

Service quality rebate



Heathrow Terminal 1	Jul-13				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	93.36%	95.00%	No	359,635	359,635	1
Central security queues - Times queue = 10 minutes	99.65%	99.00%	Yes			
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.72%	99.00%	Yes	0	0	0
Stands	99.90%	99.00%	Yes	0	0	0
Jetties	99.66%	99.00%	Yes	0	0	0
FEGP	99.75%	99.00%	Yes	0	0	0
Stand entry guidance	99.82%	99.00%	Yes	0	0	0
Transfer search	95.58%	95.00%	Yes	0	0	0
Staff search	98.13%	95.00%	Yes	0	0	0
Control posts search	96.61%	95.00%	Yes	0	0	0
Pier service	98.53%	92.44%	Yes	0	0	0
Total				359,635	359,635	1

NOTE: * year is April 2013 to March 2014

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	Jul-13				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.8	3.8	Yes	0	0	0
Cleanliness	4.1	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	68.43%	95.00%	No	567,776	1,703,328	3
Central security queues - Times queue = 10 minutes	93.23%	99.00%	No			
Passenger sensitive equipment (general)	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.72%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.63%	99.00%	Yes	0	0	0
FEGP	99.50%	99.00%	Yes	0	0	0
Pre-conditioned air	98.92%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	95.76%	95.00%	Yes	0	0	0
Staff search	99.91%	95.00%	Yes	0	0	0
Control posts search	96.61%	95.00%	Yes	0	0	0
Pier service +	96.39%	94.00%	Yes	0	0	0
				567,776	1,703,328	3

NOTE: * year is April 2013 to March 2014 + 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	Jul-13				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	4.2	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	95.25%	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)	99.24%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.85%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.72%	99.00%	Yes	0	0	0
Stands	99.55%	99.00%	Yes	0	0	0
Jetties	99.17%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	95.92%	95.00%	Yes	0	0	0
Staff search	95.92%	95.00%	Yes	0	0	0
Control posts search	96.61%	95.00%	Yes	0	0	0
Pier service	99.74%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2013 to March 2014

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 5	Jul-13				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	90.65%	95.00%	No	705,272	1,410,544	2
Central security queues - Times queue = 10 minutes	98.94%	99.00%	No			
Passenger sensitive equipment (general)	99.70%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.91%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.76%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.68%	99.00%	Yes	0	0	0
FEGP	99.56%	99.00%	Yes	0	0	0
Pre-conditioned air	99.14%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	96.56%	95.00%	Yes	0	0	0
Staff search	95.35%	95.00%	Yes	0	0	0
Control posts search	96.61%	95.00%	Yes	0	0	0
Pier service	91.55%	95.00%	No	0	0	4
Transit system - % time one car available	99.97%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.63%	97.00%	Yes	0	0	0
Total				705,272	1,410,544	6

NOTE: * year is April 2013 to March 2014

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



Aerodrome Congestion Term	Jul-13		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
Total			0	0

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NOTE: * year is April 2013 to March 2014

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

Performance **£ Rebates**

Cleanliness						Cleanliness					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	3.9	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0	
T3	3.9	4.1	4.1	4.1	4.1	T3	£0	£0	£0	£0	
T4	3.9	4.1	4.1	4.1	4.1	T4	£0	£0	£0	£0	
T5	3.9	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0	

Wayfinding						Wayfinding					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	4.0	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0	
T3	4.0	4.2	4.2	4.2	4.2	T3	£0	£0	£0	£0	
T4	4.0	4.2	4.2	4.2	4.2	T4	£0	£0	£0	£0	
T5	4.0	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0	

Flight information						Flight information					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	4.2	4.3	4.3	4.3	4.3	T1	£0	£0	£0	£0	
T3	4.2	4.4	4.4	4.4	4.4	T3	£0	£0	£0	£0	
T4	4.2	4.3	4.3	4.3	4.3	T4	£0	£0	£0	£0	
T5	4.2	4.4	4.4	4.4	4.4	T5	£0	£0	£0	£0	

Departure lounge seat availability						Departure lounge seat availability					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	3.8	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0	
T3	3.8	3.9	3.9	3.9	3.8	T3	£0	£0	£0	£0	
T4	3.8	4.2	4.2	4.2	4.2	T4	£0	£0	£0	£0	
T5	3.8	4.0	4.0	4.0	4.0	T5	£0	£0	£0	£0	

CSA queues - Times queue <5 minutes						CSA queues - Both					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	95.00%	96.43%	98.09%	98.09%	98.38%	T1	£0	TBC	£0	£336,848	
T3	95.00%	95.62%	TBC	81.72%	88.43%	T3	£567,272	TBC	£567,272	£567,272	
T4	95.00%	96.00%	95.07%	95.19%	95.25%	T4	£0	£0	£0	£0	
T5	95.00%	96.12%	95.30%	91.69%	90.65%	T5	£0	£0	£705,272	£705,272	

