

Service quality rebate



Heathrow Terminal 1	May-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.56%	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)	99.58%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.57%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.51%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.74%	99.00%	Yes	0	0	0
FEGP	99.63%	99.00%	Yes	0	0	0
Stand entry guidance	99.93%	99.00%	Yes	0	0	0
Transfer search	96.77%	95.00%	Yes	0	0	0
Staff search	99.63%	95.00%	Yes	0	0	0
Control posts search	99.48%	95.00%	Yes	0	0	0
Pier service	97.82%	94.63%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2012 to March 2013

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 Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate

Heathrow Terminal 3	May-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.6	3.8	No	245,170	490,340	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	95.44%	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)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.84%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.63%	99.00%	Yes	0	0	0
FEGP	99.29%	99.00%	Yes	0	0	0
Pre-conditioned air	99.96%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	95.99%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.48%	95.00%	Yes	0	0	0
Pier service +	96.00%	94.00%	Yes	0	0	0
				245,170	490,340	2

NOTE: * year is April 2012 to March 2013 + 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 was implemented in November 2010. The revision applies from February 2009 onwards. Results reported as a fail in prior months are now reported as target achieved.

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate

Heathrow Terminal 4	May-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.1	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	95.99%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.67%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.92%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.89%	99.00%	Yes	0	0	0
Stands	99.56%	99.00%	Yes	0	0	0
Jetties	99.36%	99.00%	Yes	0	0	0
FEGP	99.80%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	95.76%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.48%	95.00%	Yes	0	0	0
Pier service	99.30%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2012 to March 2013

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	May-12				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	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	95.99%	95.00%	Yes	0	592,836	1
Central security queues - Times queue = 10 minutes	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.69%	99.00%	Yes	0	0	0
Stands	99.87%	99.00%	Yes	0	0	0
Jetties	99.39%	99.00%	Yes	0	0	0
FEGP	99.73%	99.00%	Yes	0	0	0
Pre-conditioned air	98.95%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	96.77%	95.00%	Yes	0	258,297	1
Staff search	99.15%	95.00%	Yes	0	0	0
Control posts search	99.48%	95.00%	Yes	0	0	0
Pier service	92.11%	95.00%	No	232,421	464,842	2
Transit system - % time one car available	99.99%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.51%	97.00%	Yes	0	0	0
Total				232,421	1,315,975	4

NOTE: * year is April 2012 to March 2013

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



Aerodrome Congestion Term	May-12		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	2
Total			0	2

NOTE: * year is April 2012 to March 2013

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher_Downs@baa.com

Cleanliness				Cleanliness		
	Target	Apr-12	May-12		Apr-12	May-12
T1	3.9	4.0	4.0	T1	£0	£0
T3	3.9	3.9	3.9	T3	£0	£0
T4	3.9	4.1	4.1	T4	£0	£0
T5	3.9	4.2	4.2	T5	£0	£0

Wayfinding				Wayfinding		
	Target	Apr-12	May-12		Apr-12	May-12
T1	4.0	4.1	4.1	T1	£0	£0
T3	4.0	4.1	4.1	T3	£0	£0
T4	4.0	4.1	4.1	T4	£0	£0
T5	4.0	4.2	4.2	T5	£0	£0

Flight information				Flight information		
	Target	Apr-12	May-12		Apr-12	May-12
T1	4.2	4.3	4.3	T1	£0	£0
T3	4.2	4.3	4.3	T3	£0	£0
T4	4.2	4.3	4.3	T4	£0	£0
T5	4.2	4.4	4.4	T5	£0	£0

Departure lounge seat availability				Departure lounge seat availability		
	Target	Apr-12	May-12		Apr-12	May-12
T1	3.8	4.1	4.1	T1	£0	£0
T3	3.8	3.6	3.6	T3	£245,170	£245,170
T4	3.8	4.1	4.1	T4	£0	£0
T5	3.8	4.0	4.0	T5	£0	£0

CSA queues - Times queue <5 minutes				CSA queues - Both		
	Target	Apr-12	May-12		Apr-12	May-12
T1	95.00%	95.76%	97.99%	T1	£0	£0
T3	95.00%	95.05%	95.44%	T3	£0	£0
T4	95.00%	95.52%	95.99%	T4	£0	£0
T5	95.00%	91.02%	95.99%	T5	£592,636	£0

CSA queues - Times queue = 10 minutes			
	Target	Apr-12	May-12
T1	99.00%	99.35%	100.00%
T3	99.00%	99.71%	99.95%
T4	99.00%	99.76%	99.82%
T5	99.00%	98.55%	99.68%

Transfer search				Transfer search		
	Target	Apr-12	May-12		Apr-12	May-12
T1	95.00%	98.62%	96.77%	T1	£0	£0
T3	95.00%	98.00%	95.99%	T3	£0	£0
T4	95.00%	97.62%	95.76%	T4	£0	£0
T5	95.00%	94.48%	96.77%	T5	£258,297	£0

