

# Service quality rebate



Heathrow Terminal 1	Oct-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	95.44%	95.00%	Yes	0	719,270	2
Central security queues - Times queue = 10 minutes	99.88%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.60%	99.00%	Yes	0	0	0
Stands	99.72%	99.00%	Yes	0	0	0
Jetties	99.61%	99.00%	Yes	0	0	0
FEGP	99.94%	99.00%	Yes	0	0	0
Stand entry guidance	99.91%	99.00%	Yes	0	0	0
Transfer search	97.33%	95.00%	Yes	0	0	0
Staff search	99.65%	95.00%	Yes	0	0	0
Control posts search	95.57%	95.00%	Yes	0	0	0
Pier service	98.61%	93.52%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>719,270</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



Heathrow Terminal 3	Oct-13				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.9	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	82.58%	95.00%	No	567,776	3,406,656	6
Central security queues - Times queue = 10 minutes	95.12%	99.00%	No			
Passenger sensitive equipment (general)	99.89%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.89%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.87%	99.00%	Yes	0	0	0
Stands	99.73%	99.00%	Yes	0	0	0
Jetties	99.79%	99.00%	Yes	0	0	0
FEGP	99.72%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.75%	99.00%	Yes	0	0	0
Transfer search	96.54%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.57%	95.00%	Yes	0	0	0
Pier service +	96.59%	94.00%	Yes	0	0	0
				<b>567,776</b>	<b>3,406,656</b>	<b>6</b>

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	Oct-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	95.62%	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)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.63%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.32%	99.00%	Yes	0	0	0
Stands	99.60%	99.00%	Yes	0	0	0
Jetties	99.46%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.82%	95.00%	Yes	0	0	0
Staff search	98.99%	95.00%	Yes	0	0	0
Control posts search	95.57%	95.00%	Yes	0	0	0
Pier service	99.77%	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.

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# Service quality rebate



Heathrow Terminal 5	Oct-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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	90.02%	95.00%	No	742,652	2,970,608	4
Central security queues - Times queue = 10 minutes	98.73%	99.00%	No			
Passenger sensitive equipment (general)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.83%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.80%	99.00%	Yes	0	0	0
FEGP	99.93%	99.00%	Yes	0	0	0
Pre-conditioned air	99.60%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.88%	99.00%	Yes	0	0	0
Transfer search	95.14%	95.00%	Yes	0	323,227	1
Staff search	95.95%	95.00%	Yes	0	0	0
Control posts search	95.57%	95.00%	Yes	0	0	0
Pier service	91.12%	95.00%	No	0	0	7
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.55%	97.00%	Yes	0	0	0
<b>Total</b>				<b>742,652</b>	<b>3,293,835</b>	<b>12</b>

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# Service quality rebate



Aerodrome Congestion Term	Oct-13		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	121,988	1
<b>Total</b>			<b>121,988</b>	<b>1</b>

