

Service quality rebate



Heathrow Terminal 1	Oct-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	95.44%	95.00%	Yes	0	719,270	2
Central security queues - Times queue = 10 minutes	99.88%	99.00%	Yes	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)	99.60%	99.00%	Yes	0	0	0
Stands	99.72%	99.00%	Yes	0	0	0
Jetties	99.61%	99.00%	Yes	0	0	0
FEGP	99.94%	99.00%	Yes	0	0	0
Stand entry guidance	99.91%	99.00%	Yes	0	0	0
Transfer search	97.33%	95.00%	Yes	0	0	0
Staff search	99.65%	95.00%	Yes	0	0	0
Control posts search	95.57%	95.00%	Yes	0	0	0
Pier service	98.61%	93.52%	Yes	0	0	0
Total				0	719,270	2

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	Oct-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	82.58%	95.00%	No	567,776	3,406,656	6
Central security queues - Times queue = 10 minutes	95.12%	99.00%	No			
Passenger sensitive equipment (general)	99.89%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.89%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.87%	99.00%	Yes	0	0	0
Stands	99.73%	99.00%	Yes	0	0	0
Jetties	99.79%	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	99.75%	99.00%	Yes	0	0	0
Transfer search	96.54%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.57%	95.00%	Yes	0	0	0
Pier service +	96.59%	94.00%	Yes	0	0	0
				567,776	3,406,656	6

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.

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Service quality rebate



Heathrow Terminal 4	Oct-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	95.62%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.59%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.63%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.32%	99.00%	Yes	0	0	0
Stands	99.60%	99.00%	Yes	0	0	0
Jetties	99.46%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.82%	95.00%	Yes	0	0	0
Staff search	98.99%	95.00%	Yes	0	0	0
Control posts search	95.57%	95.00%	Yes	0	0	0
Pier service	99.77%	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.

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Service quality rebate



Heathrow Terminal 5	Oct-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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	90.02%	95.00%	No	742,652	2,970,608	4
Central security queues - Times queue = 10 minutes	98.73%	99.00%	No			
Passenger sensitive equipment (general)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.83%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.80%	99.00%	Yes	0	0	0
FEGP	99.93%	99.00%	Yes	0	0	0
Pre-conditioned air	99.60%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.88%	99.00%	Yes	0	0	0
Transfer search	95.14%	95.00%	Yes	0	323,227	1
Staff search	95.95%	95.00%	Yes	0	0	0
Control posts search	95.57%	95.00%	Yes	0	0	0
Pier service	91.12%	95.00%	No	0	0	7
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.55%	97.00%	Yes	0	0	0
Total				742,652	3,293,835	12

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.

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Service quality rebate



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

NOTE: * year is April 2013 to March 2014

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

How are we performing?

October 2013

KEY TO PERFORMANCE



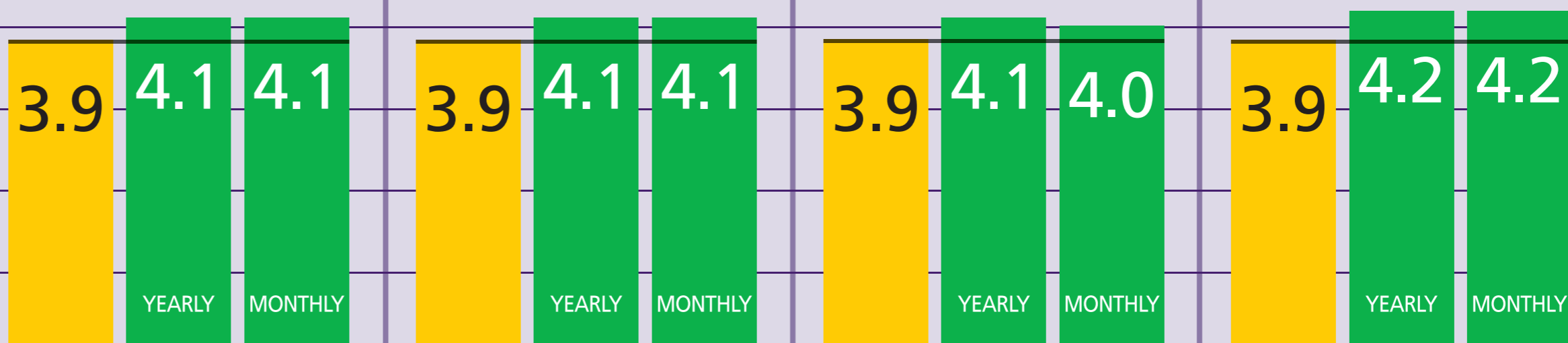
Terminal 1 Terminal 3 Terminal 4 Terminal 5



