

Service quality rebate

Heathrow Terminal 1	Oct-10				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.0	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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.17%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.70%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.64%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.56%	99.00%	Yes	0	0	0
Stands	99.72%	99.00%	Yes	0	0	0
Jetties	99.57%	99.00%	Yes	0	0	0
FEGP	99.91%	99.00%	Yes	0	0	0
Stand entry guidance	99.74%	99.00%	Yes	0	0	0
Transfer search	97.65%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.56%	95.00%	Yes	0	0	0
Pier service	96.14%	93.47%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2010 to March 2011

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: please contact Nataly Duke, email: Nataly_Duke@baa.com

Service quality rebate

Heathrow Terminal 3	Oct-10				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.7	3.8	No	0	1,102,608	7
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	96.64%	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)	99.64%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.38%	99.00%	Yes	0	0	0
Stands	99.65%	99.00%	Yes	0	0	0
Jetties	99.57%	99.00%	Yes	0	0	0
FEGP	99.35%	99.00%	Yes	0	117,305	1
Pre-conditioned air	99.90%	98.00%	Yes	N/A	N/A	1
Stand entry guidance	99.82%	99.00%	Yes	0	0	0
Transfer search	98.94%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.56%	95.00%	Yes	0	0	0
Pier service +	96.13%	95.00%	Yes	0	0	0
				0	1,219,913	9

NOTE: * year is April 2010 to March 2011 + Pier service score is reported one month in arrears

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.

PIER SERVICE: Following discussion and agreement with airlines, a revised methodology for the calculation of the pier service percentage in Terminal 3 has been implemented this month. The revision applies from February 2009 onwards. Results reported as a fail in prior months are now reported as target achieved.

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Service quality rebate

Heathrow Terminal 4	Oct-10				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.37%	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)	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.18%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.27%	99.00%	Yes	0	0	0
FEGP	99.77%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	99.35%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.56%	95.00%	Yes	0	0	0
Pier service	99.90%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2010 to March 2011

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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Service quality rebate

Heathrow Terminal 5	Oct-10				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	98.11%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.79%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.76%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.30%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.80%	99.00%	Yes	0	0	0
Stands	99.74%	99.00%	Yes	0	0	0
Jetties	99.25%	99.00%	Yes	0	0	0
FEGP	99.48%	99.00%	Yes	0	0	0
Pre-conditioned air	88.75%	98.00%	No	N/A	N/A	7
Stand entry guidance	99.82%	99.00%	Yes	0	0	0
Transfer search	98.34%	95.00%	Yes	0	0	0
Staff search	99.34%	95.00%	Yes	0	0	0
Control posts search	95.56%	95.00%	Yes	0	0	0
Pier service	81.74%	91.41%	No	0	1,109,052	7
Transit system - % time one car available	99.88%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.37%	97.00%	Yes	0	0	0
Total				0	1,109,052	14

NOTE: * year is April 2010 to March 2011

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Service quality rebate



Aerodrome Congestion Term	Oct-10		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	Yes	69,389	86,898	2
Total			86,898	2

Detail of material event (if rebate due)

One material event - Lighting fault on taxiways meant some aircraft couldn't land on runway 27R (21 October) - £34,694

In addition, one material event from September is reported in arrears. Work in progress indirectly affected runway flow rate, resulting in delays (14 September) - £34,694