Staff search				Staff search		
	Target	Apr-12	May-12		Apr-12	May-12
T1	95.00%	98.90%	99.63%	T1	£0	£0
T3	95.00%	100.00%	100.00%	T3	£0	£0
T4	95.00%	100.00%	100.00%	T4	£0	£0
T5	95.00%	98.34%	99.15%	T5	£0	£0

Control posts search				Control posts search		
	Target	Apr-12	May-12		Apr-12	May-12
T1	95.00%	99.26%	99.48%	T1	£0	£0
T3	95.00%	99.26%	99.48%	T3	£0	£0
T4	95.00%	99.26%	99.48%	T4	£0	£0
T5	95.00%	99.26%	99.48%	T5	£0	£0

FEGP				FEGP		
	Target	Apr-12	May-12		Apr-12	May-12
T1	99.00%	99.70%	99.63%	T1	£0	£0
T3	99.00%	99.63%	99.29%	T3	£0	£0
T4	99.00%	99.74%	99.80%	T4	£0	£0
T5	99.00%	99.58%	99.73%	T5	£0	£0

Jetties				Jetties		
	Target	Apr-12	May-12		Apr-12	May-12
T1	99.00%	99.81%	99.74%	T1	£0	£0
T3	99.00%	99.77%	99.63%	T3	£0	£0
T4	99.00%	99.27%	99.36%	T4	£0	£0
T5	99.00%	99.48%	99.39%	T5	£0	£0

PSE (general)				PSE (general)		
	Target	Apr-12	May-12		Apr-12	May-12
T1	99.00%	99.79%	99.58%	T1	£0	£0
T3	99.00%	99.81%	99.82%	T3	£0	£0
T4	99.00%	99.85%	99.67%	T4	£0	£0
T5	99.00%	99.91%	99.75%	T5	£0	£0

PSE (priority)				PSE (priority)		
	Target	Apr-12	May-12		Apr-12	May-12
T1	99.00%	99.45%	99.57%	T1	£0	£0
T3	99.00%	99.69%	99.78%	T3	£0	£0
T4	99.00%	99.81%	99.92%	T4	£0	£0
T5	99.00%	99.76%	99.76%	T5	£0	£0

Stand entry guidance				Stand entry guidance		
	Target	Apr-12	May-12		Apr-12	May-12
T1	99.00%	99.88%	99.93%	T1	£0	£0
T3	99.00%	99.84%	99.87%	T3	£0	£0
T4	99.00%	99.96%	99.89%	T4	£0	£0
T5	99.00%	99.94%	99.98%	T5	£0	£0

Stands				Stands		
	Target	Apr-12	May-12		Apr-12	May-12
T1	99.00%	99.90%	99.81%	T1	£0	£0
T3	99.00%	99.77%	99.80%	T3	£0	£0
T4	99.00%	99.77%	99.56%	T4	£0	£0
T5	99.00%	99.95%	99.87%	T5	£0	£0

Pier service				Pier service		
	Target	Apr-12	May-12		Apr-12	May-12
T1		97.76%	97.82%	T1	£0	£0
T3		96.00%	0.00%	T3	£0	£0
T4		99.39%	99.39%	T4	£0	£0
T5		91.29%	92.11%	T5	£232,421	£232,421
T1 target		94.54%	94.63%			
T3 target		94.00%	94.00%			
T4 target		95.00%	95.00%			
T5 target		95.00%	95.00%			

TTS - % time one car available				TTS - % Both		
	Target	Apr-12	May-12		Apr-12	May-12
T5	99.00%	99.67%	99.99%	T5	£0	£0

TTS - % time two cars available			
	Target	Apr-12	May-12
T5	97.00%	99.36%	98.51%

Arrivals Reclaims				Arrivals Reclaims		
	Target	Apr-12	May-12		Apr-12	May-12
T1	99.00%	99.20%	99.51%	T1	£0	£0
T3	99.00%	99.58%	99.84%	T3	£0	£0
T4	99.00%	99.81%	99.89%	T4	£0	£0
T5	99.00%	99.61%	99.69%	T5	£0	£0

Pre-conditioned air				Pre-conditioned air		
	Target	Apr-12	May-12		Apr-12	May-12
T3	98.00%	99.99%	99.96%	T3	£0	£0
T5	98.00%	99.38%	98.95%	T5	£0	£0

Aerodrome congestion				Aerodrome congestion		
	Target	Apr-12	May-12		Apr-12	May-12
All	N/A	N/A	N/A	All	N/A	N/A

Monthly performance - reported only

Cleanliness - Month			
	Target	Apr-12	May-12
T1	3.9	4.0	4.1
T3	3.9	4.0	4.0
T4	3.9	4.1	4.1
T5	3.9	4.2	4.2

