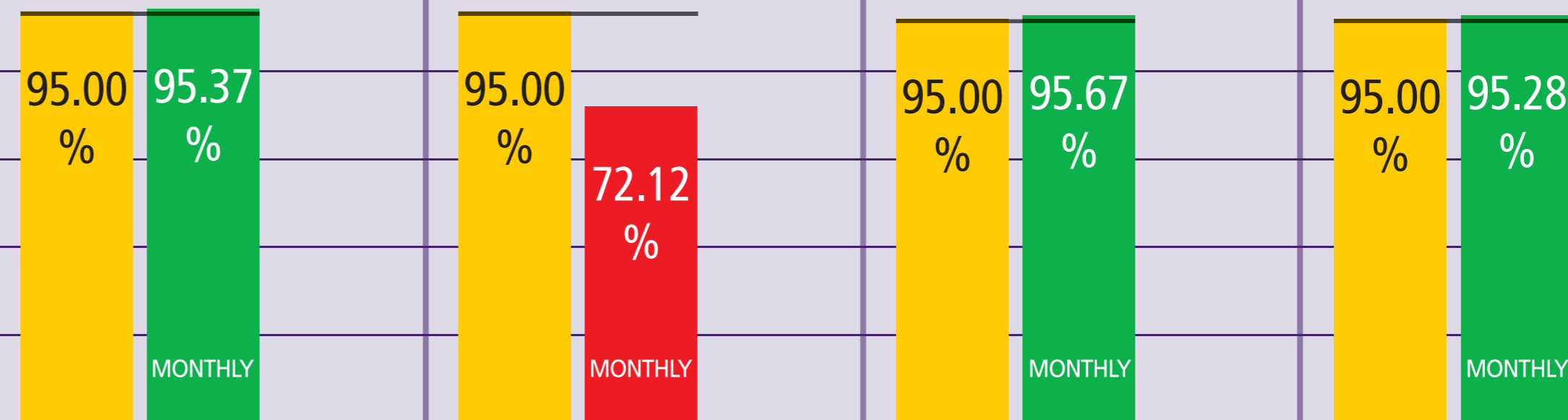


Terminal 1 Terminal 3 Terminal 4 Terminal 5



Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured

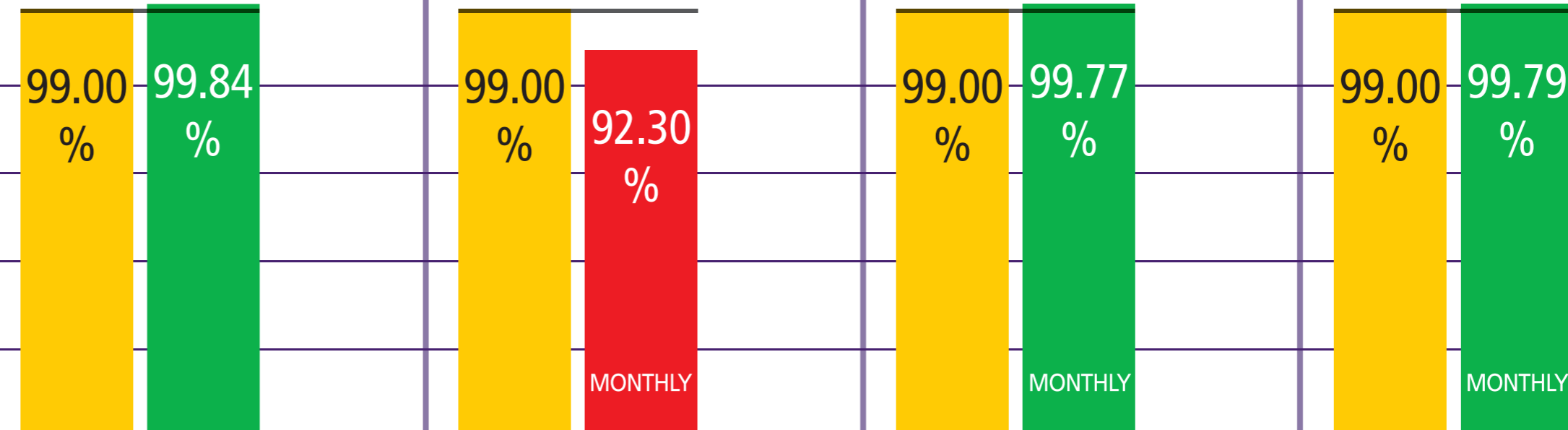


100%
80%
60%
40%
20%



Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

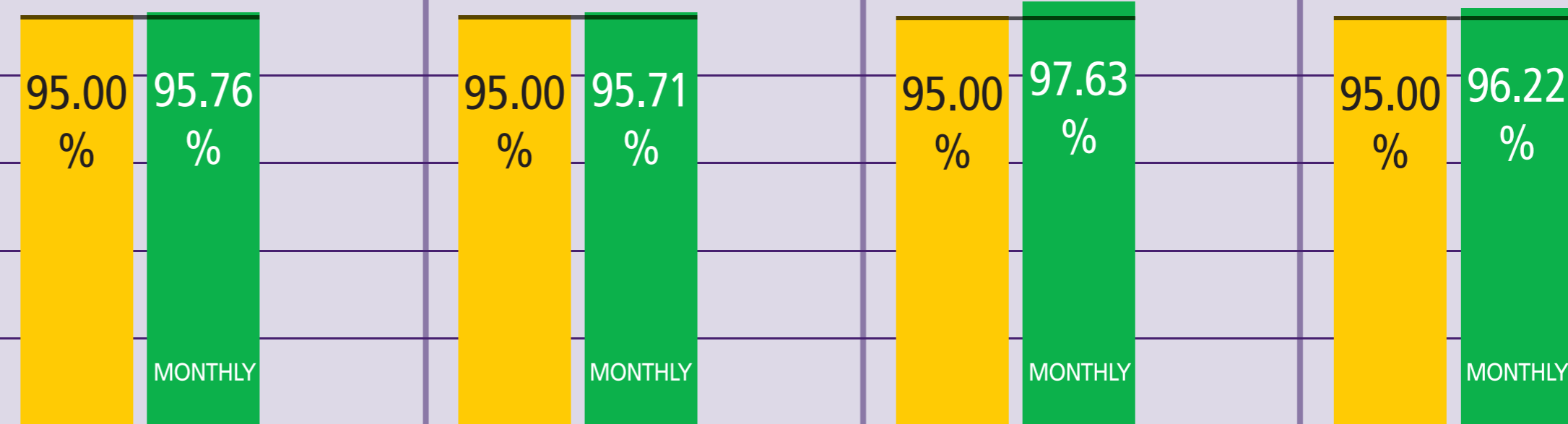


100%
80%
60%
40%
20%



Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured

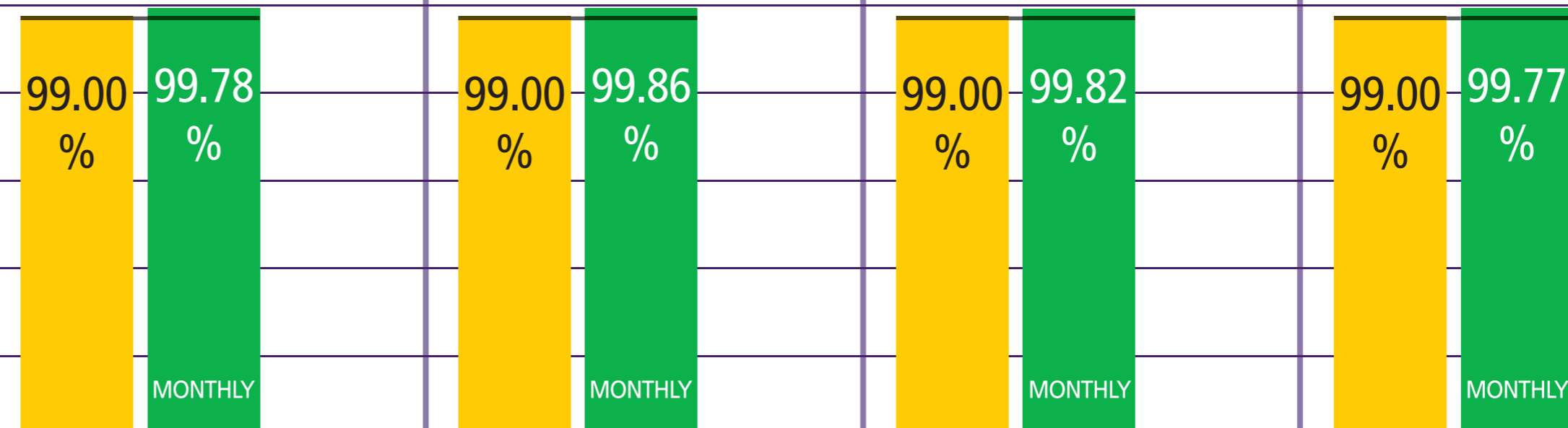


100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured

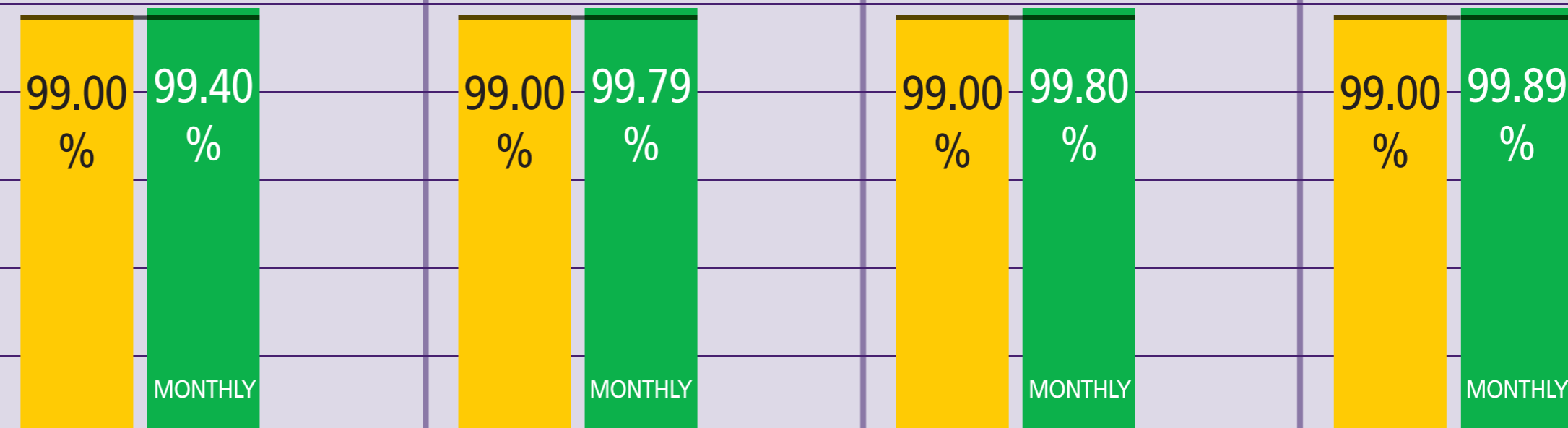


100%
80%
60%
40%
20%



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

Based on 15min time periods measured