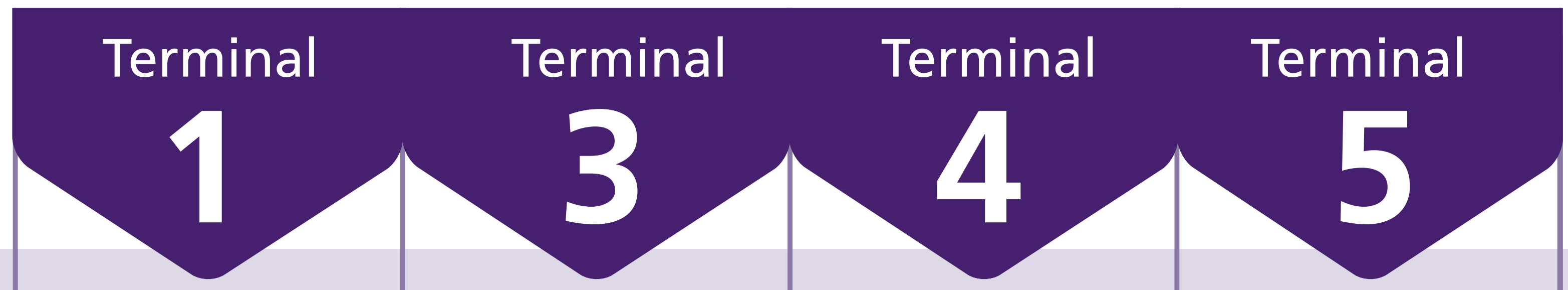
NOTE: * year is April 2010 to March 2011

FOR FURTHER INFORMATION: please contact Nataly Duke, email: Nataly_Duke@baa.com

How are we performing?

October 2010

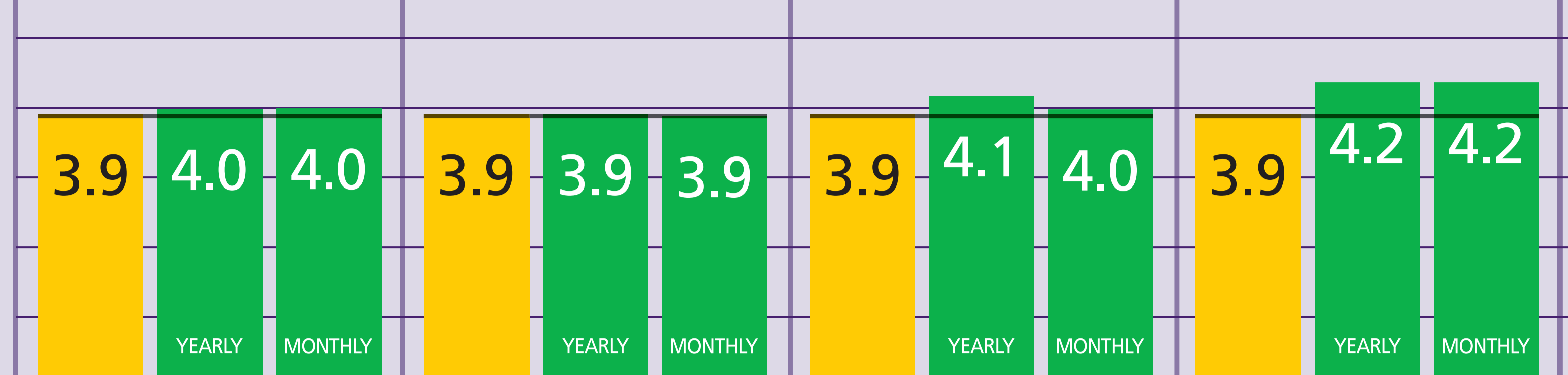
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

