

# Service quality rebate



Heathrow Terminal 1	May-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	95.09%**	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.49%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.76%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.66%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.69%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.63%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	96.87%	95.00%	Yes	0	0	0
Staff search	98.92%	95.00%	Yes	0	0	0
Control posts search	96.09%	95.00%	Yes	0	0	0
Pier service	98.45%	91.67%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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

\*\* Heathrow Airport and the Airline Community have jointly agreed to review T1 and T3 performance following the major operational disruption event in the month. The value shown represents the value based on the agreed exclusion of the disrupted period from the calculation

# Service quality rebate



Heathrow Terminal 3	May-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	TBC**	95.00%	Yes	TBC**	567,776	1
Central security queues - Times queue = 10 minutes	99.59%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.89%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.72%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.82%	99.00%	Yes	0	0	0
FEGP	99.78%	99.00%	Yes	0	0	0
Pre-conditioned air	99.82%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	95.44%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.09%	95.00%	Yes	0	0	0
Pier service +	96.34%	94.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>567,776</b>	<b>1</b>

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.

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# Service quality rebate



Heathrow Terminal 4	May-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	95.07%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.59%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.79%	99.00%	Yes	0	0	0
Stands	99.08%	99.00%	Yes	0	0	0
Jetties	99.63%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	95.48%	95.00%	Yes	0	0	0
Staff search	96.91%	95.00%	Yes	0	0	0
Control posts search	96.09%	95.00%	Yes	0	0	0
Pier service	99.74%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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	May-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	95.30%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.67%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.83%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.64%	99.00%	Yes	0	0	0
FEGP	99.91%	99.00%	Yes	0	0	0
Pre-conditioned air	99.04%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	95.14%	95.00%	Yes	0	0	0
Staff search	95.08%	95.00%	Yes	0	0	0
Control posts search	96.09%	95.00%	Yes	0	0	0
Pier service	91.89%	95.00%	No	0	0	2
Transit system - % time one car available	99.80%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.12%	97.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>2</b>

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	May-13		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
<b>Total</b>			<b>0</b>	<b>0</b>

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NOTE: \* year is April 2013 to March 2014

FOR FURTHER INFORMATION: please contact Christopher Downs, email: [Christopher\\_Downs@baa.com](mailto:Christopher_Downs@baa.com)

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

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

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

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

CSA queues - Times queue <5 minutes				
	Target	Apr-13	May-13	
T1	95.00%	95.69%	95.09%	£0
T3	95.00%	95.67%	TBC	£0
T4	95.00%	96.00%	95.07%	£0
T5	95.00%	96.12%	95.39%	£0

CSA queues - Times queue = 10 minutes				
	Target	Apr-13	May-13	
T1	99.00%	99.30%	99.49%	£0
T3	99.00%	99.52%	99.59%	£0
T4	99.00%	99.71%	99.59%	£0
T5	99.00%	99.79%	99.75%	£0

Transfer search				
	Target	Apr-13	May-13	
T1	95.00%	98.19%	96.87%	£0
T3	95.00%	98.10%	95.44%	£0
T4	95.00%	99.62%	95.48%	£0
T5	95.00%	96.59%	95.14%	£0

Staff search				
	Target	Apr-13	May-13	
T1	95.00%	99.93%	98.92%	£0
T3	95.00%	99.86%	100.00%	£0
T4	95.00%	99.98%	96.91%	£0
T5	95.00%	96.74%	95.08%	£0

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

FEGP				
	Target	Apr-13	May-13	
T1	99.00%	99.83%	99.95%	£0
T3	99.00%	99.72%	99.78%	£0
T4	99.00%	99.95%	99.96%	£0
T5	99.00%	99.75%	99.91%	£0

Jetties				
	Target	Apr-13	May-13	
T1	99.00%	99.36%	99.63%	£0
T3	99.00%	99.79%	99.82%	£0
T4	99.00%	99.37%	99.63%	£0
T5	99.00%	99.66%	99.64%	£0

PSE (general)				
	Target	Apr-13	May-13	
T1	99.00%	99.80%	99.76%	£0
T3	99.00%	99.82%	99.88%	£0
T4	99.00%	99.61%	99.68%	£0
T5	99.00%	99.69%	99.67%	£0

PSE (priority)				
	Target	Apr-13	May-13	
T1	99.00%	99.73%	99.66%	£0
T3	99.00%	99.85%	99.89%	£0
T4	99.00%	99.72%	99.75%	£0
T5	99.00%	99.70%	99.83%	£0

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

Stands				
	Target	Apr-13	May-13	
T1	99.00%	99.60%	99.78%	£0
T3	99.00%	99.64%	99.79%	£0
T4	99.00%	99.55%	99.08%	£0
T5	99.00%	99.81%	99.84%	£0