Cleanliness

Overall cleanliness of the terminal

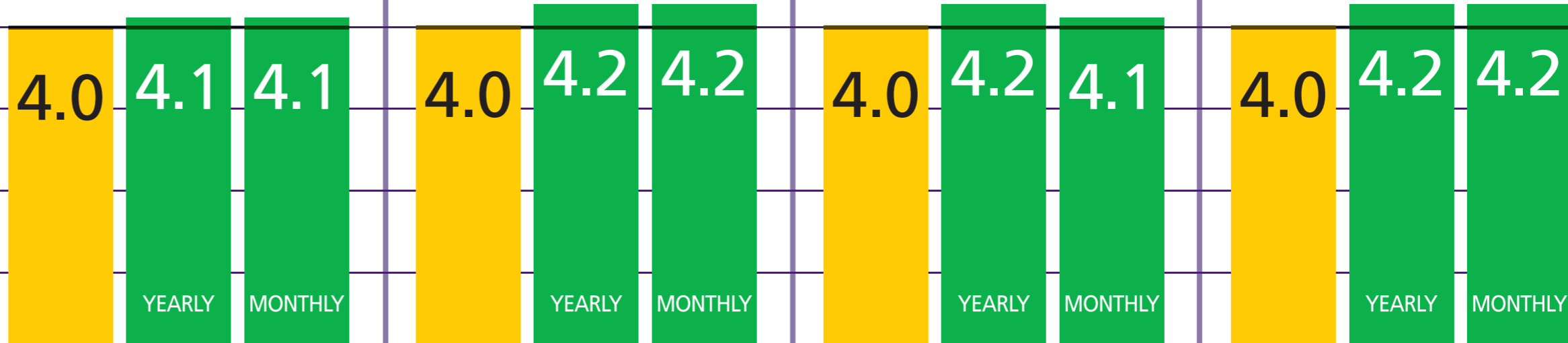
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

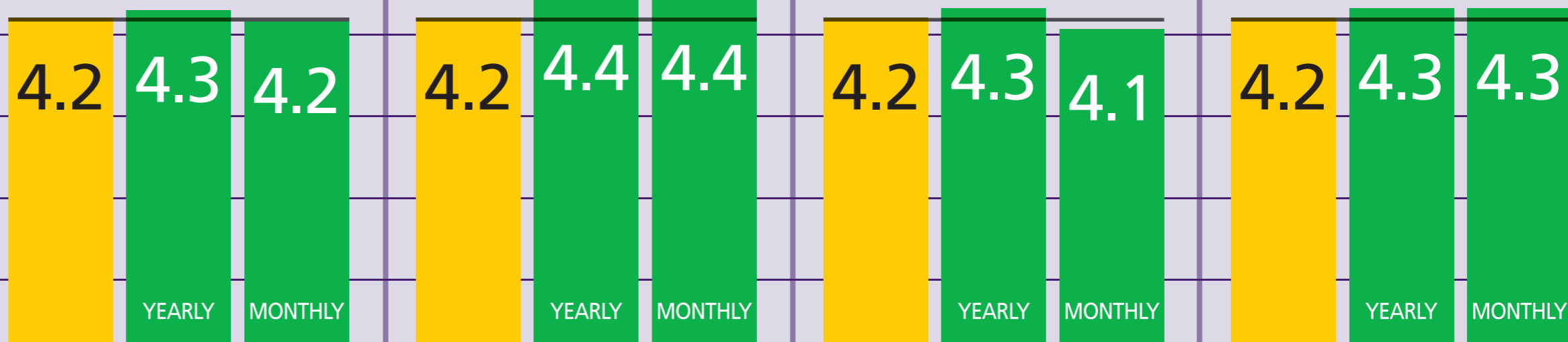
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