Wayfinding - Month			
	Target	Apr-12	May-12
T1	4.0	4.0	4.1
T3	4.0	4.1	4.2
T4	4.0	4.1	4.2
T5	4.0	4.2	4.2

Flight information - Month			
	Target	Apr-12	May-12
T1	4.2	4.3	4.4
T3	4.2	4.4	4.4
T4	4.2	4.4	4.3
T5	4.2	4.3	4.3

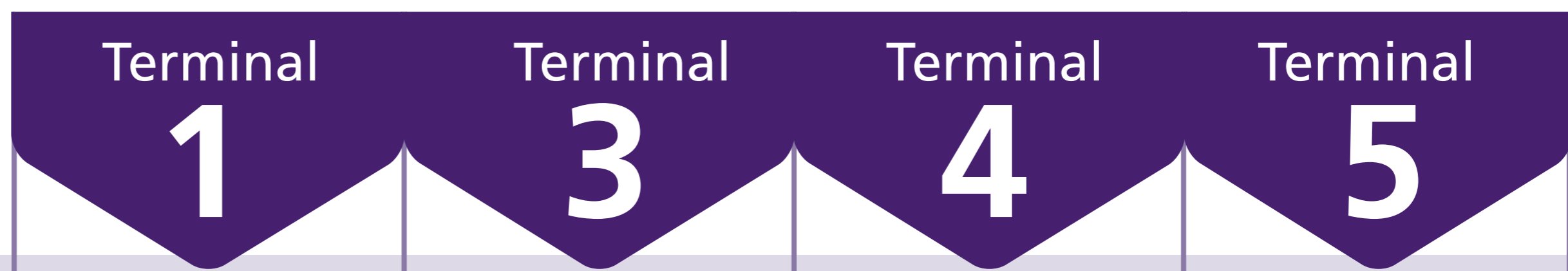
Departure lounge seat availability - Month			
	Target	Apr-12	May-12
T1	3.8	4.1	4.2
T3	3.8	3.9	3.9
T4	3.8	4.2	4.2
T5	3.8	4.0	3.9

Pier service - Month			
	Target	Apr-12	May-12
T1		98.53%	98.34%
T3		97.02%	0.00%
T4		99.76%	99.77%
T5		92.50%	92.70%

How are we performing?

May 2012

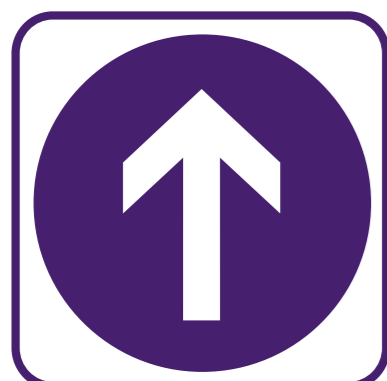
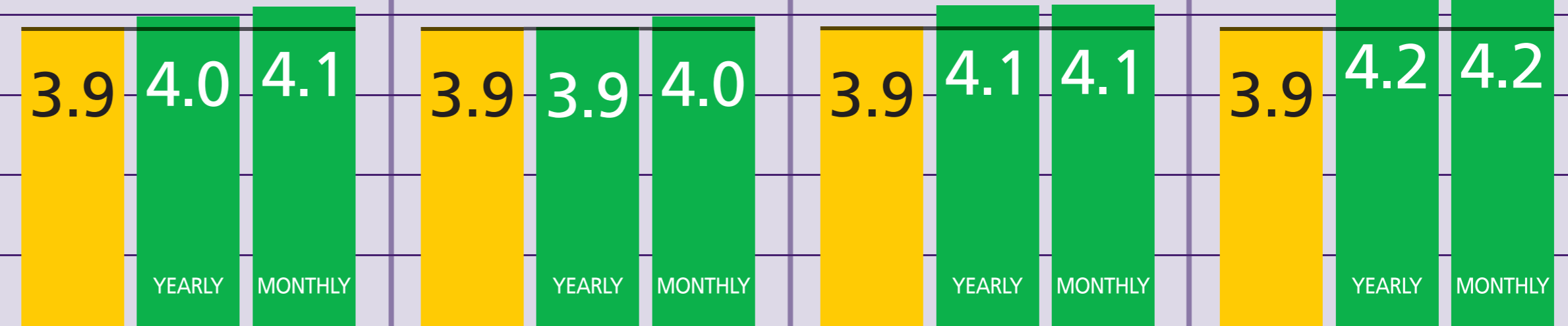
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