NOTE: \* year is April 2013 to March 2014

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Performance										£ Rebates									
<b>Cleanliness</b>										<b>Cleanliness</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	3.9	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	3.9	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	3.9	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	3.9	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>Wayfinding</b>										<b>Wayfinding</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>Flight information</b>										<b>Flight information</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	4.2	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	4.2	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>Departure lounge seat availability</b>										<b>Departure lounge seat availability</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	3.8	3.8	3.8	3.8	3.8	3.8	3.8	3.8	3.8	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	3.8	3.8	3.8	3.8	3.8	3.8	3.8	3.8	3.8	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	3.8	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	3.8	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>CSA queues - Times queue &lt;5 minutes</b>										<b>CSA queues - Both</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	95.00%	95.83%	95.83%	95.83%	95.83%	95.83%	95.83%	95.83%	95.83%	£0	TBC	£0	£399,808	£0	£386,048	£0	£386,048	£0	£0
T3	95.00%	95.83%	TBC	81.27%	88.43%	72.22%	73.14%	82.56%	82.56%	£567,276	TBC	£567,276	£567,276	£567,276	£567,276	£567,276	£567,276	£567,276	£567,276
T4	95.00%	96.00%	95.07%	95.19%	95.25%	95.67%	95.71%	95.62%	95.62%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	95.00%	96.12%	95.30%	91.69%	90.65%	95.28%	78.55%	90.02%	90.02%	£0	£0	£742,652	£742,652	£0	£742,652	£742,652	£742,652	£742,652	£742,652
<b>CSA queues - Times queue = 10 minutes</b>																			
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13											
T1	99.00%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%										
T3	99.00%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%	99.99%										
T4	99.00%	99.71%	99.59%	99.86%	99.82%	99.77%	99.67%	99.59%	99.59%										
T5	99.00%	99.79%	99.75%	98.95%	98.94%	99.79%	95.64%	98.73%	98.73%										
<b>Transfer search</b>										<b>Transfer search</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	95.00%	96.19%	96.87%	96.00%	95.58%	95.76%	96.24%	97.33%	97.33%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	95.00%	98.19%	95.44%	95.48%	95.76%	95.71%	96.43%	96.54%	96.54%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	95.00%	99.63%	99.48%	99.35%	99.92%	97.63%	99.34%	97.83%	97.83%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	95.00%	96.59%	95.14%	95.22%	96.56%	96.22%	93.10%	95.14%	95.14%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>Staff search</b>										<b>Staff search</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	95.00%	99.93%	98.92%	98.33%	98.13%	100.00%	99.17%	99.65%	99.65%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	95.00%	99.86%	100.00%	100.00%	99.91%	99.95%	100.00%	100.00%	100.00%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	95.00%	99.98%	96.91%	98.93%	95.92%	99.84%	99.05%	98.99%	98.99%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	95.00%	96.74%	95.08%	95.21%	95.35%	96.33%	95.14%	95.95%	95.95%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>Control posts search</b>										<b>Control posts search</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	95.46%	95.57%	95.57%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	95.46%	95.57%	95.57%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	95.46%	95.57%	95.57%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	95.00%	97.26%	96.09%	96.88%	96.61%	96.47%	95.46%	95.57%	95.57%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>FEGP</b>										<b>FEGP</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	99.00%	99.83%	99.95%	99.92%	99.75%	99.96%	99.95%	99.94%	99.94%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	99.00%	99.72%	99.78%	99.83%	99.50%	99.81%	99.89%	99.72%	99.72%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	99.95%	99.96%	99.93%	99.89%	99.97%	99.89%	99.97%	99.97%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.75%	99.91%	99.69%	99.56%	99.81%	99.86%	99.83%	99.83%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>Jetties</b>										<b>Jetties</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	99.00%	99.38%	99.63%	99.77%	99.66%	99.13%	99.48%	99.61%	99.61%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	99.00%	99.78%	99.82%	99.73%	99.63%	99.83%	99.78%	99.79%	99.79%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	99.37%	99.63%	99.51%	99.17%	99.45%	99.33%	99.46%	99.46%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.66%	99.64%	99.67%	99.68%	99.20%	99.47%	99.80%	99.80%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>PSE (general)</b>										<b>PSE (general)</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	99.00%	99.80%	99.76%	99.73%	99.77%	99.78%	99.85%	99.82%	99.82%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	99.00%	99.82%	99.88%	99.83%	99.84%	99.86%	99.81%	99.89%	99.89%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	99.61%	99.68%	99.71%	99.24%	99.82%	99.74%	99.74%	99.74%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.69%	99.67%	99.62%	99.70%	99.77%	99.71%	99.73%	99.73%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>PSE (priority)</b>										<b>PSE (priority)</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	99.00%	99.73%	99.80%	99.80%	99.82%	99.80%	99.89%	99.89%	99.89%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	99.00%	99.85%	99.89%	99.87%	99.82%	99.79%	99.66%	99.89%	99.89%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	99.72%	99.75%	99.89%	99.85%	99.80%	99.76%	99.63%	99.63%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.70%	99.83%	99.87%	99.91%	99.89%	99.76%	99.82%	99.82%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>Stand entry guidance</b>										<b>Stand entry guidance</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13			Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13		
T1	99.00%	99.99%	100.00%	99.98%	99.82%	99.94%	100.00%	99.93%	99.93%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	99.00%	99.98%	99.96%	99.94%	100.00%	99.99%	99.97%	99.78%	99.78%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	100.00%	100.00%	99.99%	99.98%	99.91%	99.93%	100.00%	100.00%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.99%	99.97%	99.99%	99.96%	99.99%	100.00%	99.88%	99.88%	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
<b>Stands</b>										<b>Stands</b>									
	Target	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13											