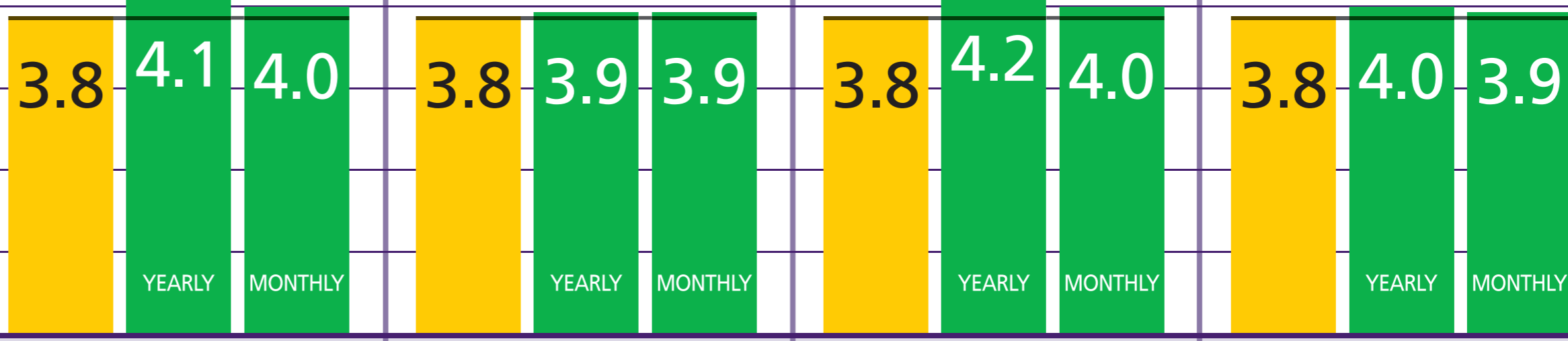
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

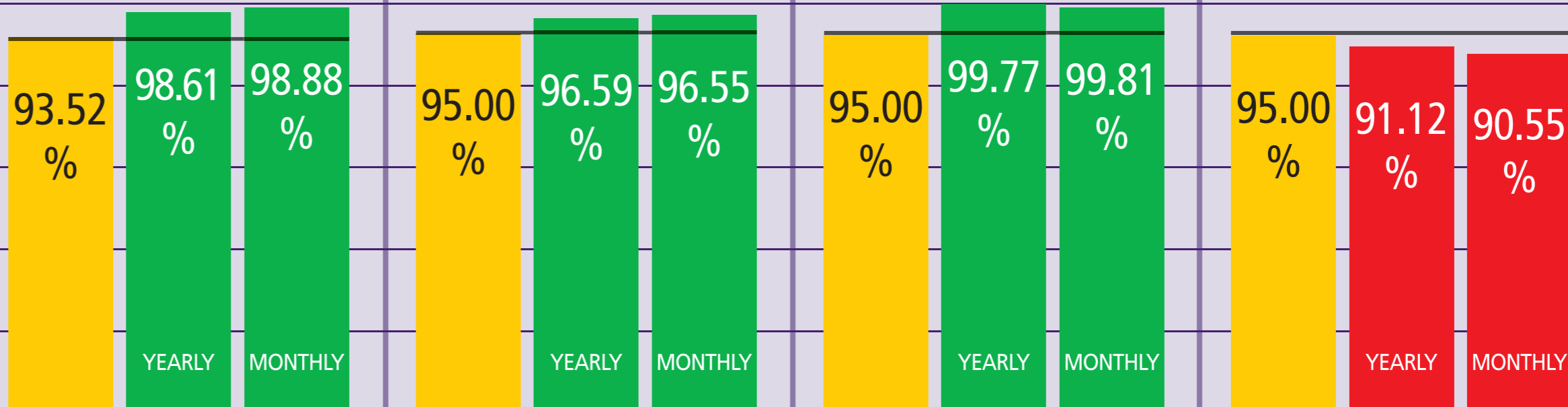
As rated by 1= extremely poor and 5= excellent



Pier Service

Percentage of passengers embarking and disembarking directly into the terminal building

