

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2008						
Departure lounge seat availability	4.4	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	3.9	4.0	No	89,059	89,059	1
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	100.00%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	98.43%	99.00%	No	99,004	99,004	1
Passenger sensitive equipment (priority)	99.01%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.04%	99.00%	Yes	0	0	0
Stands	99.25%	99.00%	Yes	0	0	0
Jetties	99.54%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.81%	95.00%	Yes	0	0	0
Total				188,063	188,063	2

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
April-2008						
Departure lounge seat availability	3.7	3.6	Yes	0	0	0
Cleanliness	3.8	3.7	Yes	0	0	0
Wayfinding	3.9	3.8	Yes	0	0	0
Flight information	4.1	4.0	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.00%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	97.81%	98.00%	No	65,468	65,468	1
Arrivals reclaim (baggage carousels)	99.71%	98.00%	Yes	0	0	0
Stands	99.53%	98.00%	Yes	0	0	0
Jetties	99.69%	97.00%	Yes	0	0	0
Pier service	99.96%	90.00%	Yes	0	0	0
FEGP	99.83%	98.00%	Yes	0	0	0
Total				65,468	65,468	1

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2008						
Departure lounge seat availability	3.6	3.8	No	152,285	152,285	1
Cleanliness	3.8	3.9	No	152,285	152,285	1
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	91.00%	95.00%	No			
Central security queues - Times queue = 10 minutes	98.00%	99.00%	No	325,635	325,635	1
Passenger sensitive equipment (general)	99.55%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	98.85%	99.00%	No	147,970	147,970	1
Arrivals reclaim (baggage carousels)	99.15%	99.00%	Yes	0	0	0
Stands	99.51%	99.00%	Yes	0	0	0
Jetties	99.71%	99.00%	Yes	0	0	0
FEGP	99.90%	99.00%	Yes	0	0	0
Pre-conditioned air	0.00%	98.00%	N/A	N/A	N/A	0
Stand entry guidance	99.73%	99.00%	Yes	0	0	0
Transfer search	98.00%	95.00%	Yes	0	0	0
Staff search	99.43%	95.00%	Yes	0	0	0
Pier service	96.35%	92.00%	Yes	0	0	0
Total				778,175	778,175	4

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2008						
Departure lounge seat availability	3.7	3.8	No	64,365	64,365	1
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	3.9	4.0	No	64,365	64,365	1
Flight information	4.0	4.2	No	64,365	64,365	1
Central security queues - Times queue <5 minutes	90.00%	95.00%	No			
Central security queues - Times queue = 10 minutes	98.00%	99.00%	No	137,634	137,634	1
Passenger sensitive equipment (general)	99.44%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.12%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.15%	99.00%	Yes	0	0	0
Stands	99.66%	99.00%	Yes	0	0	0
Jetties	99.20%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Stand entry guidance	99.65%	99.00%	Yes	0	0	0
Transfer search	97.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	79.58%	95.00%	No	62,541	62,541	1
Total				393,270	393,270	5

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Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2008						
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.2	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	92.00%	95.00%	No	353,016	353,016	1
Central security queues - Times queue = 10 minutes	98.00%	99.00%	No			
Passenger sensitive equipment (general)	89.74%	99.00%	No	183,524	183,524	1
Passenger sensitive equipment (priority)	87.74%	99.00%	No	138,400	138,400	1
Arrivals reclaim (baggage carousels)	99.99%	99.00%	Yes	0	0	0
Stands	99.59%	99.00%	Yes	0	0	0
Jetties	99.10%	99.00%	Yes	0	0	0
FEGP	99.86%	99.00%	Yes	0	0	0
Pre-conditioned air	0.00%	98.00%	N/A	N/A	N/A	0
Stand entry guidance	99.81%	99.00%	Yes	0	0	0
Transfer search	94.00%	95.00%	No	153,808	153,808	1
Staff search	99.96%	95.00%	Yes	0	0	0
Pier service	97.70%	91.00%	Yes	0	0	0
Transit system - % time one car available	100.00%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.00%	97.00%	Yes	0	0	0
Total				828,748	828,748	4

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2008						
Control posts search	99.00%	95.00%	Yes	0	0	0
Total				0	0	0

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