# How are we performing?

October 2013

## KEY TO PERFORMANCE



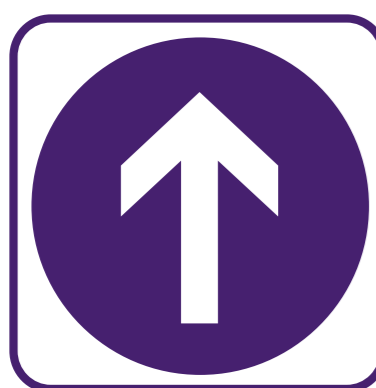
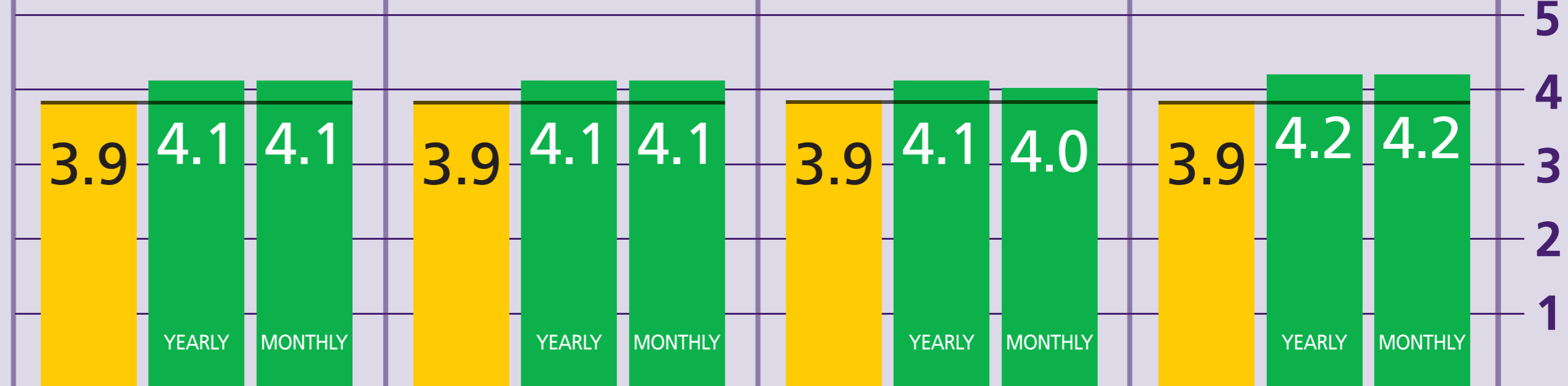
## Terminal 1 Terminal 3 Terminal 4 Terminal 5



### Cleanliness

Overall cleanliness of the terminal

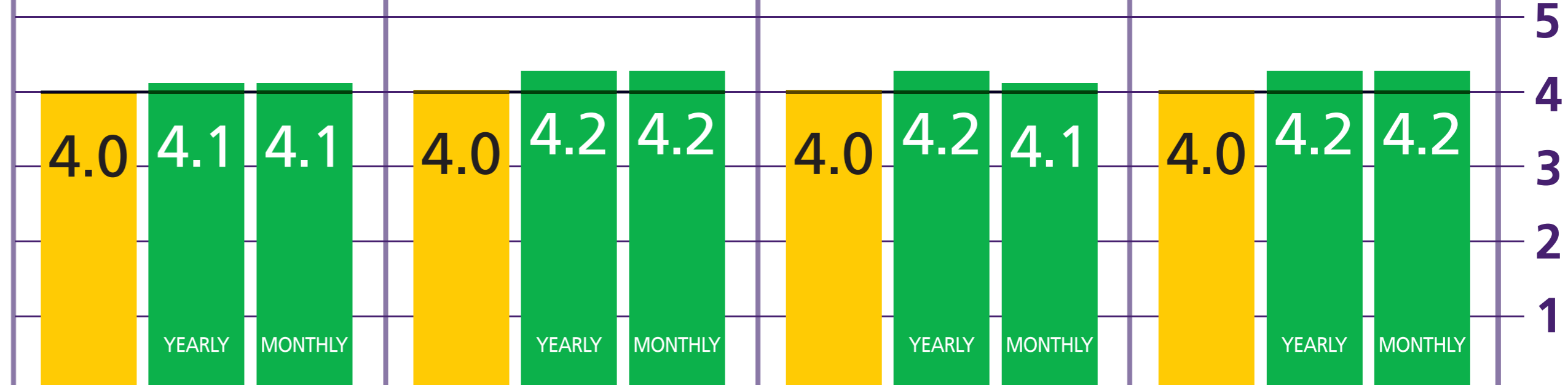
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

