

Service quality rebate



Heathrow Terminal 1	Sep-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	89.76%	95.00%	No	359,635	719,270	2
Central security queues - Times queue = 10 minutes	99.31%	99.00%	Yes			
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.69%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.44%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.48%	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	96.24%	95.00%	Yes	0	0	0
Staff search	99.17%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service	98.61%	93.19%	Yes	0	0	0
Total				359,635	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	Sep-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	73.14%	95.00%	No	567,776	2,838,880	5
Central security queues - Times queue = 10 minutes	92.29%	99.00%	No			
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.66%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.70%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.78%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Pre-conditioned air	99.98%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	96.43%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service +	96.53%	95.00%	Yes	0	0	0
				567,776	2,838,880	5

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	Sep-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	95.71%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.67%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.59%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.33%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Stand entry guidance	99.93%	99.00%	Yes	0	0	0
Transfer search	97.84%	95.00%	Yes	0	0	0
Staff search	99.05%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service	99.76%	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	Sep-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	78.55%	95.00%	No	742,652	2,227,956	3
Central security queues - Times queue = 10 minutes	95.64%	99.00%	No			
Passenger sensitive equipment (general)	99.71%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.67%	99.00%	Yes	0	0	0
Stands	99.74%	99.00%	Yes	0	0	0
Jetties	99.47%	99.00%	Yes	0	0	0
FEGP	99.86%	99.00%	Yes	0	0	0
Pre-conditioned air	99.72%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	89.10%	95.00%	No	323,227	323,227	1
Staff search	95.14%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service	91.31%	95.00%	No	0	0	6
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.37%	97.00%	Yes	0	0	0
Total				1,065,879	2,551,183	10

NOTE: * year is April 2013 to March 2014

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Service quality rebate



Aerodrome Congestion Term	Sep-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

Performance

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

£ Rebates

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Cleanliness						
T1	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0

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

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Wayfinding						
T1	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Flight Information							
T1	4.2	4.3	4.3	4.3	4.3	4.3	4.3
T3	4.2	4.4	4.4	4.4	4.4	4.4	4.4
T4	4.2	4.3	4.3	4.3	4.3	4.3	4.3
T5	4.2	4.4	4.4	4.4	4.4	4.4	4.4

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Flight Information						
T1	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Departure lounge seat availability							
T1	3.8	3.8	3.8	3.8	3.8	3.8	3.8
T3	3.8	3.8	3.8	3.8	3.8	3.8	3.8
T4	3.8	4.2	4.2	4.2	4.2	4.2	4.2
T5	3.8	4.0	4.0	4.0	4.0	4.0	4.0

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Departure lounge seat availability						
T1	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
CSA queues - Times queue <5 minutes							
T1	95.00%	96.89%	98.07%	98.37%	98.37%	98.74%	98.74%
T3	95.00%	95.62%	TBC	81.72%	88.43%	72.22%	73.14%
T4	95.00%	96.00%	95.07%	95.19%	95.25%	95.67%	95.71%
T5	95.00%	96.12%	95.30%	91.69%	90.65%	95.28%	78.55%

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
CSA queues - Both						
T1	£0	TBC	£0	£369,033	£0	£338,088
T3	£567,278	TBC	£567,278	£567,278	£567,278	£567,278
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£742,652	£742,652	£0	£742,652

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
CSA queues - Times queue = 10 minutes							
T1	99.00%	99.99%	99.89%	99.91%	99.93%	99.84%	99.93%
T3	99.00%	99.99%	99.99%	99.82%	98.24%	98.24%	98.24%
T4	99.00%	99.71%	99.59%	99.86%	99.82%	99.77%	99.67%
T5	99.00%	99.79%	99.75%	98.95%	98.04%	99.79%	95.64%