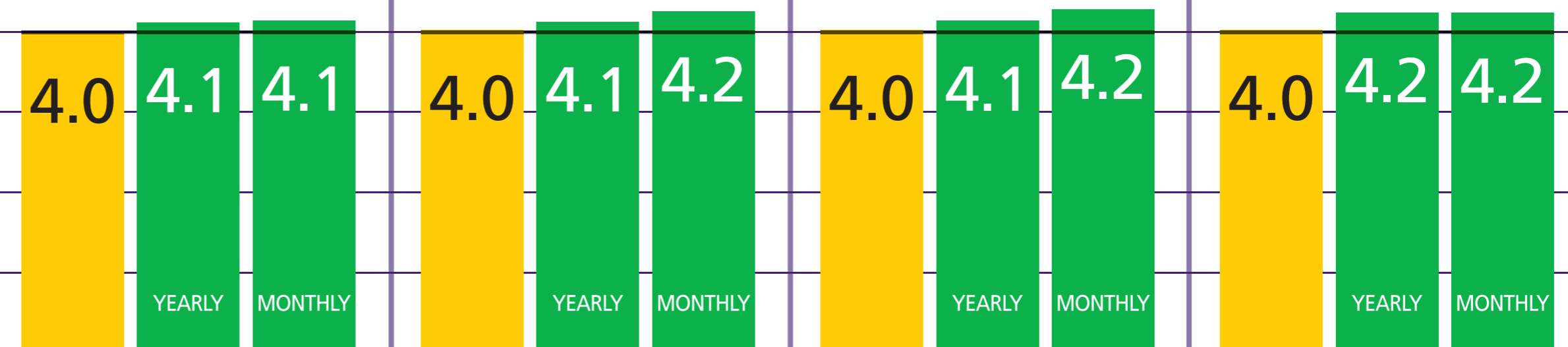
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

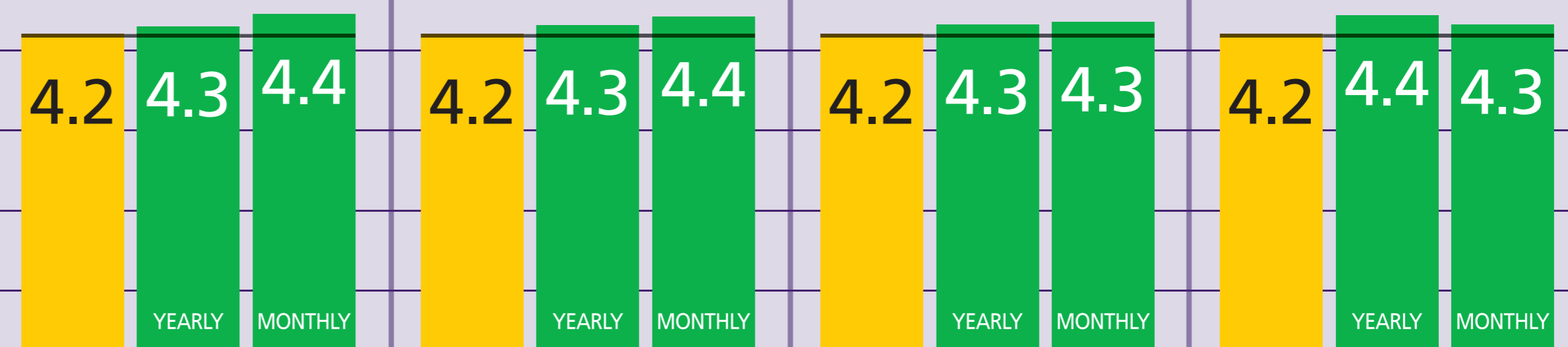
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

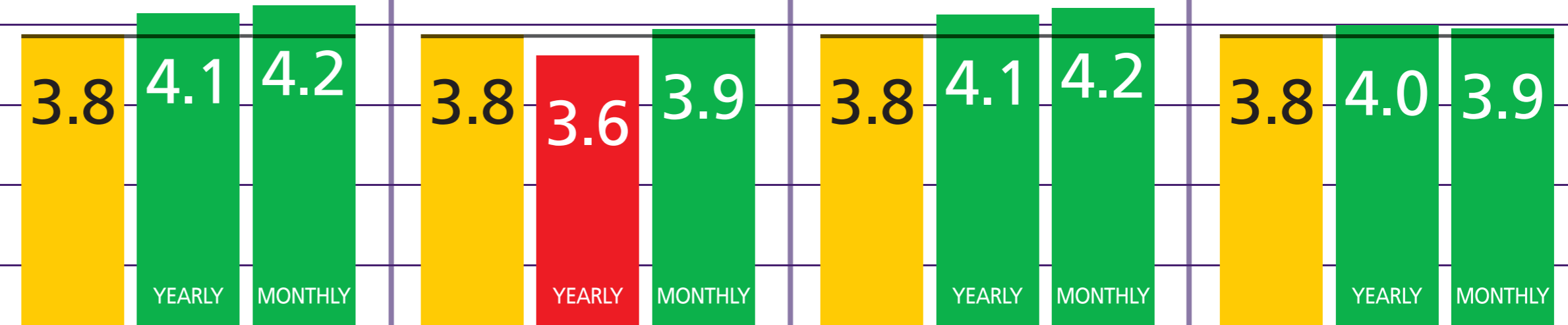
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