CSA queues - Times queue = 10 minutes					
	Target	Apr-13	May-13	Jun-13	Jul-13
T1	99.00%	99.99%	99.89%	99.51%	99.53%
T3	99.00%	99.52%	99.59%	99.82%	99.52%
T4	99.00%	99.71%	99.59%	99.86%	99.82%
T5	99.00%	99.79%	99.75%	98.95%	98.04%

Transfer search						Transfer search					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	95.00%	96.19%	96.87%	96.00%	95.58%	T1	£0	£0	£0	£0	
T3	95.00%	98.19%	95.44%	95.48%	95.76%	T3	£0	£0	£0	£0	
T4	95.00%	99.62%	99.48%	95.25%	95.92%	T4	£0	£0	£0	£0	
T5	95.00%	96.59%	95.14%	95.22%	96.56%	T5	£0	£0	£0	£0	

Staff search						Staff search					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	95.00%	99.93%	98.92%	98.33%	98.13%	T1	£0	£0	£0	£0	
T3	95.00%	99.86%	100.00%	100.00%	99.91%	T3	£0	£0	£0	£0	
T4	95.00%	99.98%	96.91%	98.93%	95.92%	T4	£0	£0	£0	£0	
T5	95.00%	96.74%	95.08%	95.21%	95.35%	T5	£0	£0	£0	£0	

Control posts search						Control posts search					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	95.00%	97.26%	96.09%	96.88%	96.61%	T1	£0	£0	£0	£0	
T3	95.00%	97.26%	96.09%	96.88%	96.61%	T3	£0	£0	£0	£0	
T4	95.00%	97.26%	96.09%	96.88%	96.61%	T4	£0	£0	£0	£0	
T5	95.00%	97.26%	96.09%	96.88%	96.61%	T5	£0	£0	£0	£0	

FEGP						FEGP					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	99.00%	99.83%	99.95%	99.92%	99.75%	T1	£0	£0	£0	£0	
T3	99.00%	99.72%	99.78%	99.83%	99.50%	T3	£0	£0	£0	£0	
T4	99.00%	99.95%	99.96%	99.93%	99.89%	T4	£0	£0	£0	£0	
T5	99.00%	99.75%	99.91%	99.69%	99.56%	T5	£0	£0	£0	£0	

Jetties						Jetties					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	99.00%	99.38%	99.63%	99.77%	99.66%	T1	£0	£0	£0	£0	
T3	99.00%	99.78%	99.82%	99.73%	99.63%	T3	£0	£0	£0	£0	
T4	99.00%	99.37%	99.63%	99.51%	99.17%	T4	£0	£0	£0	£0	
T5	99.00%	99.66%	99.64%	99.67%	99.68%	T5	£0	£0	£0	£0	

PSE (general)						PSE (general)					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	99.00%	99.80%	99.76%	TBC	99.77%	T1	£0	£0	TBC	£0	
T3	99.00%	99.82%	99.88%	99.83%	99.84%	T3	£0	£0	£0	£0	
T4	99.00%	99.61%	99.68%	99.71%	99.24%	T4	£0	£0	£0	£0	
T5	99.00%	99.69%	99.67%	99.62%	99.70%	T5	£0	£0	£0	£0	

PSE (priority)						PSE (priority)					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	99.00%	99.73%	99.69%	99.80%	99.82%	T1	£0	£0	£0	£0	
T3	99.00%	99.85%	99.89%	99.87%	99.82%	T3	£0	£0	£0	£0	
T4	99.00%	99.72%	99.75%	99.89%	99.85%	T4	£0	£0	£0	£0	
T5	99.00%	99.70%	99.83%	99.87%	99.91%	T5	£0	£0	£0	£0	

Stand entry guidance						Stand entry guidance					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	99.00%	99.99%	100.00%	99.98%	99.82%	T1	£0	£0	£0	£0	
T3	99.00%	99.98%	99.96%	99.94%	100.00%	T3	£0	£0	£0	£0	
T4	99.00%	100.00%	100.00%	99.99%	99.98%	T4	£0	£0	£0	£0	
T5	99.00%	99.99%	99.97%	99.99%	99.96%	T5	£0	£0	£0	£0	

Stands						Stands					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	99.00%	99.60%	99.78%	99.94%	99.90%	T1	£0	£0	£0	£0	
T3	99.00%	99.64%	99.79%	99.79%	99.81%	T3	£0	£0	£0	£0	
T4	99.00%	99.55%	99.08%	99.74%	99.53%	T4	£0	£0	£0	£0	
T5	99.00%	99.81%	99.84%	99.84%	99.80%	T5	£0	£0	£0	£0	

Pier service						Pier service					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1		98.42%	98.45%	98.48%	98.53%	T1	£0	£0	£0	£0	
T3		96.34%	96.37%	96.39%	0.00%	T3	£0	£0	£0	£0	
T4		96.73%	99.71%	99.71%	99.51%	T4	£0	£0	£0	£0	
T5		92.04%	92.04%	92.04%	91.54%	T5	£0	£0	£0	£0	
T1 target		91.67%	91.67%	92.04%	92.44%						
T3 target		94.83%	94.91%	95.00%	95.00%						
T4 target		95.00%	95.00%	95.00%	95.00%						
T5 target		95.00%	95.00%	95.00%	95.00%						