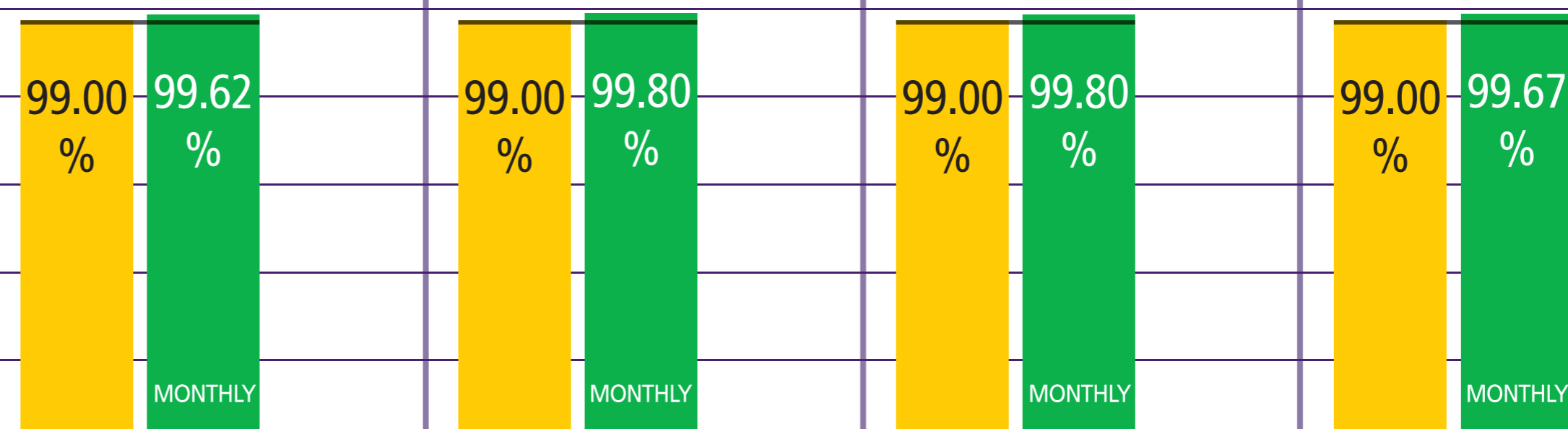


100%
80%
60%
40%
20%



Arrivals Reclaim
Service availability

Based on 15min time periods measured



100%
80%
60%
40%
20%

We welcome your feedback:
heathrowcustomerfeedback@baa.com

Heathrow
Making every journey better

How are we performing?

August 2013

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