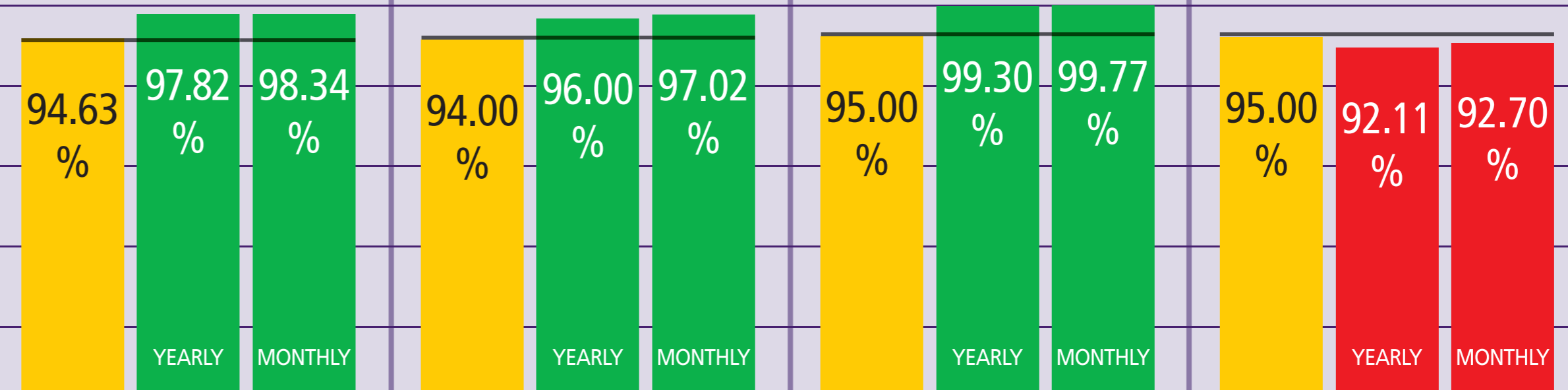


Pier Service

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.

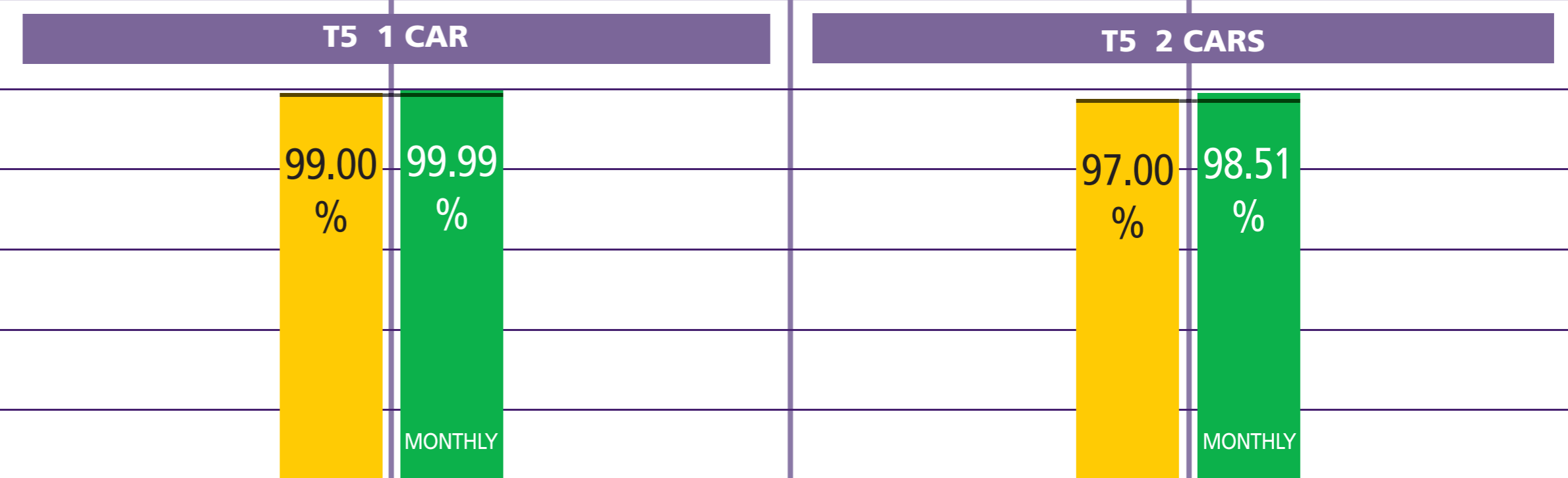
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