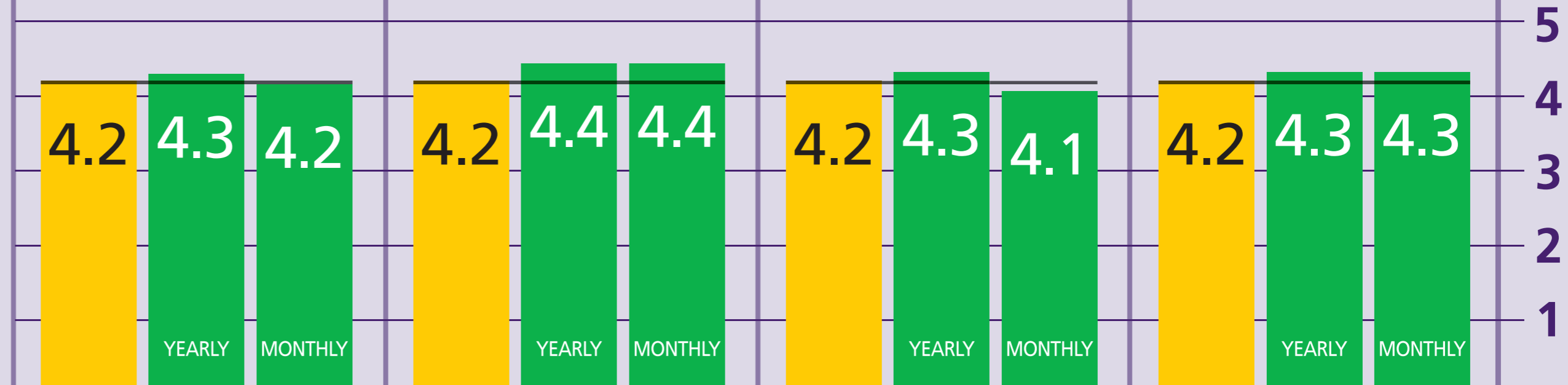
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

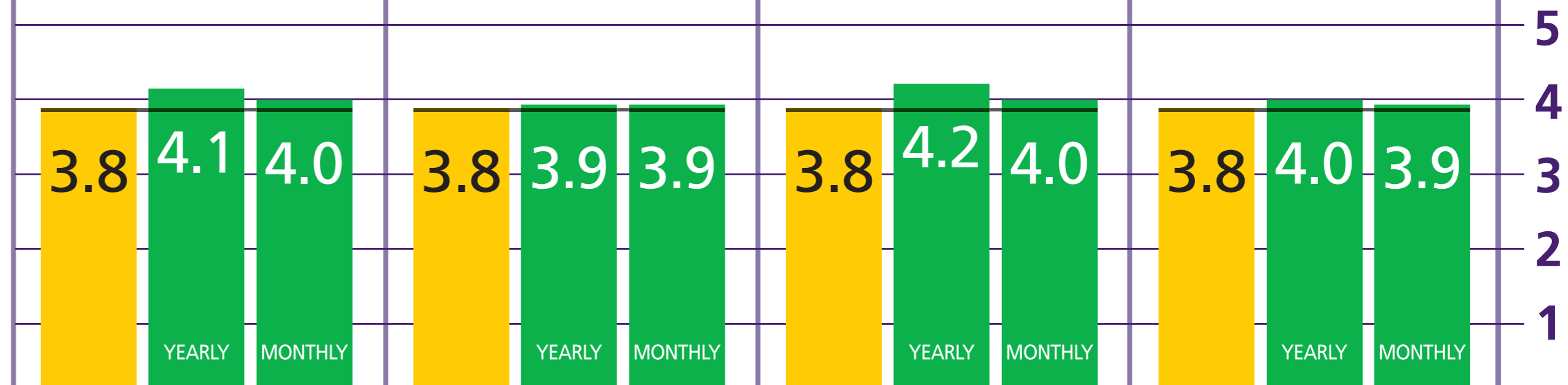
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