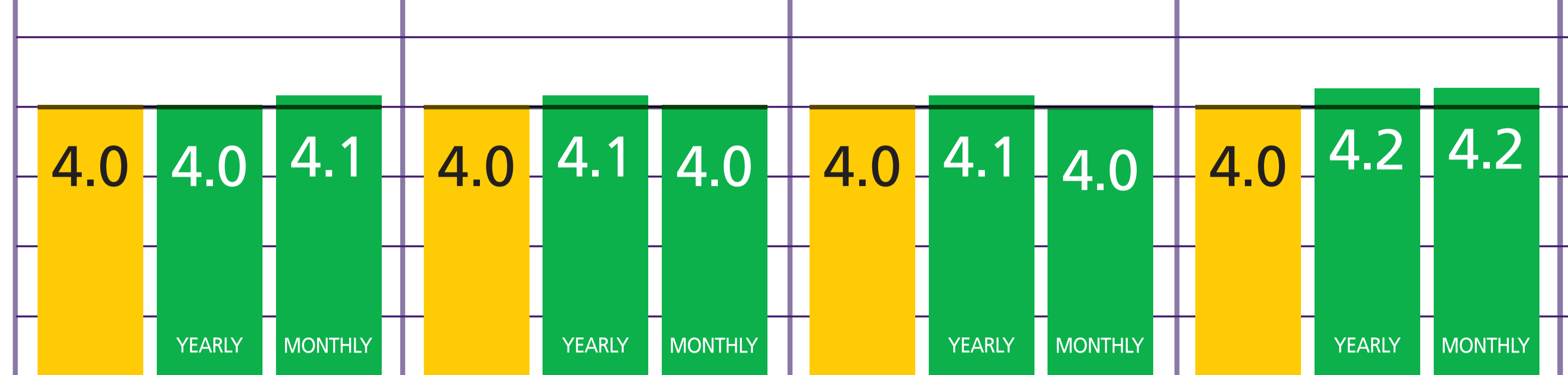
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

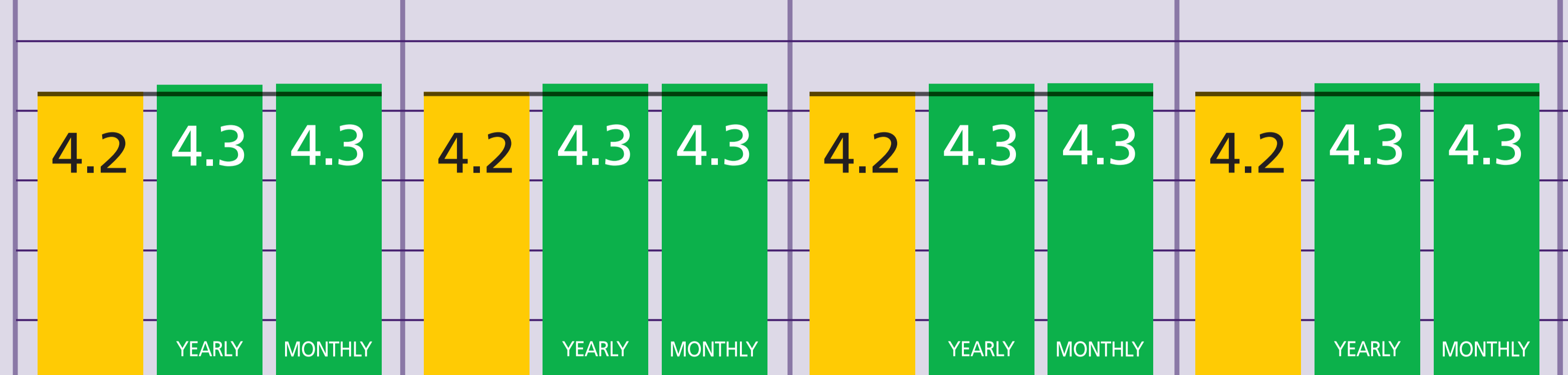
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

