

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2009						
Departure lounge seat availability	4.1	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	98.04%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.65%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.50%	99.00%	Yes	0	99,514	1
Arrivals reclaim (baggage carousels)	98.91%	99.00%	No	113,852	227,704	2
Stands	99.61%	99.00%	Yes	0	0	0
Jetties	99.40%	99.00%	Yes	0	0	0
FEGP	99.71%	99.00%	Yes	0	65,375	1
Stand entry guidance	99.08%	99.00%	Yes	0	0	0
Transfer search	99.48%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.37%	92.21%	Yes	0	0	0
Total				113,852	392,593	4

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 on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

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Terminal 2 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2009						
Departure lounge seat availability	4.0	3.6	Yes	0	0	0
Cleanliness	3.9	3.7	Yes	0	0	0
Wayfinding	4.0	3.8	Yes	0	0	0
Flight information	4.1	4.0	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.62%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.67%	98.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.83%	98.00%	Yes	0	0	0
Stands	99.47%	98.00%	Yes	0	0	0
Jetties	99.80%	97.00%	Yes	0	0	0
Pier service	99.81%	90.00%	Yes	0	0	0
FEGP	99.87%	98.00%	Yes	0	0	0
Total				0	0	0

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2009						
Departure lounge seat availability	3.6	3.8	No	185,079	1,110,474	6
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	95.76%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.24%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.72%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.27%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.14%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.80%	99.00%	Yes	0	0	0
FEGP	99.51%	99.00%	Yes	0	0	0
Pre-conditioned air	50.00%	98.00%	No	N/A	N/A	6
Stand entry guidance	99.91%	99.00%	Yes	0	0	0
Transfer search	96.90%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Pier service	92.70%	94.43%	No	179,835	359,670	2
Total				364,914	1,470,144	14

* Please note- T3 pier service score is being reviewed at the Heathrow Service Quality Group

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2009						
Departure lounge seat availability	4.2	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	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	98.19%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.48%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.64%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.55%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.44%	99.00%	Yes	0	0	0
Stands	99.50%	99.00%	Yes	0	0	0
Jetties	99.51%	99.00%	Yes	0	0	0
FEGP	99.58%	99.00%	Yes	0	0	0
Stand entry guidance	99.94%	99.00%	Yes	0	0	0
Transfer search	99.90%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	99.87%	95.00%	Yes	0	188,697	3
Total				0	188,697	3

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 on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2009						
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	97.45%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.72%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.69%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.71%	99.00%	Yes	0	0	0
Stands	99.59%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	99.42%	99.00%	Yes	0	0	0
Pre-conditioned air	77.21%	98.00%	No	N/A	N/A	6
Stand entry guidance	99.77%	99.00%	Yes	0	0	0
Transfer search	95.57%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	80.68%	89.75%	No	173,441	1,040,646	6
Transit system - % time one car available	99.89%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.02%	97.00%	Yes	0	0	0
Total				173,441	1,040,646	12

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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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2009						
Control posts search	95.04%	95.00%	Yes	0	0	0
Total				0	0	0

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

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