Pier service				
	Target	Apr-13	May-13	
T1		98.42%	98.45%	£0
T3		96.34%	96.37%	£0
T4		99.73%	99.74%	£0
T5		99.08%	99.89%	£0
T1 target		91.67%	91.67%	
T3 target		94.83%	94.91%	
T4 target		95.00%	95.00%	
T5 target		95.00%	95.00%	

TTS - % time one car available				
	Target	Apr-13	May-13	
T5	99.00%	99.54%	99.60%	£0

TTS - % time two cars available				
	Target	Apr-13	May-13	
T5	97.00%	99.24%	99.12%	£0

Arrivals Reclaims				
	Target	Apr-13	May-13	
T1	99.00%	99.57%	99.69%	£0
T3	99.00%	99.82%	99.72%	£0
T4	99.00%	99.77%	99.79%	£0
T5	99.00%	99.80%	99.81%	£0

Pre-conditioned air				
	Target	Apr-13	May-13	
T3	98.00%	100.00%	99.82%	£0
T5	98.00%	99.49%	99.04%	£0

Aerodrome congestion				
	Target	Apr-13	May-13	
All	N/A	N/A	N/A	£0

Monthly performance - reported only

Cleanliness - Month				
	Target	Apr-13	May-13	
T1	3.9	4.2	4.1	£0
T3	3.9	4.1	4.1	£0
T4	3.9	4.0	4.2	£0
T5	3.9	4.2	4.3	£0

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

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

Departure lounge seat availability - Month				
	Target	Apr-13	May-13	
T1	3.8	4.2	4.2	£0
T3	3.8	3.9	4.0	£0
T4	3.8	4.2	4.3	£0
T5	3.8	4.0	4.0	£0

Pier service - Month				
	Target	Apr-13	May-13	
T1		98.93%	98.67%	£0
T3		96.76%	96.50%	£0
T4		99.75%	99.81%	£0
T5		91.11%	90.64%	£0

# How are we performing?

May 2013

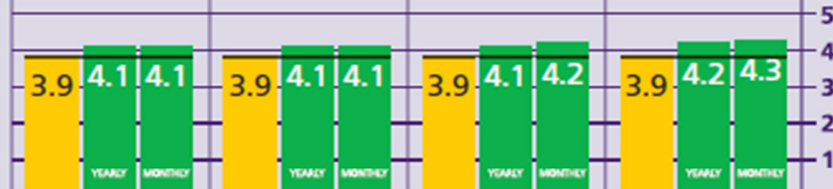
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

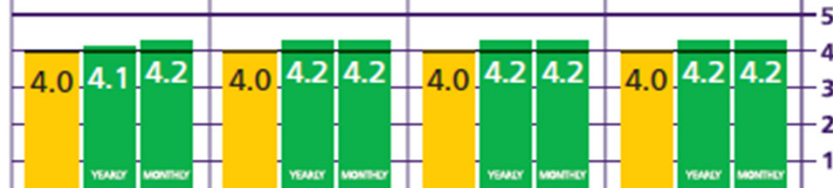
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

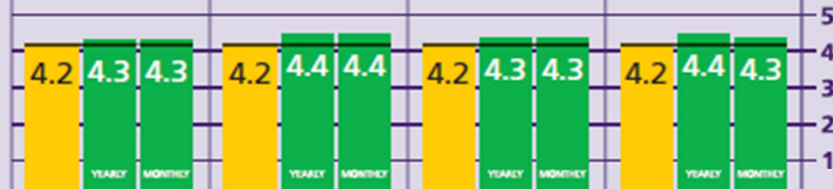
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

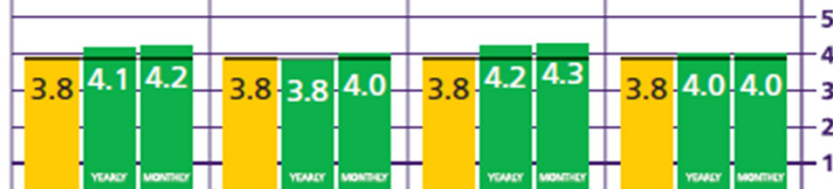
As rated by 1= extremely poor and 5= excellent