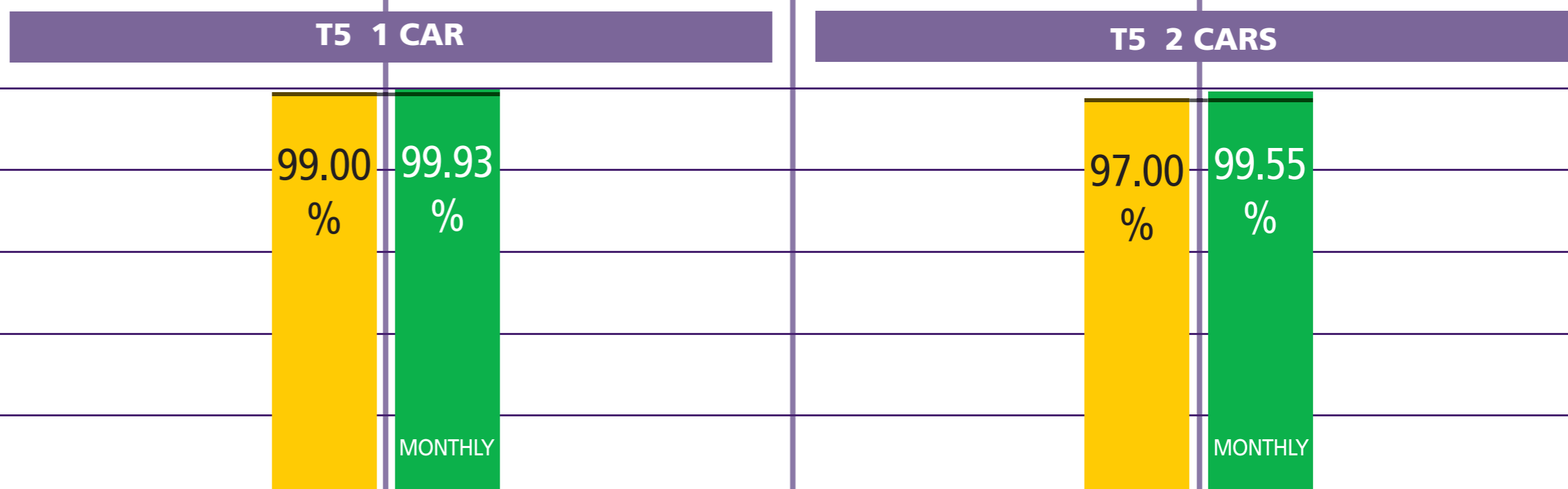
Please note: Pier Service targets will change monthly. Annual pass or fail rates will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.



Terminal 5 Transit

Service availability

Availability measured over a month



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heathrowcustomerfeedback@baa.com

Heathrow
 Making every journey better

How are we performing?