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	
Transfer search							
T1	95.00%	96.19%	96.87%	96.00%	95.58%	95.76%	96.24%
T3	95.00%	98.19%	95.44%	95.48%	95.76%	95.71%	96.43%
T4	95.00%	99.63%	99.48%	99.33%	99.92%	97.63%	99.94%
T5	95.00%	96.59%	95.14%	95.22%	96.56%	96.22%	95.10%

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Staff search							
T1	95.00%	99.93%	98.92%	98.33%	98.13%	100.00%	99.17%
T3	95.00%	99.86%	100.00%	100.00%	99.91%	99.95%	100.00%
T4	95.00%	99.98%	99.91%	98.93%	99.92%	99.84%	99.09%
T5	95.00%	96.74%	95.08%	95.21%	95.35%	96.33%	95.14%

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Staff search						
T1	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Control posts search							
T1	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	95.46%
T3	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	95.46%
T4	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	95.46%
T5	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	95.46%

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Control posts search						
T1	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
FEGP							
T1	99.00%	99.83%	99.95%	99.92%	99.75%	99.96%	99.95%
T3	99.00%	99.72%	99.78%	99.83%	99.50%	99.81%	99.89%
T4	99.00%	99.95%	99.96%	99.93%	99.89%	99.97%	99.89%
T5	99.00%	99.75%	99.91%	99.69%	99.56%	99.81%	99.86%

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
FEGP						
T1	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Jetties							
T1	99.00%	99.38%	99.63%	99.77%	99.66%	99.13%	99.48%
T3	99.00%	99.78%	99.82%	99.73%	99.63%	99.83%	99.78%
T4	99.00%	99.37%	99.63%	99.51%	99.17%	99.45%	99.33%
T5	99.00%	99.66%	99.64%	99.67%	99.68%	99.20%	99.47%

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Jetties						
T1	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
PSE (general)							
T1	99.00%	99.80%	99.76%	99.73%	99.77%	99.78%	99.85%
T3	99.00%	99.82%	99.88%	99.83%	99.84%	99.86%	99.81%
T4	99.00%	99.61%	99.68%	99.71%	99.24%	99.82%	99.74%
T5	99.00%	99.69%	99.67%	99.62%	99.70%	99.77%	99.71%

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
PSE (general)						
T1	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
PSE (priority)							
T1	99.00%	99.73%	99.80%	99.80%	99.82%	99.40%	99.89%
T3	99.00%	99.85%	99.89%	99.87%	99.82%	99.79%	99.66%
T4	99.00%	99.72%	99.75%	99.89%	99.85%	99.80%	99.76%
T5	99.00%	99.70%	99.83%	99.87%	99.91%	99.89%	99.76%

Category	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
PSE (priority)						
T1	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0

Category	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13
Stand entry guidance							
T1	99.00%	99.99%	100.00%	99.98%	99.82%	99.94%	100.00%
T3	99.00%	99.98%	99.86%	99.84%	100.00%	99.99%	99.97%
T4	99.00%	100.00%	100.00%	99.99%	99.98%	99.91%	99.93%
T5	99.00%	99.99%	99.97%	99.99%	99.96%	99.99	

How are we performing?