May 2012

KEY TO PERFORMANCE



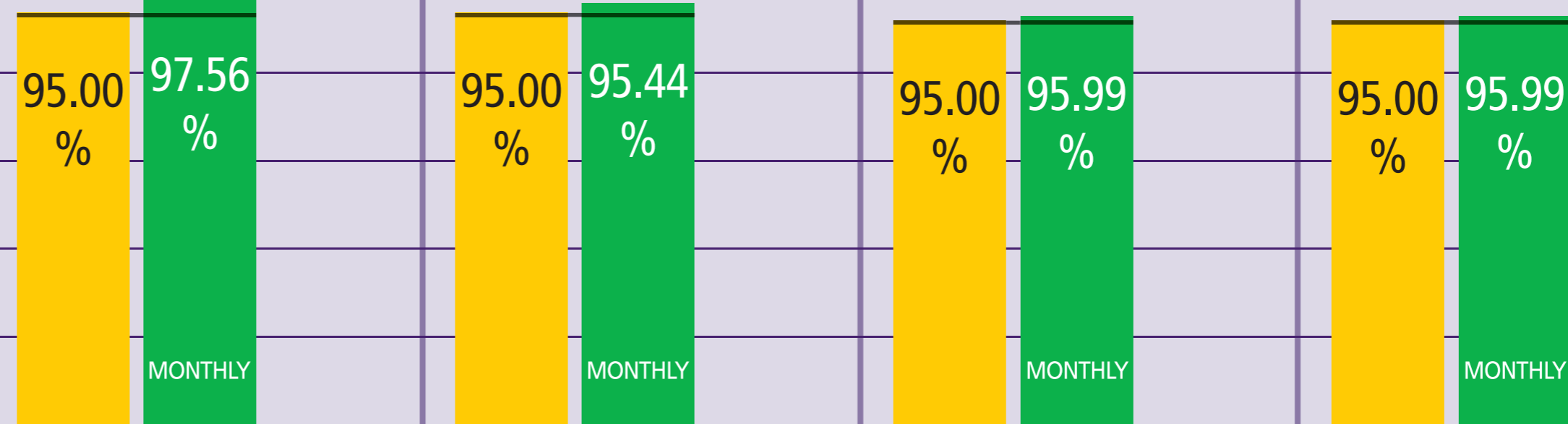
Terminal 1 Terminal 3 Terminal 4 Terminal 5