TTS - % time one car available						TTS - % Both					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T5	99.00%	99.54%	99.80%	100.00%	99.97%	T5	£0	£0	£0	£0	

TTS - % time two cars available					
	Target	Apr-13	May-13	Jun-13	Jul-13
T5	97.00%	99.24%	99.12%	99.86%	99.63%

Arrivals Reclaims						Arrivals Reclaims					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T1	99.00%	99.17%	99.80%	99.59%	99.72%	T1	£0	£0	£0	£0	
T3	99.00%	99.82%	99.72%	99.76%	99.72%	T3	£0	£0	£0	£0	
T4	99.00%	99.77%	99.79%	99.79%	99.72%	T4	£0	£0	£0	£0	
T5	99.00%	99.80%	99.81%	99.78%	99.76%	T5	£0	£0	£0	£0	

Pre-conditioned air						Pre-conditioned air					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
T3	98.00%	100.00%	99.82%	100.00%	98.92%	T3	£0	£0	£0	£0	
T5	98.00%	99.49%	99.04%	99.37%	99.34%	T5	£0	£0	£0	£0	

Aerodrome congestion						Aerodrome congestion					
	Target	Apr-13	May-13	Jun-13	Jul-13		Apr-13	May-13	Jun-13	Jul-13	
All	N/A	N/A	N/A	N/A	N/A	All	N/A	N/A	N/A	N/A	

Monthly performance - reported only

Cleanliness - Month					
	Target	Apr-13	May-13	Jun-13	Jul-13
T1	3.9	4.2	4.1	4.1	4.1
T3	3.9	4.1	4.1	4.1	4.1
T4	3.9	4.0	4.2	4.2	4.2
T5	3.9	4.2	4.2	4.2	4.2

Wayfinding - Month					
	Target	Apr-13	May-13	Jun-13	Jul-13
T1	4.0	4.2	4.2	4.1	4.1
T3	4.0	4.1	4.2	4.1	4.2
T4	4.0	4.0	4.2	4.1	4.2
T5	4.0	4.2	4.2	4.2	4.2

Flight information - Month					
	Target	Apr-13	May-13	Jun-13	Jul-13
T1	4.2	4.3	4.3	4.4	4.3
T3	4.2	4.4	4.4	4.3	4.4
T4	4.2	4.3	4.3	4.3	4.3
T5	4.2	4.4	4.3	4.3	4.4

Departure lounge seat availability - Month					
	Target	Apr-13	May-13	Jun-13	Jul-13
T1	3.8	4.2	4.2	4.2	4.2
T3	3.8	3.9	4.0	3.7	3.8
T4	3.8	4.2	4.3	4.1	4.2
T5	3.8	4			

How are we performing?

July 2013

KEY TO PERFORMANCE



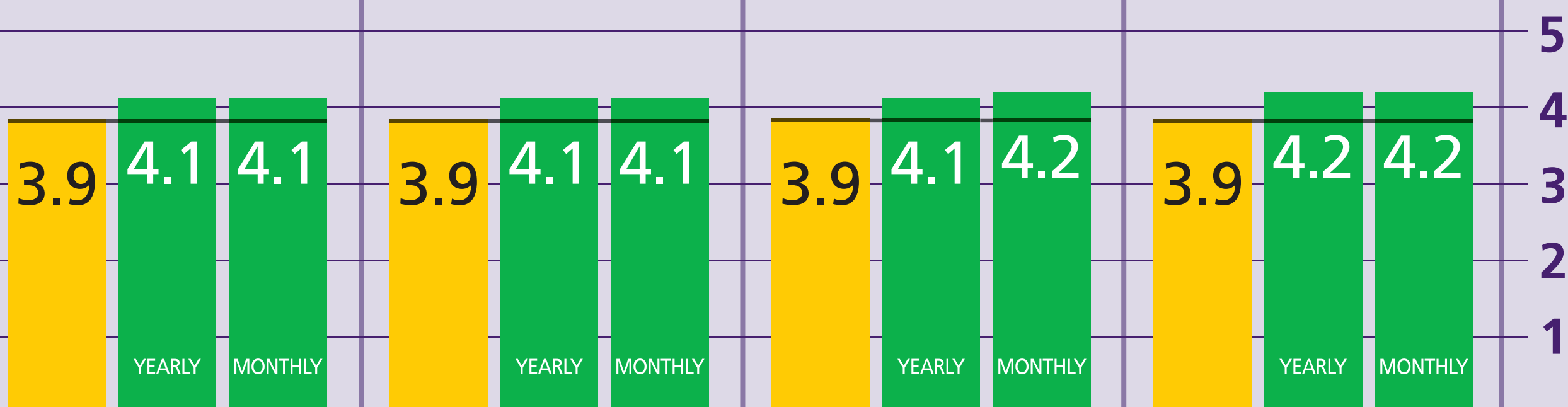
Terminal 1 Terminal 3 Terminal 4 Terminal 5