October 2013

KEY TO PERFORMANCE

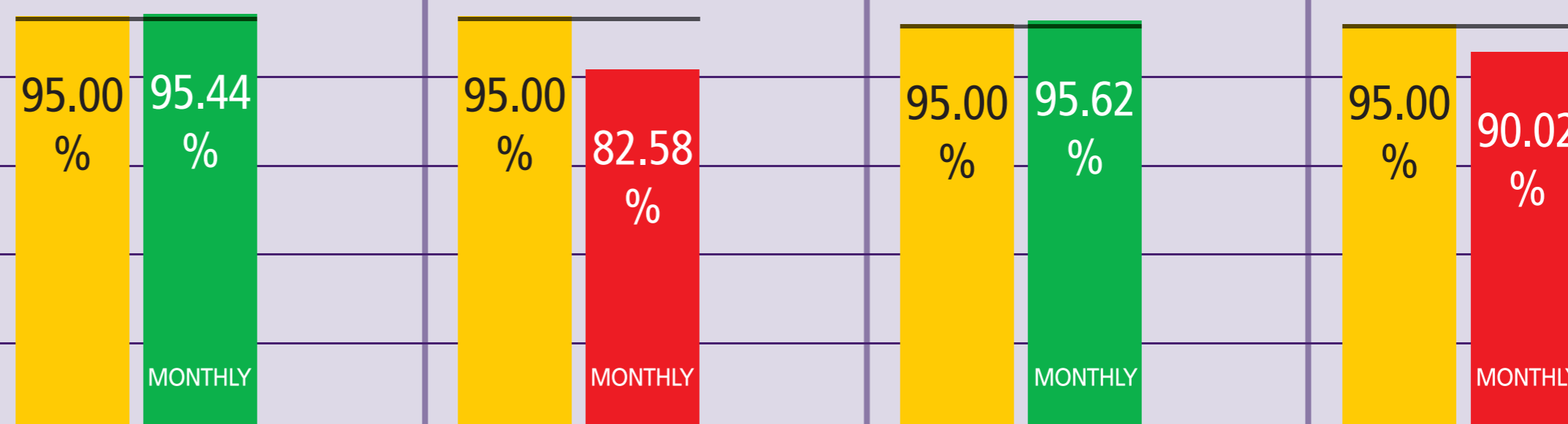


Terminal 1 Terminal 3 Terminal 4 Terminal 5



Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured

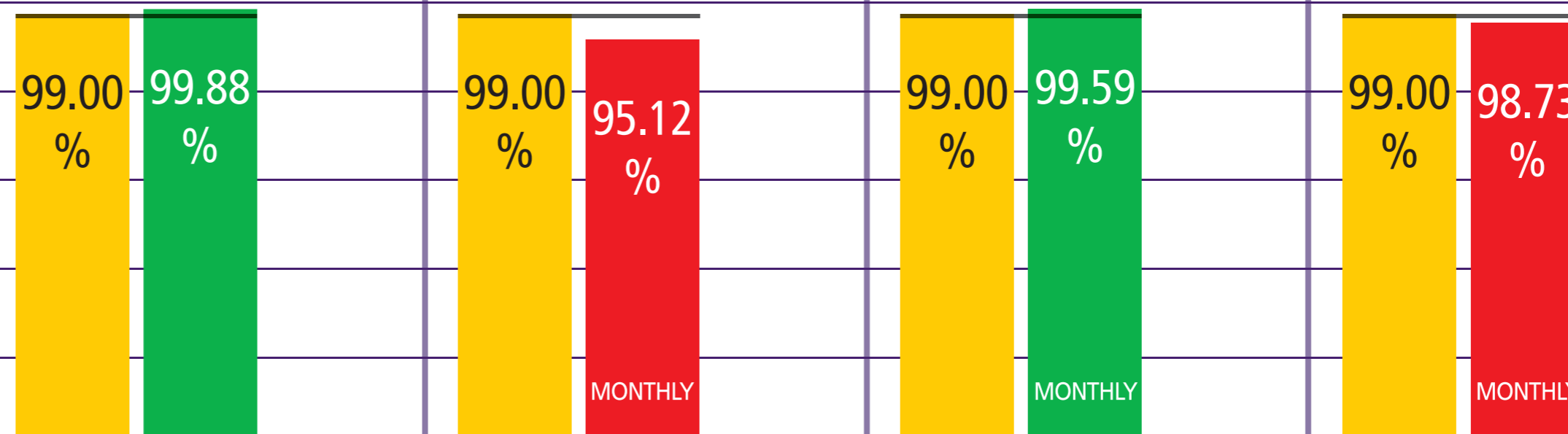


100%
80%
60%
40%
20%



Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

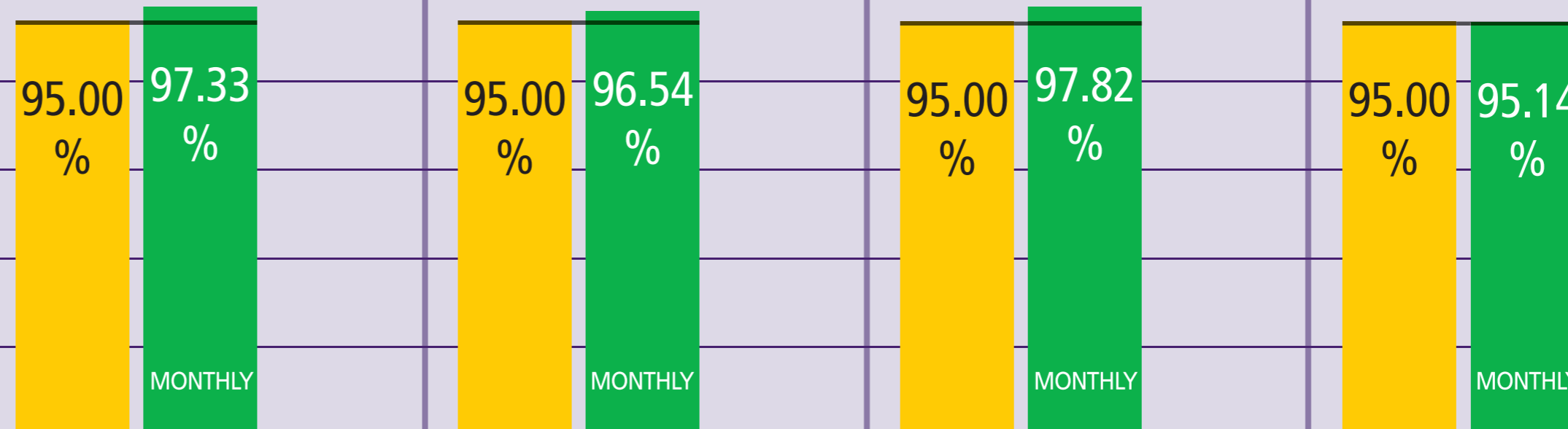