### 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

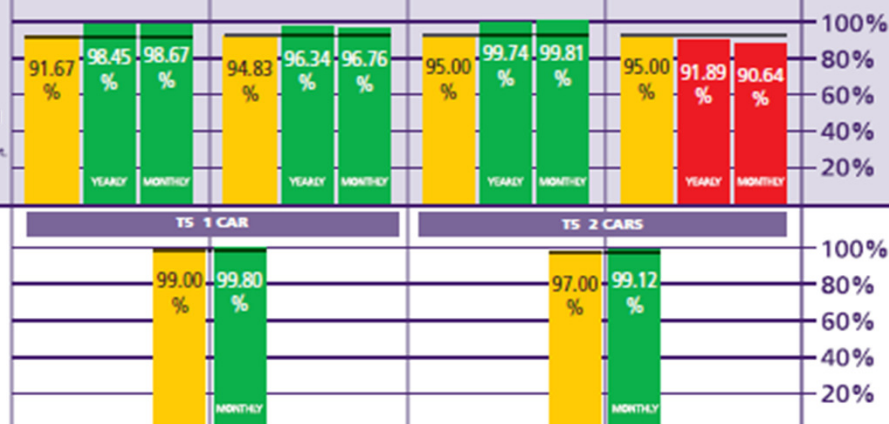
Please note: Pier Service targets will change monthly. Annual pass or fail rates will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.



### Terminal 5 Transit

Service availability

Availability measured over a month



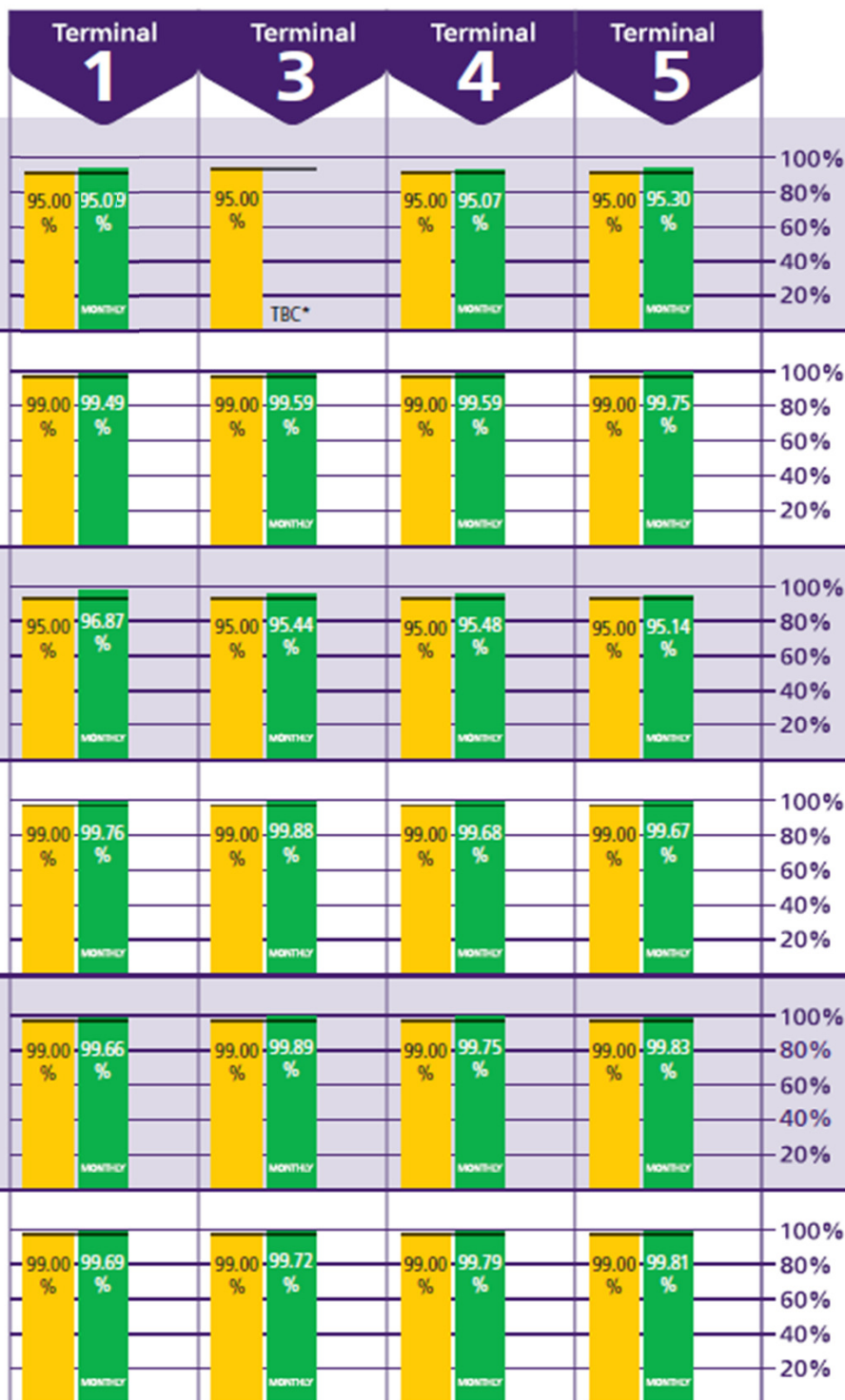
We welcome your feedback:  
[heathrowcustomerfeedback@baa.com](mailto:heathrowcustomerfeedback@baa.com)

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# How are we performing?