Cleanliness

Overall cleanliness of the terminal

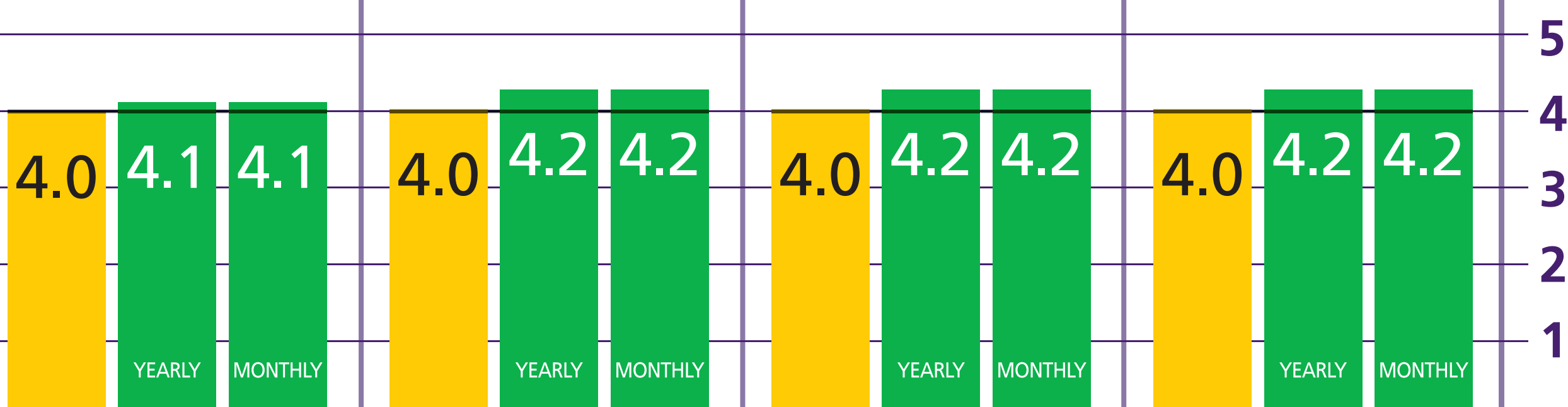
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

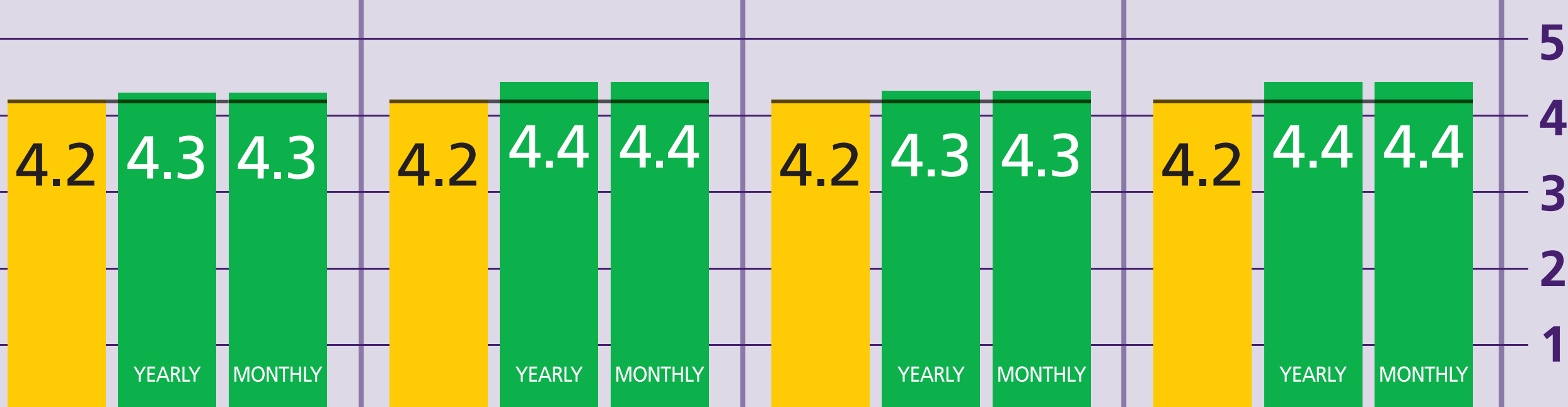
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