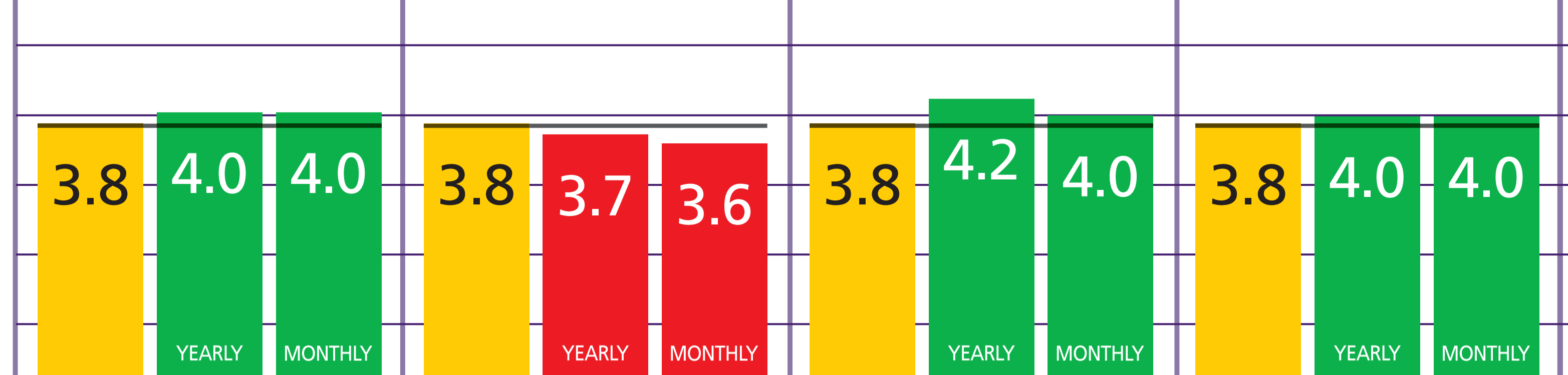
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

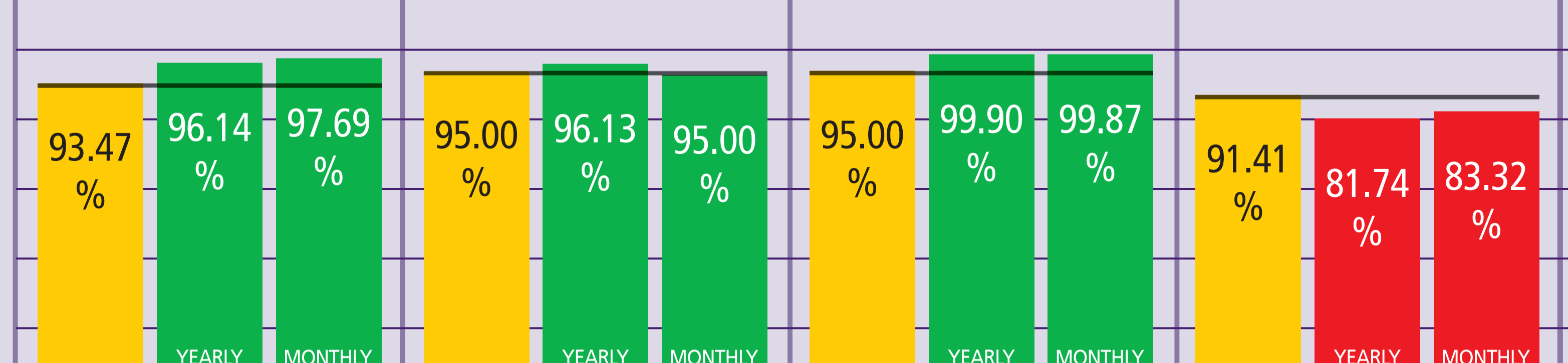


Pier Service

Percentage of passengers embarking and disembarking directly into the terminal building

Please note: Pier Service targets will change monthly. Annual pass or fail rates will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.