September 2013

KEY TO PERFORMANCE



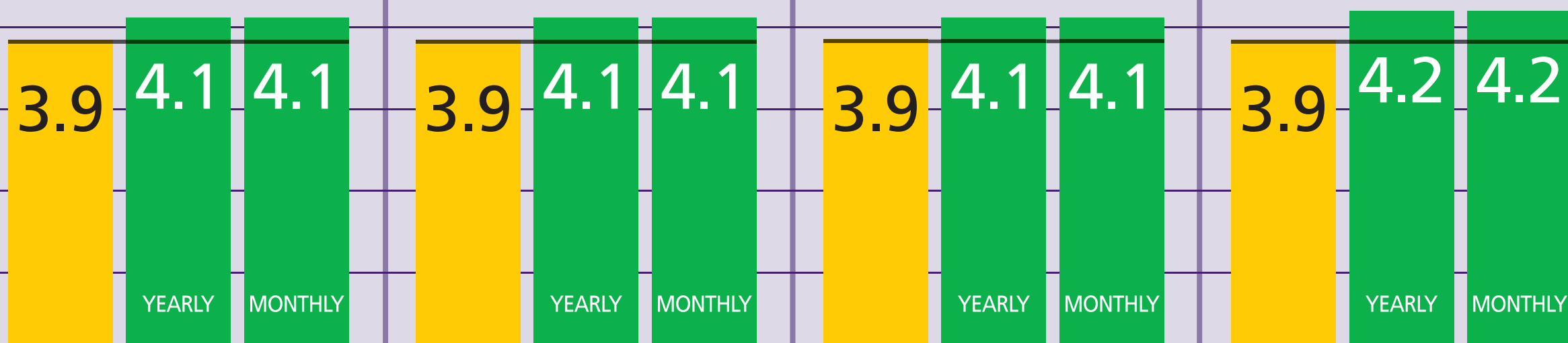
Terminal 1 Terminal 3 Terminal 4 Terminal 5



Cleanliness

Overall cleanliness of the terminal

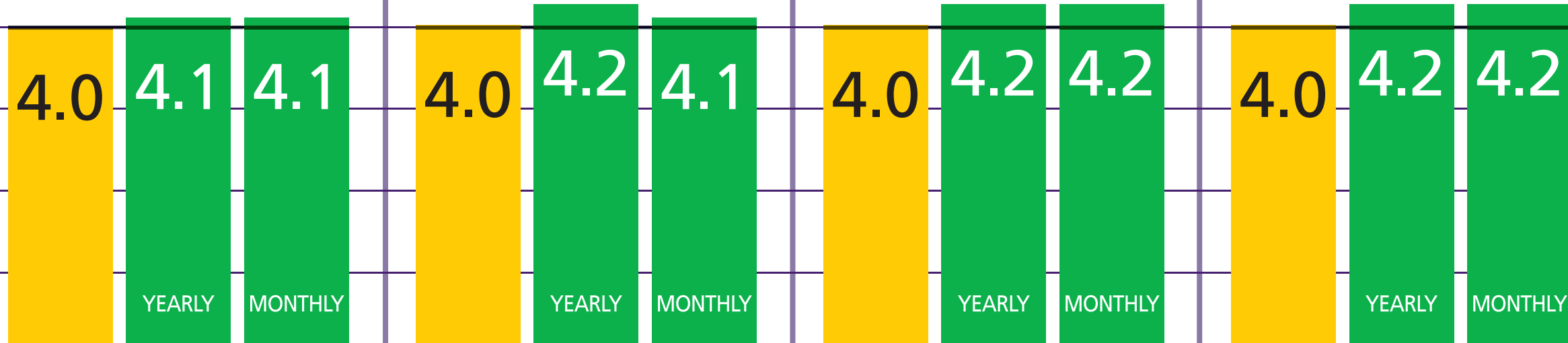
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

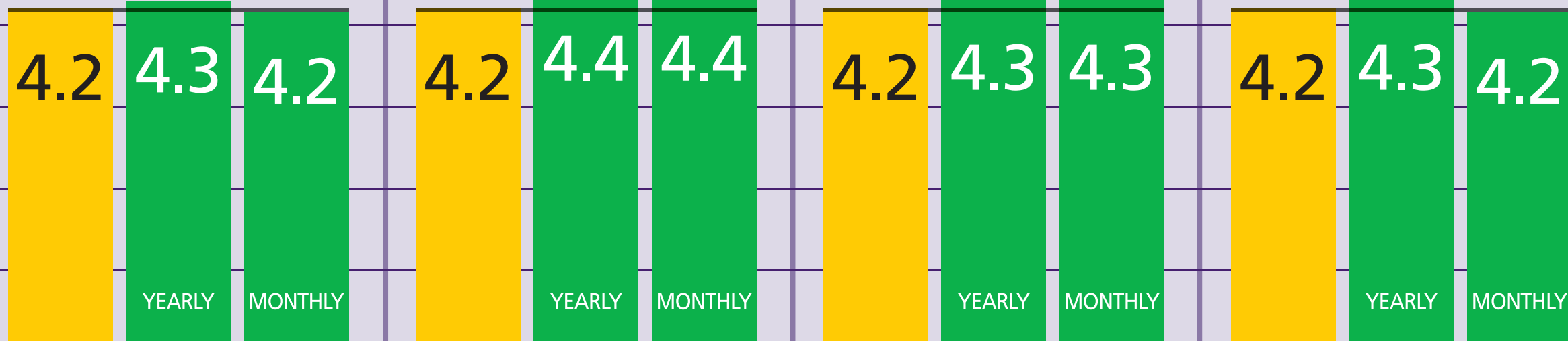
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