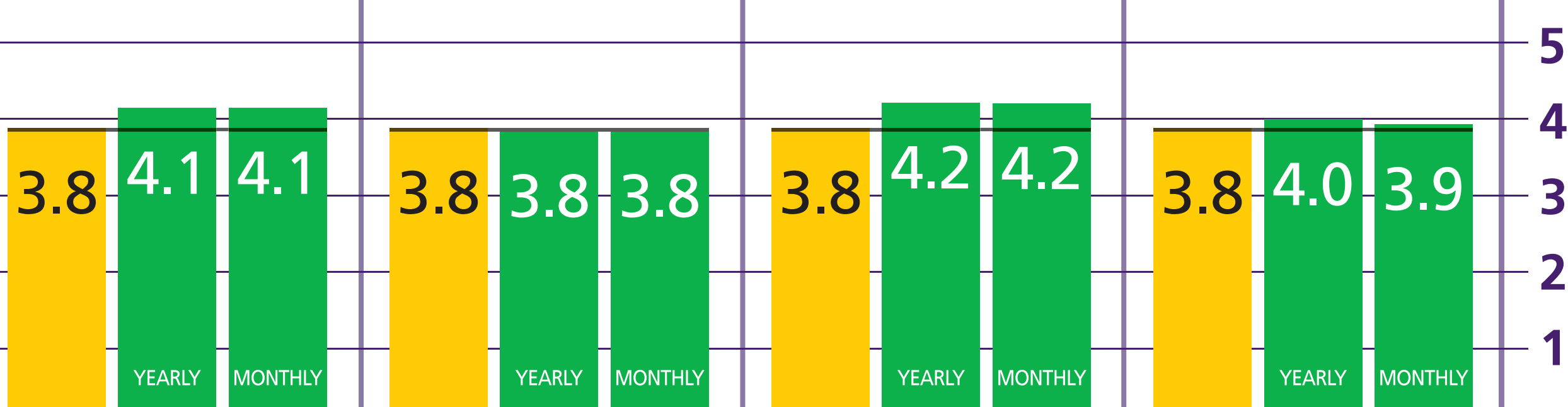
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

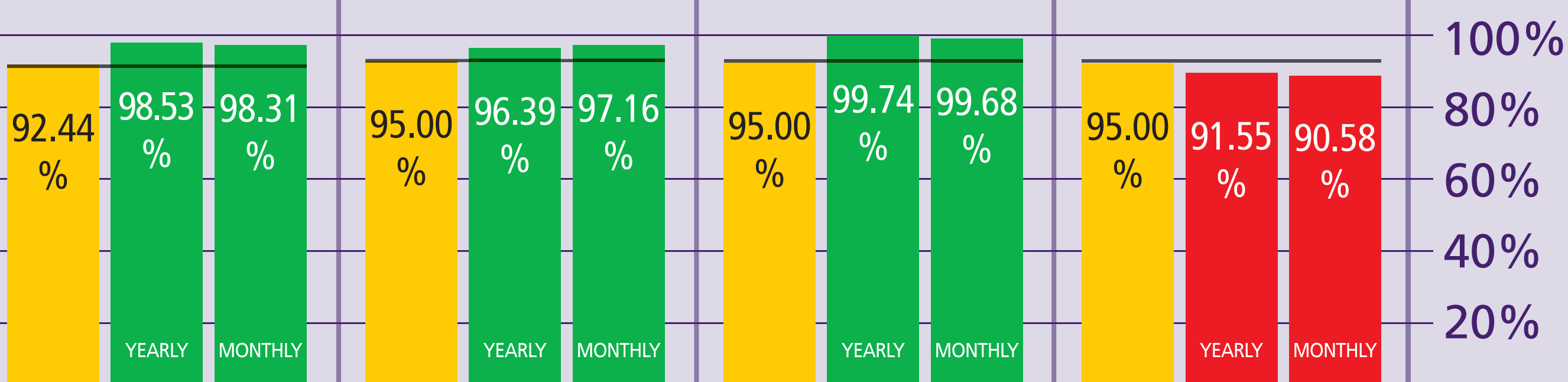


Pier Service

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.

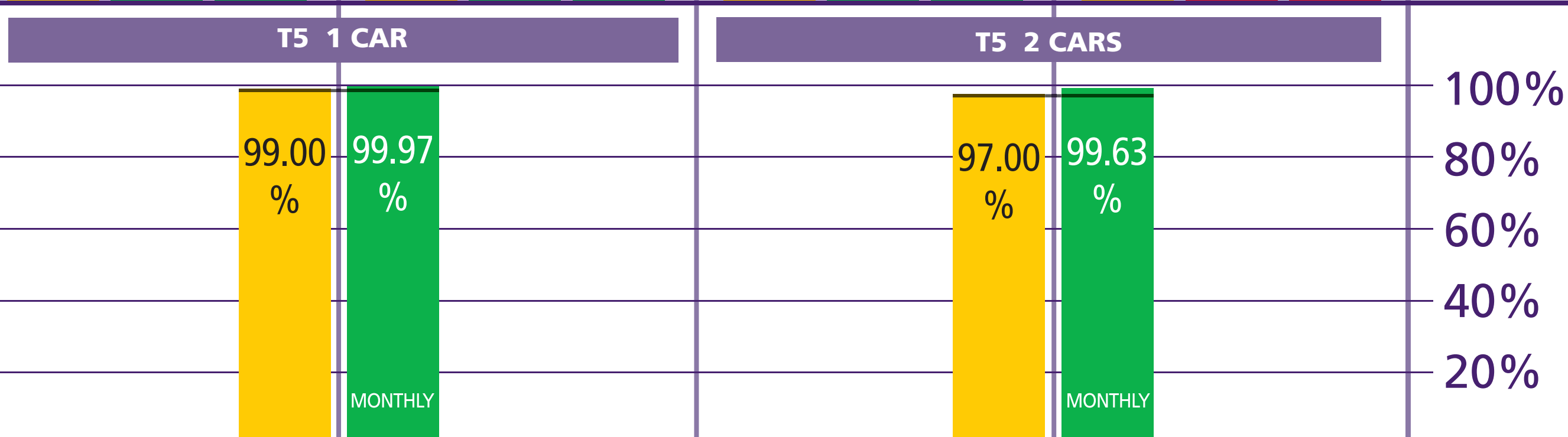
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