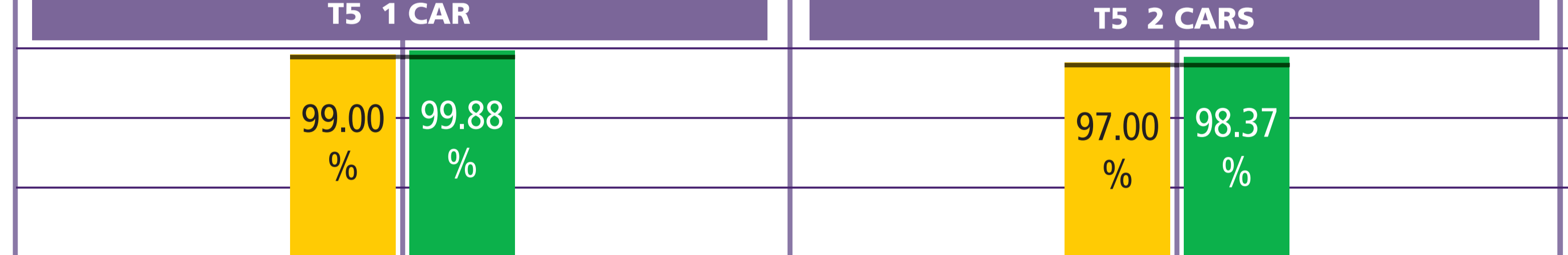
As rated by 1= extremely poor and 5= excellent



Terminal 5 Transit

Service availability

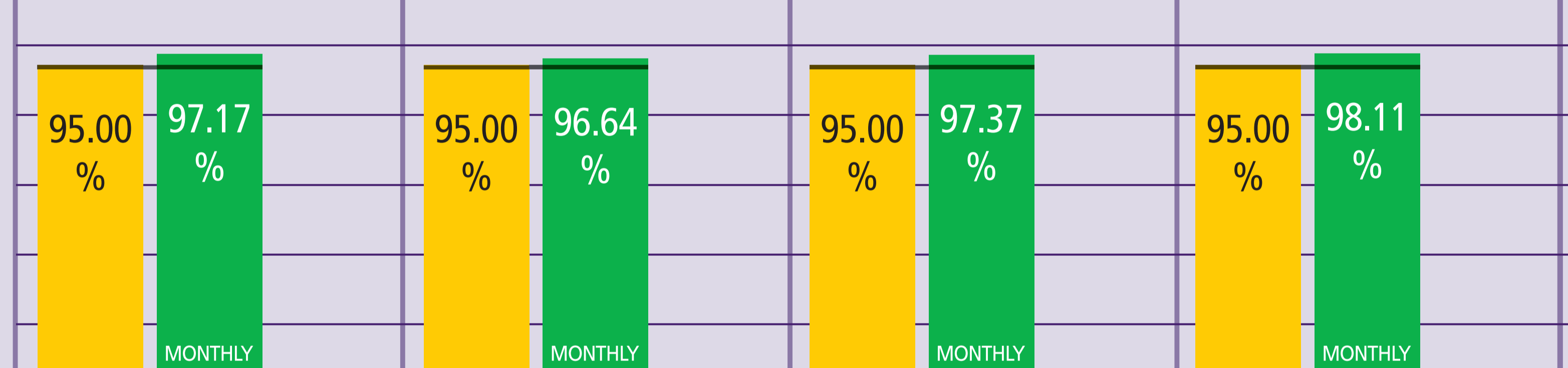
As rated by 1= extremely poor and 5= excellent