100%
80%
60%
40%
20%



Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured

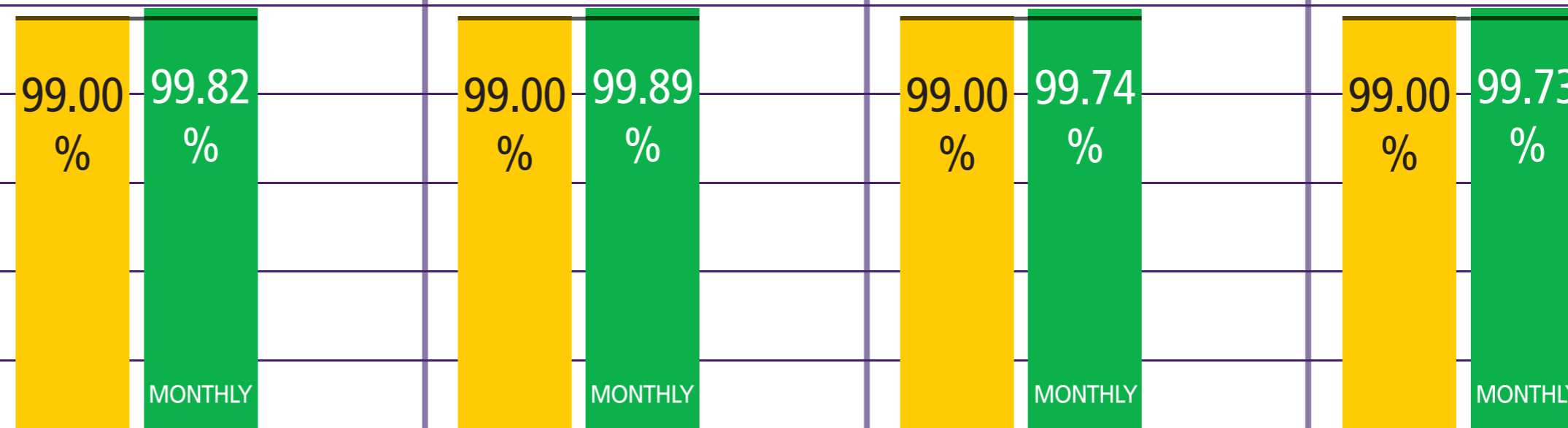


100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured

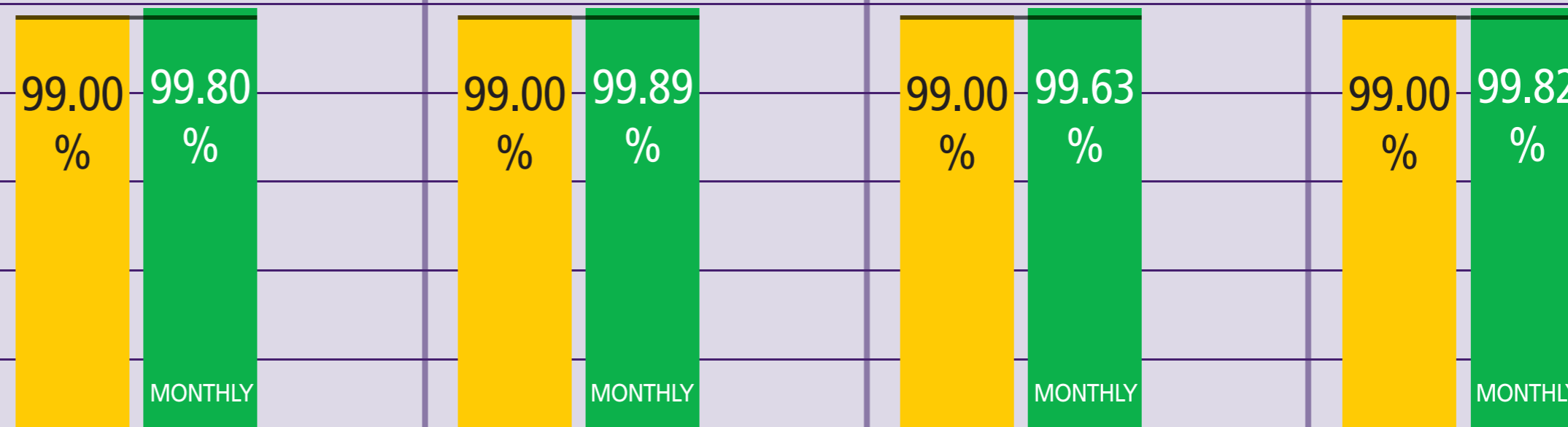


100%
80%
60%
40%
20%



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