July 2013

KEY TO PERFORMANCE

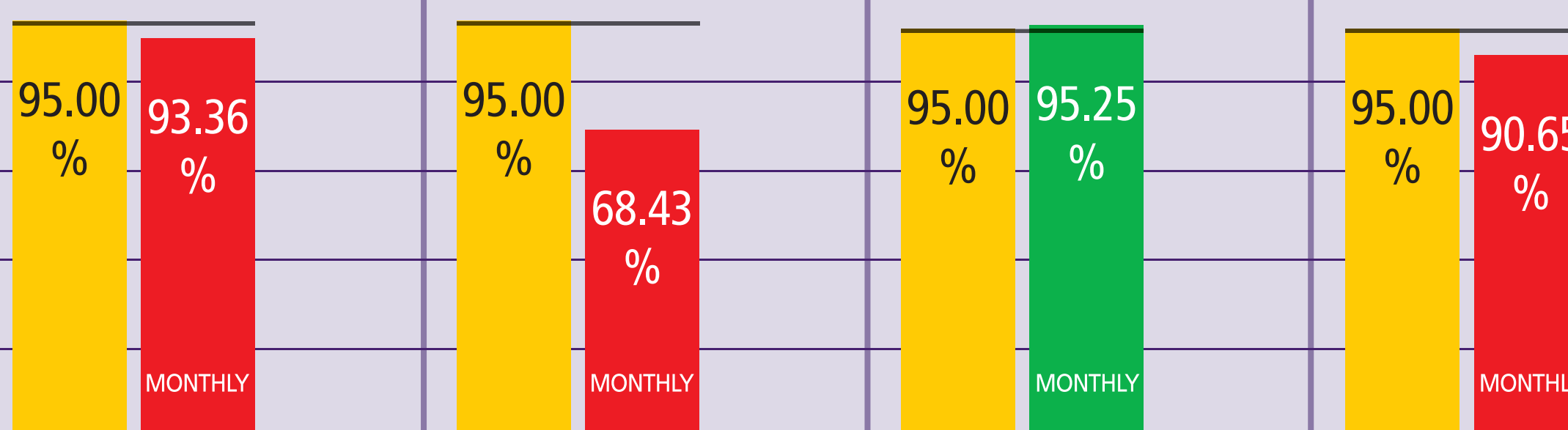


Terminal 1 Terminal 3 Terminal 4 Terminal 5



Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured

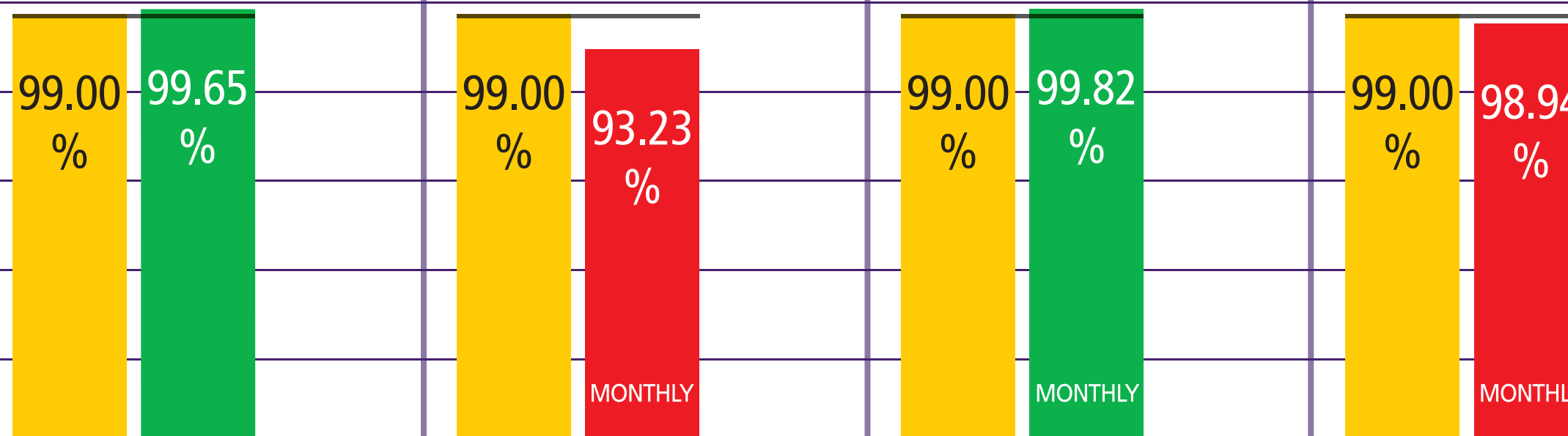


100%
80%
60%
40%
20%



Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

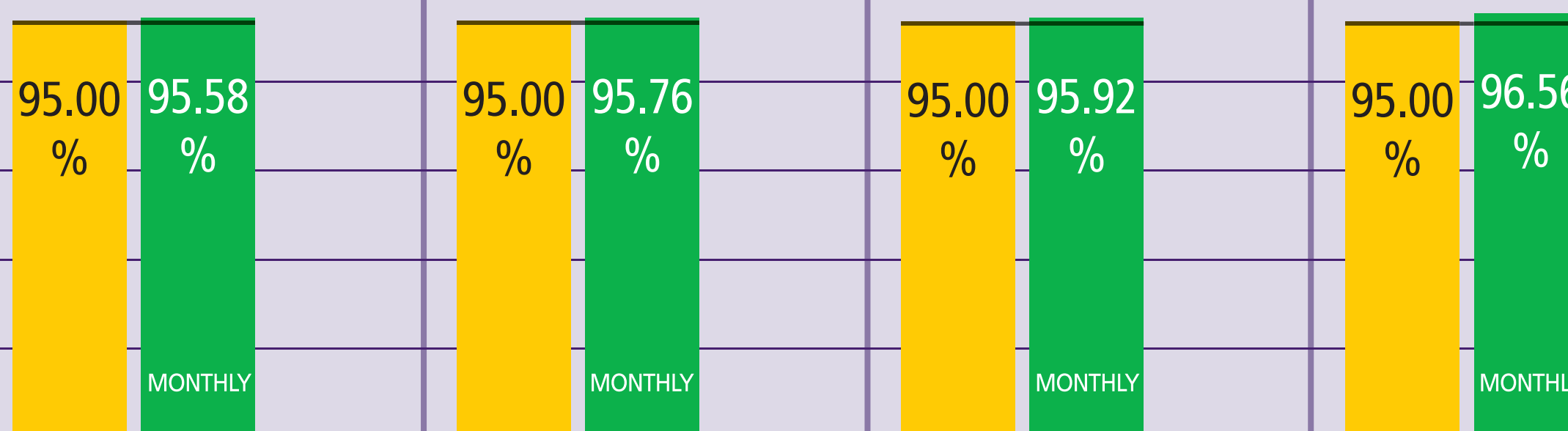


100%
80%
60%