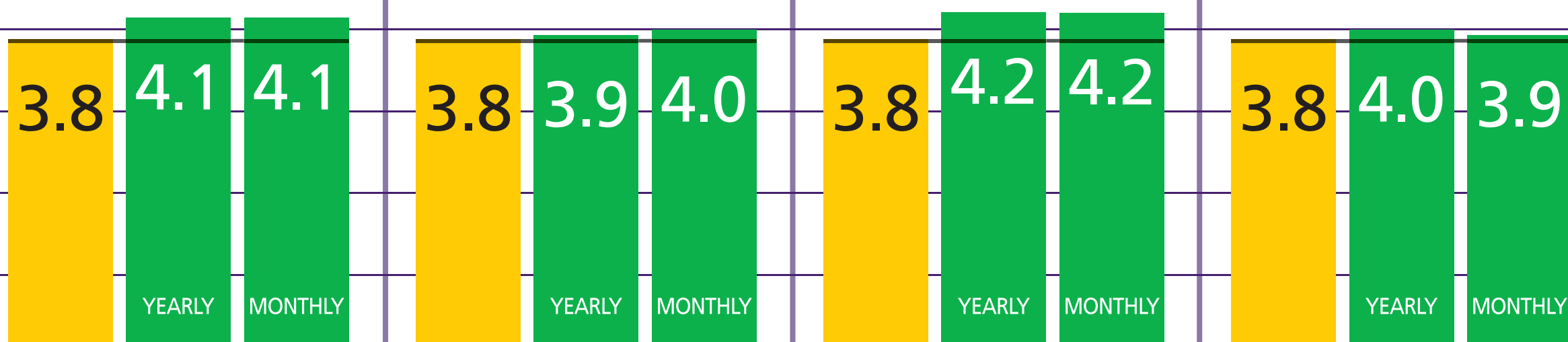
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