May 2013

## KEY TO PERFORMANCE



**We welcome your feedback:**  
[heathrowcustomerfeedback@baa.com](mailto:heathrowcustomerfeedback@baa.com)

\*Heathrow Airport and the Airline Community have jointly agreed to review T1 and T3 performance following the major operational disruption event in the month.

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# How are we performing?

May 2013

## KEY TO MONTHLY PERFORMANCE

TARGET

TARGET ACHIEVED

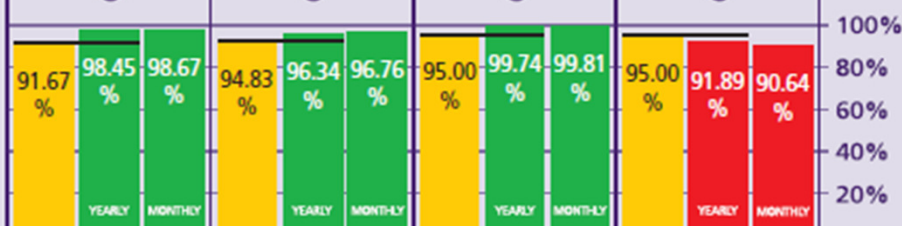
BELOW TARGET

Terminal 1 Terminal 3 Terminal 4 Terminal 5

### PIER SERVICE

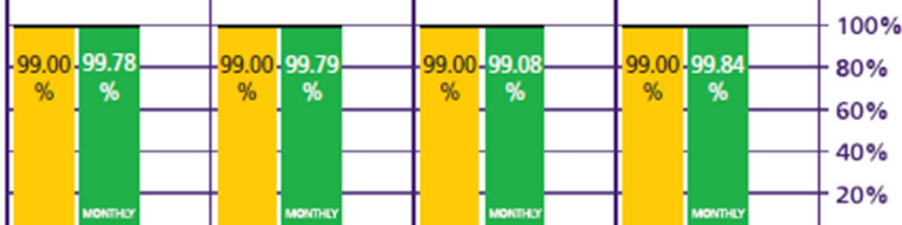
Percentage of passengers embarking and disembarking directly into the terminal building

Please note: pier service targets change monthly. A pass/fail on an annual basis will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.



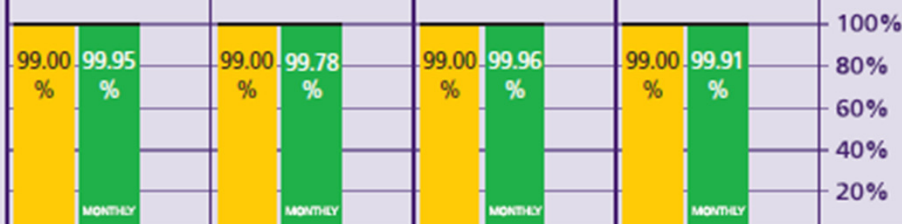
### STAND AVAILABILITY

Service Availability



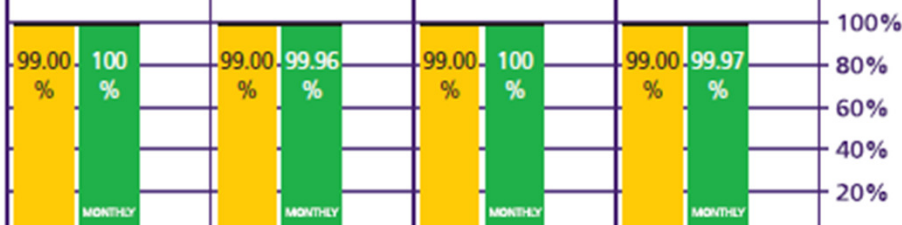
### FIXED ELECTRICAL GROUND POWER

Service Availability



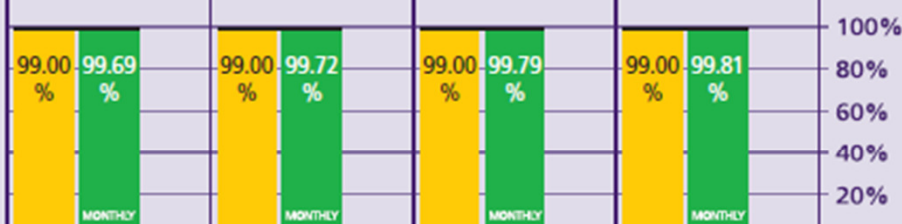
### STAND ENTRY GUIDANCE

Service Availability



### ARRIVALS RECLAIM

(Baggage carousels)  
Service Availability



### AERODROME CONGESTION TERM

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

£11.9k

MAR 13

£0k

APR 13

£0k

MAY 13

– £11.9k

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