40%
20%



Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured

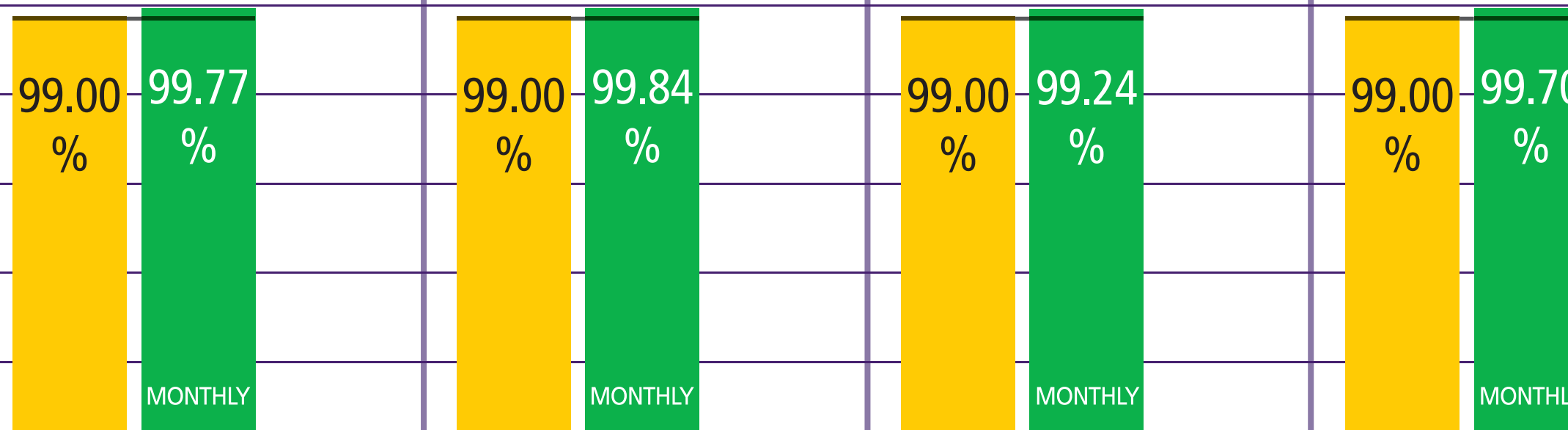


100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured

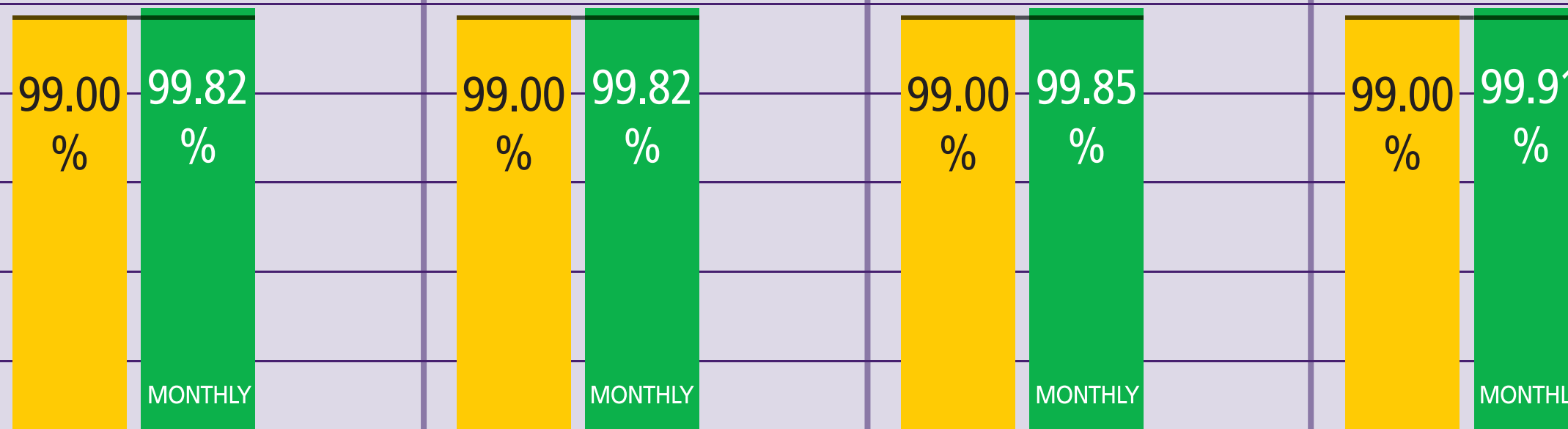


100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors (passenger critical)
Service availability

Based on 15min time periods measured