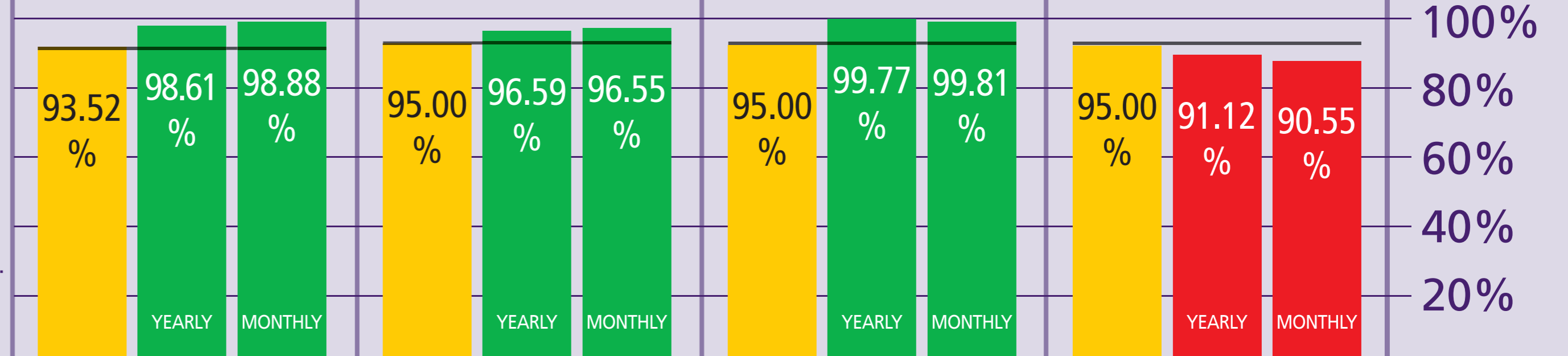


### Pier Service

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.

