

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
October-2008						
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	3.9	4.0	No	89,059	356,236	4
Flight information	4.2	4.2	Yes	0	89,059	1
Central security queues - Times queue <5 minutes	99.81%	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)	99.61%	99.00%	Yes	0	99,004	1
Passenger sensitive equipment (priority)	99.69%	99.00%	Yes	0	86,536	1
Arrivals reclaim (baggage carousels)	98.77%	99.00%	No	99,004	198,008	2
Stands	99.69%	99.00%	Yes	0	0	0
Jetties	99.50%	99.00%	Yes	0	0	0
FEGP	99.85%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	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	98.60%	94.10%	Yes	0	0	0
Total				188,063	828,843	9

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
October-2008						
Departure lounge seat availability	3.8	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	99.90%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.41%	98.00%	Yes	0	65,468	1
Arrivals reclaim (baggage carousels)	99.85%	98.00%	Yes	0	0	0
Stands	99.42%	98.00%	Yes	0	0	0
Jetties	99.62%	97.00%	Yes	0	0	0
Pier service	99.88%	90.00%	Yes	0	0	0
FEGP	99.72%	98.00%	Yes	0	0	0
Total				0	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
October-2008						
Departure lounge seat availability	3.6	3.8	No	0	913,710	7
Cleanliness	3.9	3.9	Yes	0	304,570	2
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	98.81%	95.00%	Yes	0	325,635	1
Central security queues - Times queue = 10 minutes	99.76%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.56%	99.00%	Yes	0	147,970	1
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	169,290	1
Arrivals reclaim (baggage carousels)	99.50%	99.00%	Yes	0	131,219	1
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.79%	99.00%	Yes	0	97,208	1
FEGP	55.56%	98.00%	No	N/A	N/A	6
Pre-conditioned air	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	99.38%	95.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	97.07%	93.17%	Yes	0	0	0
Pier service						
Total				0	2,089,602	20

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
October-2008						
Departure lounge seat availability	4.0	3.8	Yes	0	64,365	1
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	64,365	1
Flight information	4.1	4.2	No	64,365	321,825	5
Central security queues - Times queue <5 minutes	99.86%	95.00%	Yes	0	275,268	2
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.57%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.62%	99.00%	Yes	0	62,541	1
Arrivals reclaim (baggage carousels)	98.29%	99.00%	No	71,552	214,656	3
Stands	99.67%	99.00%	Yes	0	0	0
Jetties	99.66%	99.00%	Yes	0	0	0
FEGP	99.86%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.95%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	83.54%	95.00%	No	0	375,246	7
Total				135,917	1,378,266	20

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
October-2008						
Departure lounge seat availability	4.0	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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	98.19%	95.00%	Yes	0	353,016	1
Central security queues - Times queue = 10 minutes	99.98%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.03%	99.00%	Yes	0	917,620	5
Passenger sensitive equipment (priority)	99.59%	99.00%	Yes	0	692,000	5
Arrivals reclaim (baggage carousels)	99.90%	99.00%	Yes	0	0	0
Stands	99.17%	99.00%	Yes	0	0	0
Jetties	99.34%	99.00%	Yes	0	0	0
FEGP	99.70%	99.00%	Yes	0	0	0
Pre-conditioned air	87.53%	98.00%	No	N/A	N/A	5
Stand entry guidance	99.11%	99.00%	Yes	0	0	0
Transfer search	99.57%	95.00%	Yes	0	153,808	1
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	93.08%	91.00%	Yes	0	0	0
Transit system - % time one car available	99.92%	99.00%	Yes	0	153,808	1
Transit system - % time two cars available	97.40%	97.00%	Yes	0		
Total				0	2,270,252	18

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
October-2008						
Control posts search	98.16%	95.00%	Yes	0	0	0
Total				0	0	0

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