

# BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
May-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	98.80%	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)	99.70%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	99,514	1
Arrivals reclaim (baggage carousels)	99.45%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.49%	99.00%	Yes	0	0	0
FEGP	99.84%	99.00%	Yes	0	65,375	1
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	99.68%	95.00%	Yes	0	0	0
Staff search	99.98%	95.00%	Yes	0	0	0
Pier service	98.34%	92.44%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>164,889</b>	<b>2</b>

For further information on these results please contact - Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto: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
May-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	99.40%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.74%	98.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.72%	98.00%	Yes	0	0	0
Stands	99.66%	98.00%	Yes	0	0	0
Jetties	99.79%	97.00%	Yes	0	0	0
Pier service	99.82%	90.00%	Yes	0	0	0
FEGP	99.82%	98.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
May-2009						
Departure lounge seat availability	3.6	3.8	No	185,079	370,158	2
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	99.08%	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)	99.59%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.67%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.64%	99.00%	Yes	0	0	0
Stands	99.51%	99.00%	Yes	0	0	0
Jetties	99.27%	99.00%	Yes	0	0	0
FEGP	99.45%	99.00%	Yes	0	0	0
Pre-conditioned air	50.00%	98.00%	No	N/A	N/A	2
Stand entry guidance	99.65%	99.00%	Yes	0	0	0
Transfer search	98.53%	95.00%	Yes	0	0	0
Staff search	99.98%	95.00%	Yes	0	0	0
Pier service	95.87%	93.96%	Yes	0	0	0
<b>Total</b>				<b>185,079</b>	<b>370,158</b>	<b>4</b>

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
May-2009						
Departure lounge seat availability	4.1	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	99.17%	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)	99.56%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.65%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.58%	99.00%	Yes	0	0	0
Stands	99.61%	99.00%	Yes	0	0	0
Jetties	99.58%	99.00%	Yes	0	0	0
FEGP	99.49%	99.00%	Yes	0	0	0
Stand entry guidance	99.66%	99.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	99.98%	95.00%	Yes	0	0	0
Pier service	91.11%	95.00%	No	62,899	125,798	2
<b>Total</b>				<b>62,899</b>	<b>125,798</b>	<b>2</b>

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# BAA Heathrow

Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
May-2009						
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	96.61%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.66%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.68%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.78%	99.00%	Yes	0	0	0
Stands	99.67%	99.00%	Yes	0	0	0
Jetties	99.56%	99.00%	Yes	0	0	0
FEGP	99.66%	99.00%	Yes	0	0	0
Pre-conditioned air	87.12%	98.00%	No	N/A	N/A	2
Stand entry guidance	99.85%	99.00%	Yes	0	0	0
Transfer search	97.70%	95.00%	Yes	0	0	0
Staff search	99.98%	95.00%	Yes	0	0	0
Pier service	84.92%	90.45%	No	173,441	346,882	2
Transit system - % time one car available	99.91%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.46%	97.00%	Yes	0	0	0
<b>Total</b>				<b>173,441</b>	<b>346,882</b>	<b>4</b>

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# BAA Heathrow

Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
May-2009						
Control posts search	98.55%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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