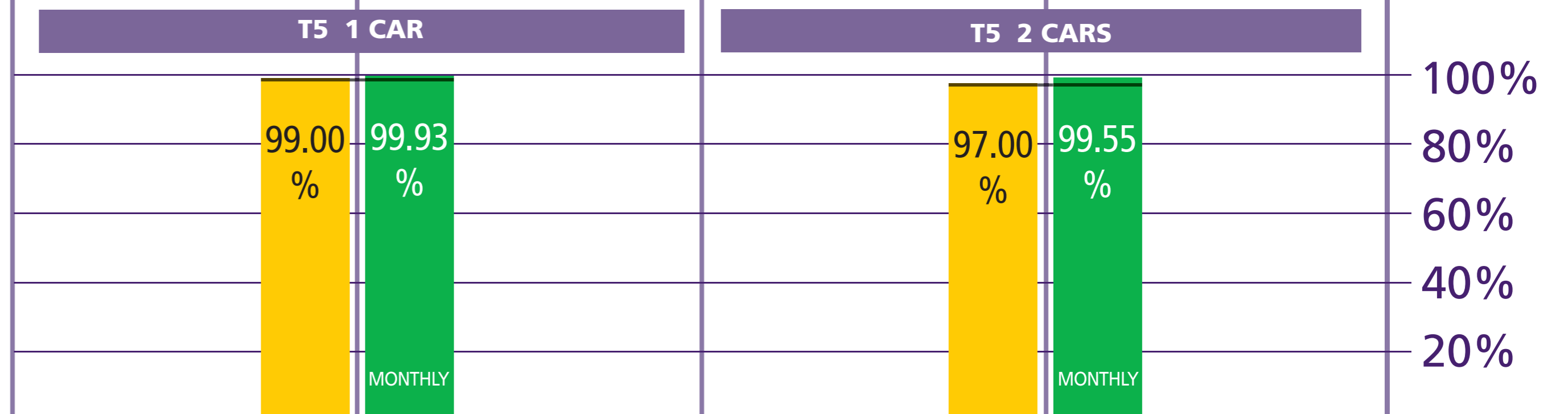
Availability measured over a month



### Terminal 5 Transit

Service availability

Availability measured over a month



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

**Heathrow**  
 Making every journey better

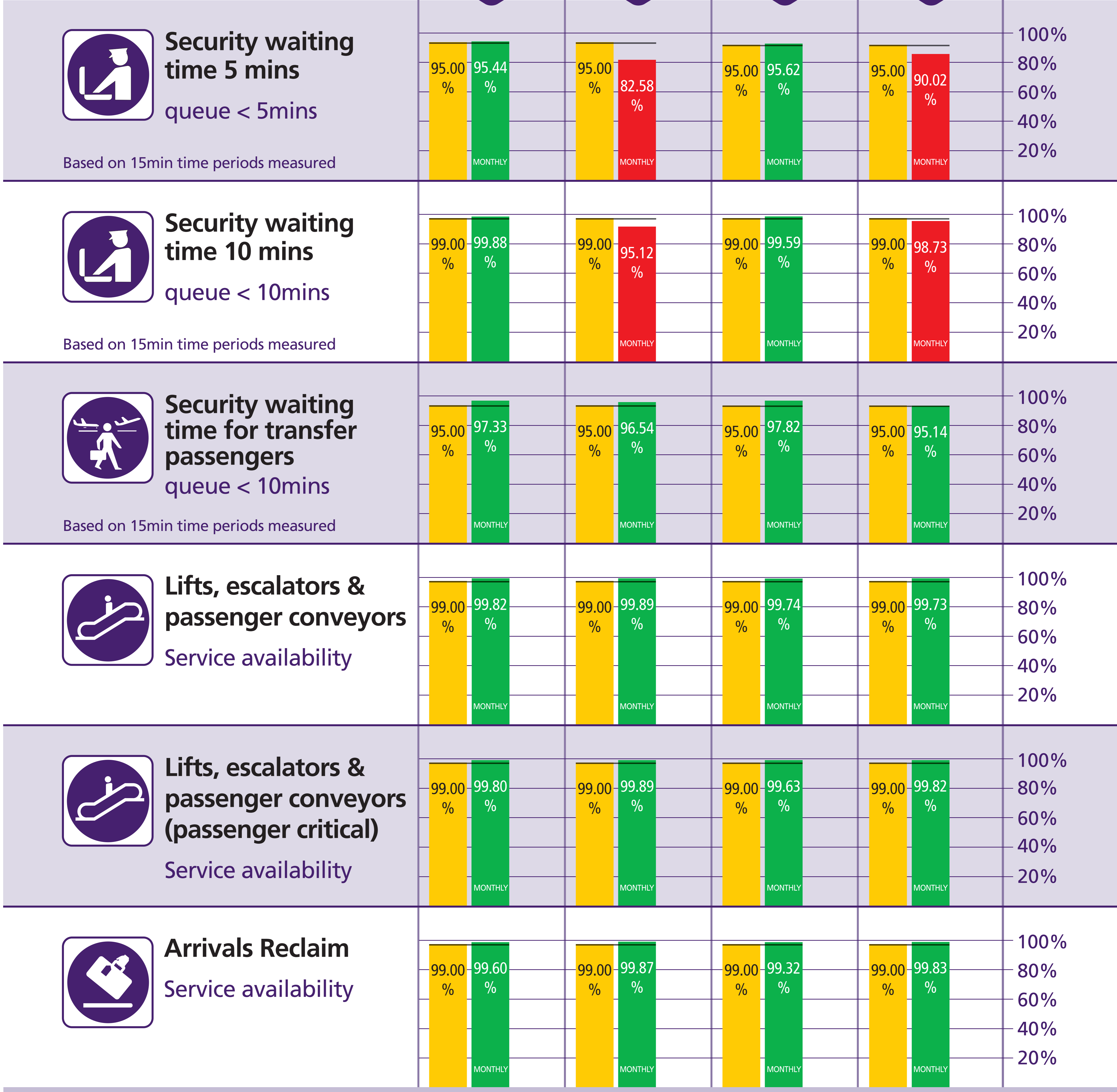
# How are we performing?

October 2013

## KEY TO PERFORMANCE



## Terminal 1 Terminal 3 Terminal 4 Terminal 5



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[heathrowcustomerfeedback@baa.com](mailto:heathrowcustomerfeedback@baa.com)



# How are we performing?

## October 2013

### KEY TO MONTHLY PERFORMANCE



### AERODROME CONGESTION TERM

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