Security waiting time 5 mins

queue < 5mins

Based on 15min time periods measured



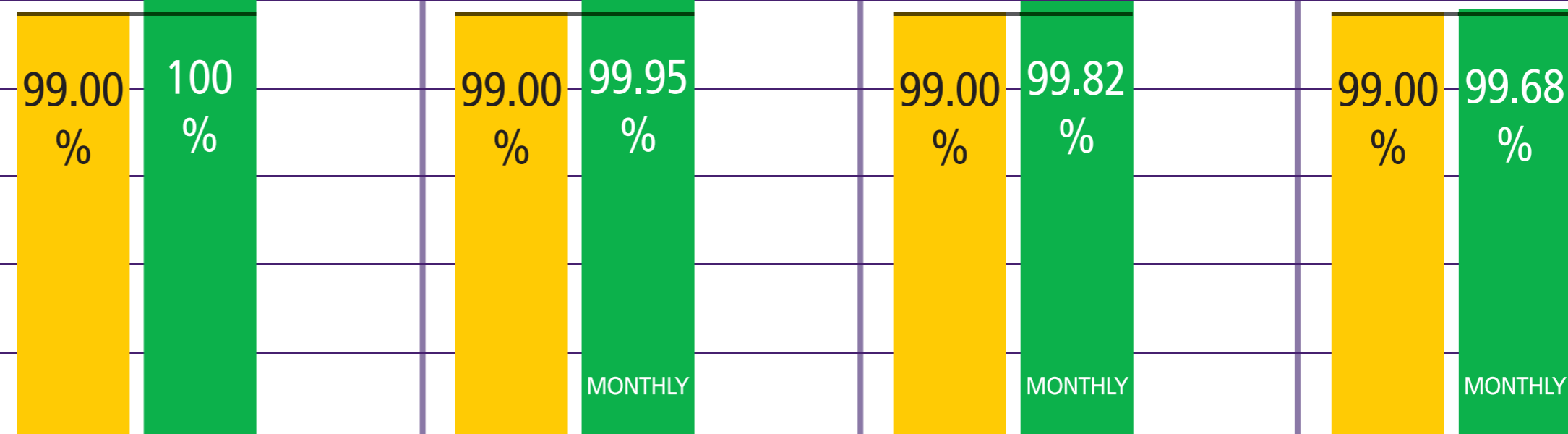
100%
80%
60%
40%
20%



Security waiting time 10 mins

queue < 10mins

Based on 15min time periods measured



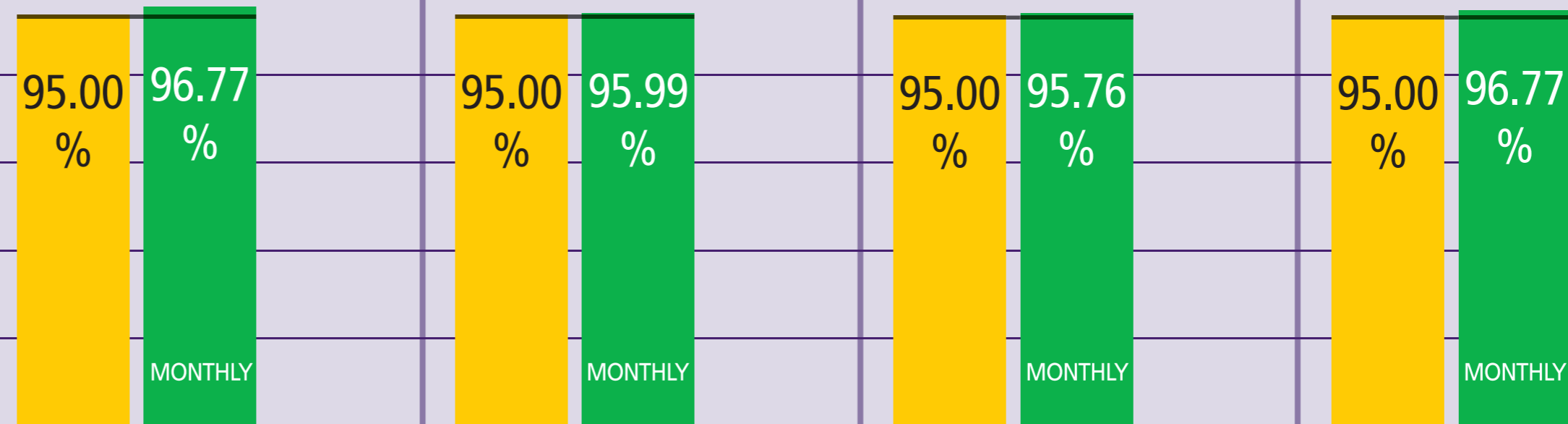
100%
80%
60%
40%
20%



Security waiting time for transfer passengers

queue < 10mins

Based on 15min time periods measured



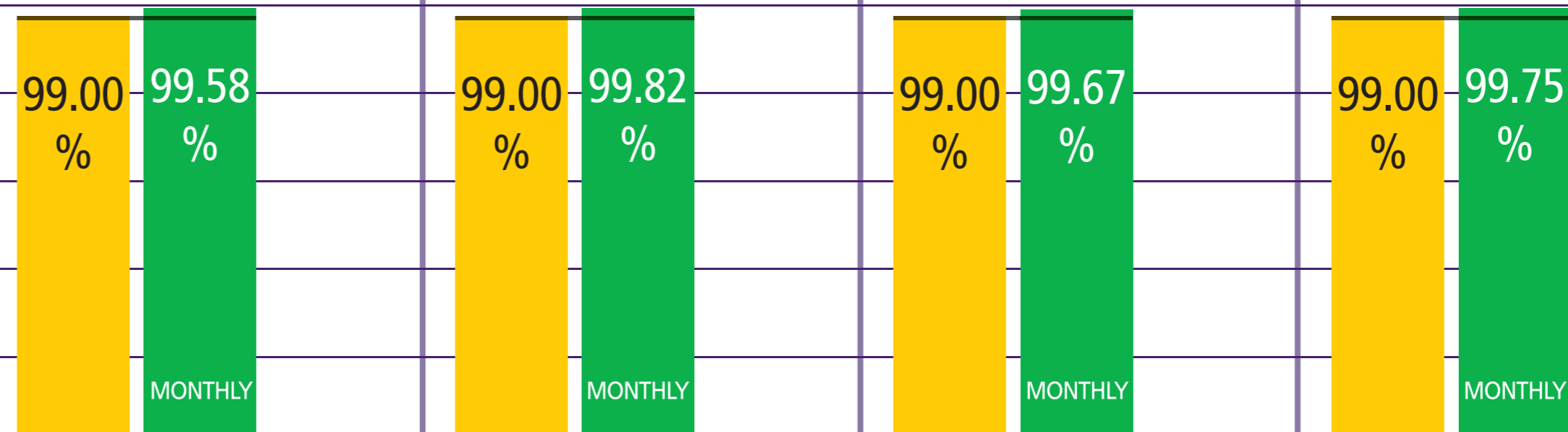
100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors

Service availability

Based on 15min time periods measured



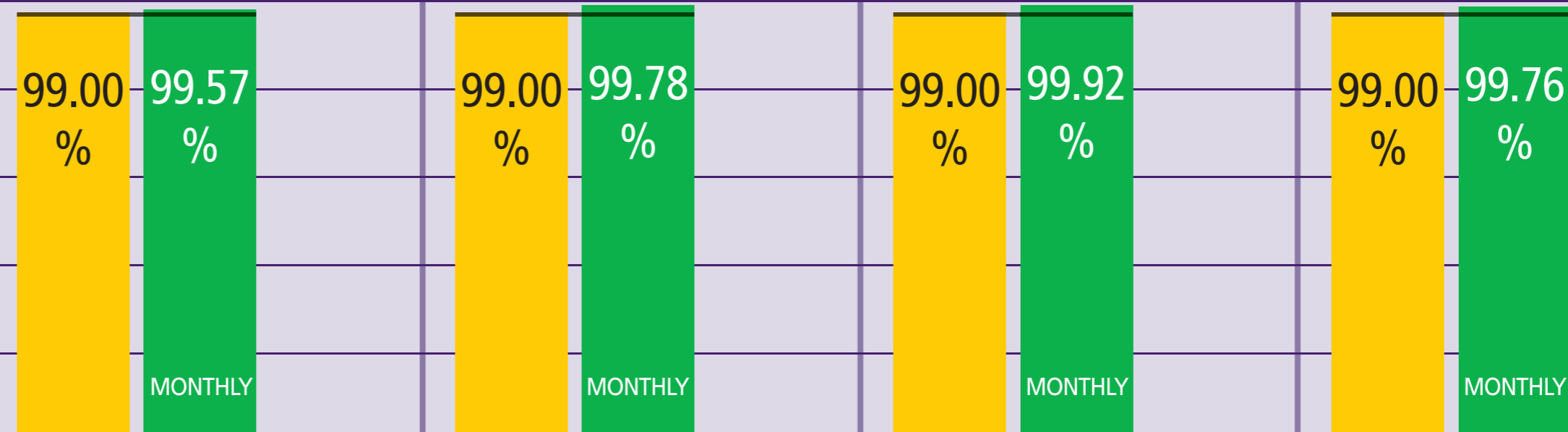
100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors (passenger critical)

Service availability

Based on 15min time periods measured



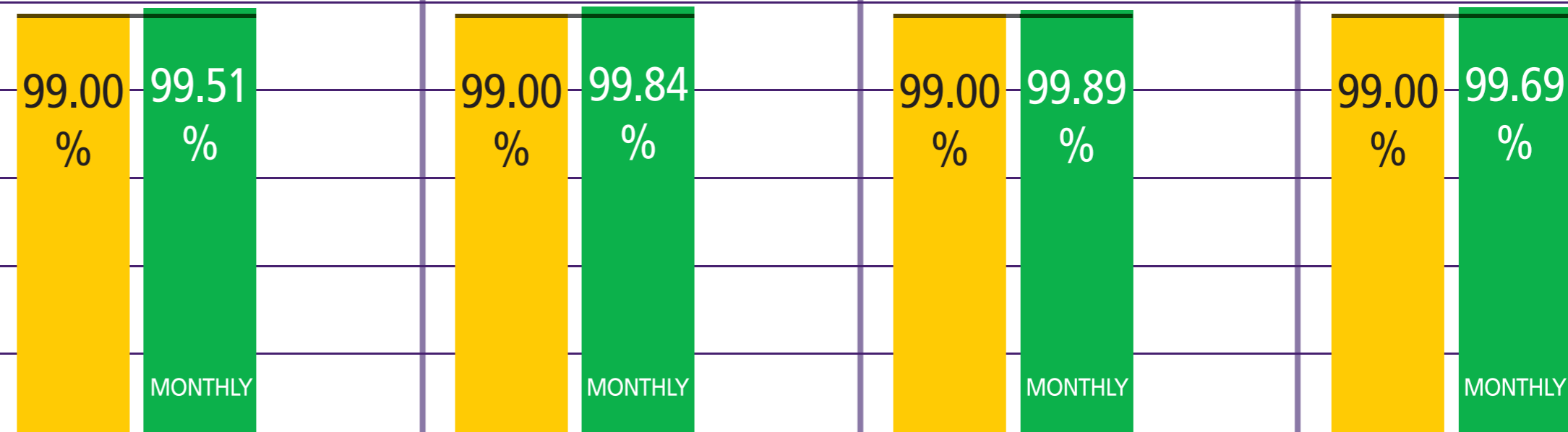
100%
80%
60%
40%
20%



Arrivals Reclaim

Service availability

Based on 15min time periods measured



100%
80%
60%
40%
20%

We welcome your feedback:
heathrowcustomerfeedback@baa.com

Heathrow

How are we performing?

May 2012

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

The scheme by which third parties are compensated for material events which impacted the airfield

