

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
June-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	98.53%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.97%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.36%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.55%	99.00%	Yes	0	99,514	1
Arrivals reclaim (baggage carousels)	99.23%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.56%	99.00%	Yes	0	0	0
FEGP	99.86%	99.00%	Yes	0	65,375	1
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	99.57%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.31%	92.27%	Yes	0	0	0
Total				0	164,889	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
June-2009						
Departure lounge seat availability	3.9	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	99.48%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.65%	98.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	98.00%	Yes	0	0	0
Stands	99.66%	98.00%	Yes	0	0	0
Jetties	99.77%	97.00%	Yes	0	0	0
Pier service	99.83%	90.00%	Yes	0	0	0
FEGP	99.86%	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
June-2009						
Departure lounge seat availability	3.6	3.8	No	185,079	555,237	3
Cleanliness	3.9	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	96.86%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.95%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.55%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.62%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.67%	99.00%	Yes	0	0	0
Stands	99.51%	99.00%	Yes	0	0	0
Jetties	99.62%	99.00%	Yes	0	0	0
FEGP	99.47%	99.00%	Yes	0	0	0
Pre-conditioned air	50.00%	98.00%	No	N/A	N/A	3
Stand entry guidance	99.76%	99.00%	Yes	0	0	0
Transfer search	96.71%	95.00%	Yes	0	0	0
Staff search	99.81%	95.00%	Yes	0	0	0
Pier service	95.19%	94.05%	Yes	0	0	0
Total				185,079	555,237	6

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
June-2009						
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.0	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	98.86%	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)	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.29%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.66%	99.00%	Yes	0	0	0
Stands	99.61%	99.00%	Yes	0	0	0
Jetties	99.55%	99.00%	Yes	0	0	0
FEGP	99.82%	99.00%	Yes	0	0	0
Stand entry guidance	99.33%	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	92.85%	95.00%	No	62,899	188,697	3
Total				62,899	188,697	3

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Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
June-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	97.14%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.56%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.76%	99.00%	Yes	0	0	0
Stands	99.67%	99.00%	Yes	0	0	0
Jetties	99.58%	99.00%	Yes	0	0	0
FEGP	99.58%	99.00%	Yes	0	0	0
Pre-conditioned air	84.13%	98.00%	No	N/A	N/A	3
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	96.90%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	83.69%	90.27%	No	173,441	520,323	3
Transit system - % time one car available	99.90%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.68%	97.00%	Yes	0	0	0
Total				173,441	520,323	6

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
June-2009						
Control posts search	98.64%	95.00%	Yes	0	0	0
Total				0	0	0

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