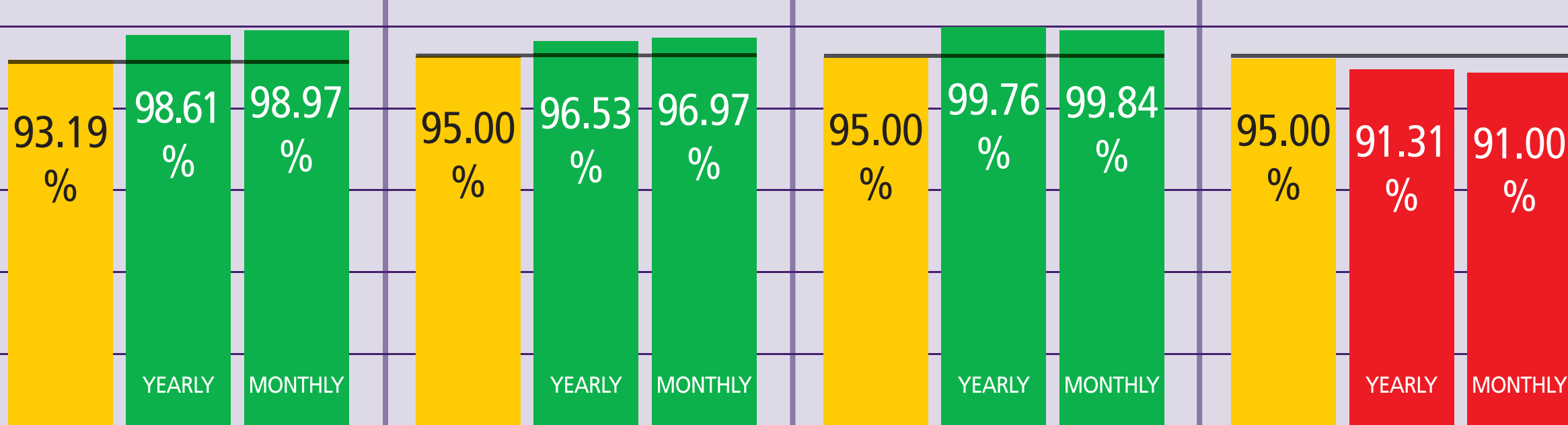


Pier Service

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.

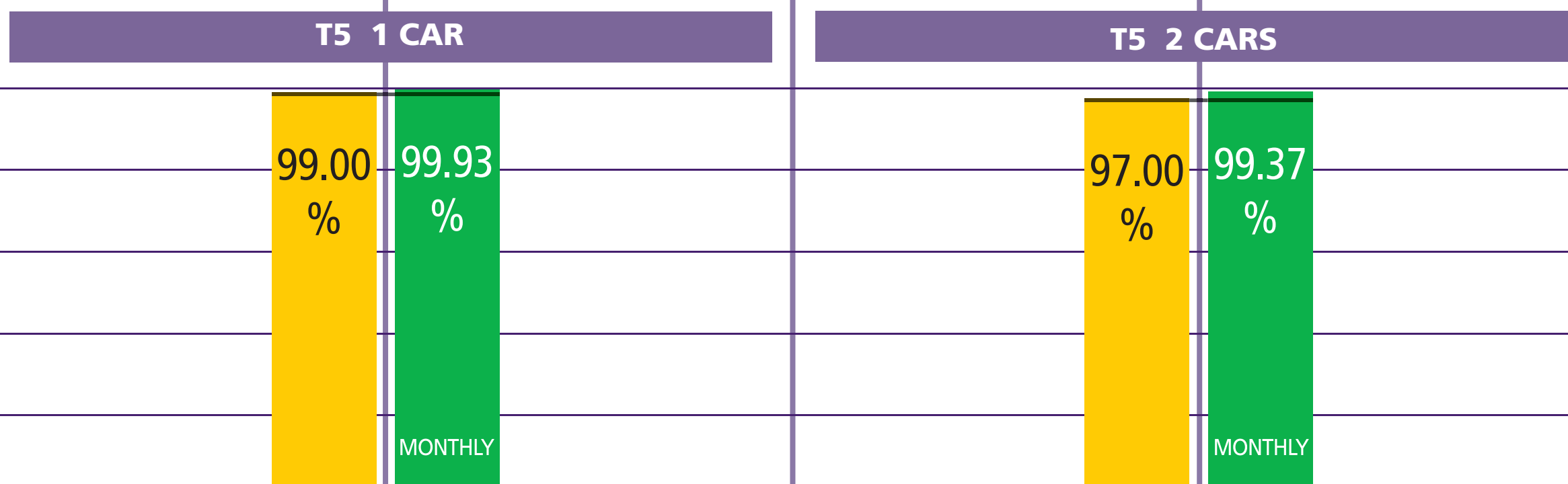
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

September 2013

KEY TO PERFORMANCE



We welcome your feedback:
heathrowcustomerfeedback@baa.com

Heathrow
 Making every journey better

How are we performing?

September 2013

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