Security waiting time 5 mins

queue < 5mins

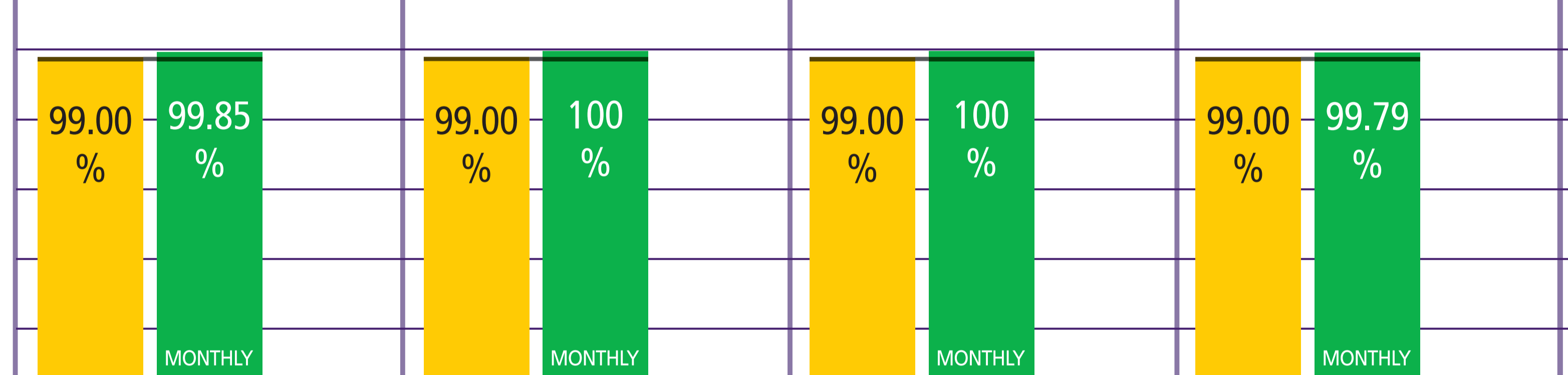
Based on 15min time periods measured



Security waiting time 10 mins

queue < 10mins

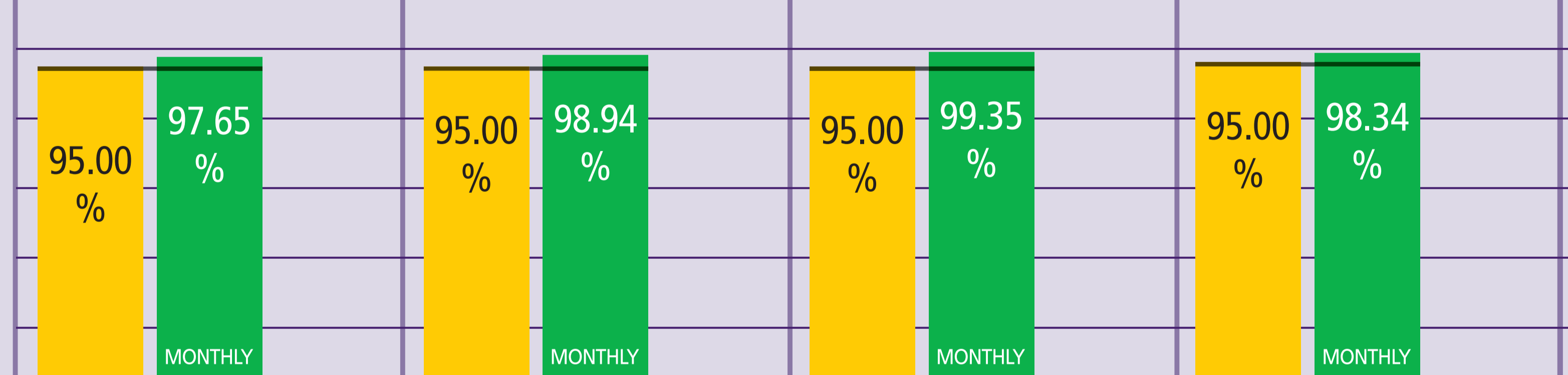
Based on 15min time periods measured



Security waiting time for transfer passengers

queue < 10mins

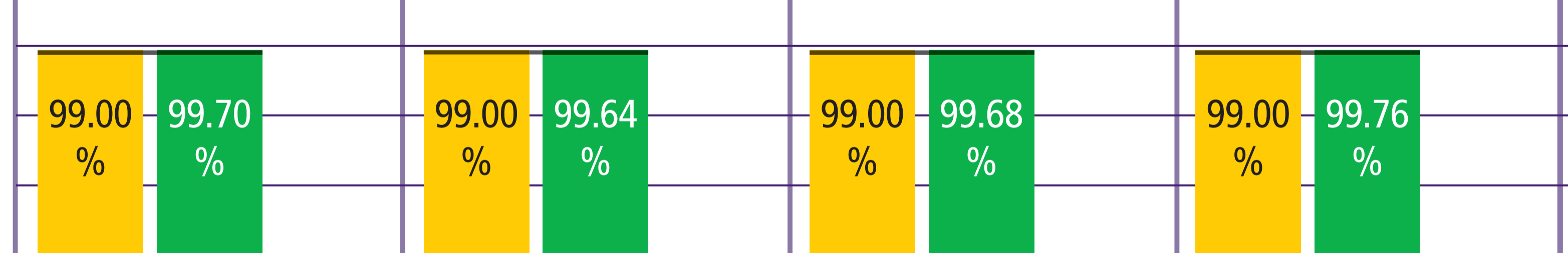
Based on 15min time periods measured



Lifts, escalators & passenger conveyors

Service availability