Based on 15min time periods measured

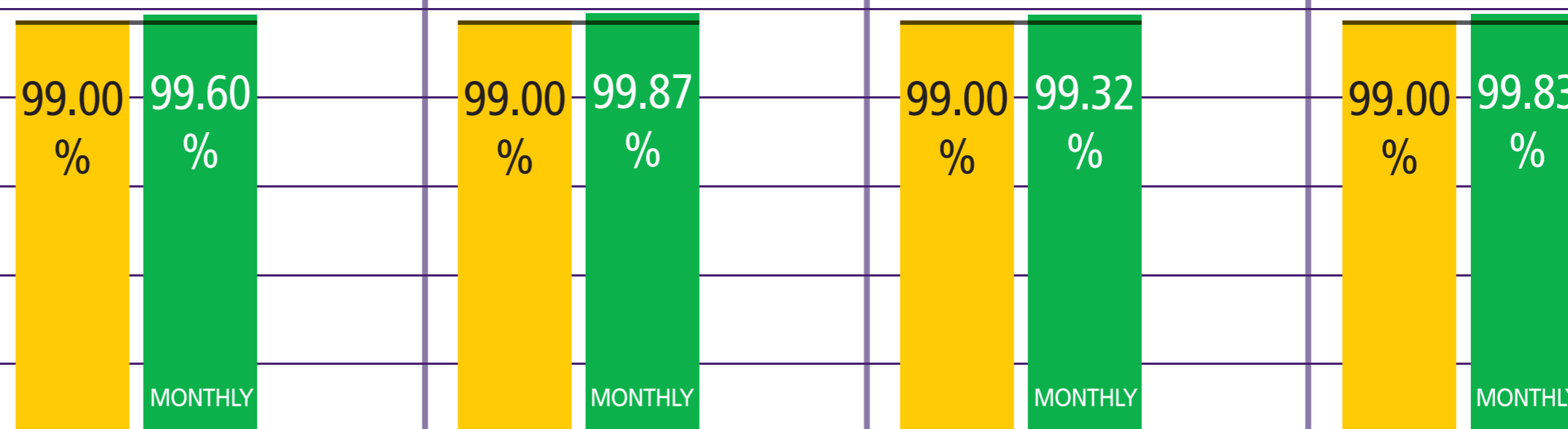


100%
80%
60%
40%
20%



Arrivals Reclaim
Service availability

Based on 15min time periods measured



100%
80%
60%
40%
20%

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How are we performing?

October 2013

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