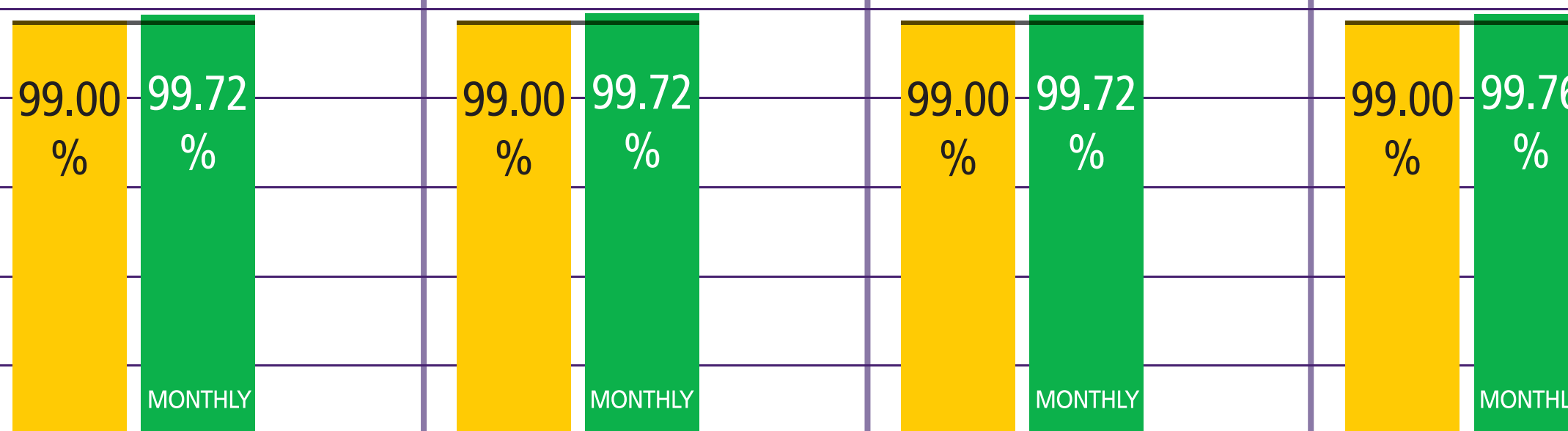


100%
80%
60%
40%
20%



Arrivals Reclaim
Service availability

Based on 15min time periods measured



100%
80%
60%
40%
20%

We welcome your feedback:
heathrowcustomerfeedback@baa.com

Heathrow
Making every journey better

How are we performing?

July 2013

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