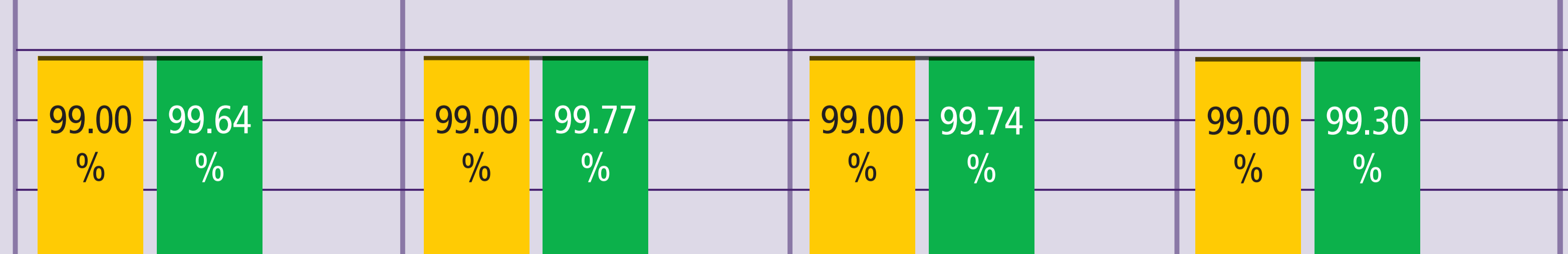
As rated by 1= extremely poor and 5= excellent



Lifts, escalators & passenger conveyors (passenger critical)

Service availability

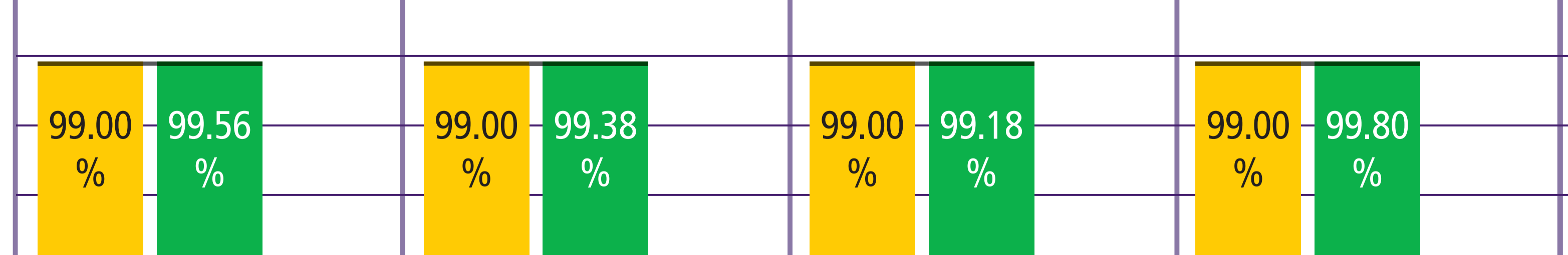
As rated by 1= extremely poor and 5= excellent



Arrivals Reclaim

Service availability

As rated by 1= extremely poor and 5= excellent



We welcome your feedback: heathrowcustomerfeedback@baa.com

KEY TO MONTHLY PERFORMANCE



CAMPUS SECURITY QUARTERLY REPORT

