

# Service quality rebate



Heathrow Terminal 1	Sep-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	89.76%	95.00%	No	359,635	719,270	2
Central security queues - Times queue = 10 minutes	99.31%	99.00%	Yes			
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.69%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.44%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.48%	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	96.24%	95.00%	Yes	0	0	0
Staff search	99.17%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service	98.61%	93.19%	Yes	0	0	0
<b>Total</b>				<b>359,635</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	Sep-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	73.14%	95.00%	No	567,776	2,838,880	5
Central security queues - Times queue = 10 minutes	92.29%	99.00%	No			
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.66%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.70%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.78%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Pre-conditioned air	99.98%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	96.43%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service +	96.53%	95.00%	Yes	0	0	0
				<b>567,776</b>	<b>2,838,880</b>	<b>5</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.

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# Service quality rebate



Heathrow Terminal 4	Sep-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	95.71%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.67%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.59%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.33%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Stand entry guidance	99.93%	99.00%	Yes	0	0	0
Transfer search	97.84%	95.00%	Yes	0	0	0
Staff search	99.05%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service	99.76%	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	Sep-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	78.55%	95.00%	No	742,652	2,227,956	3
Central security queues - Times queue = 10 minutes	95.64%	99.00%	No			
Passenger sensitive equipment (general)	99.71%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.67%	99.00%	Yes	0	0	0
Stands	99.74%	99.00%	Yes	0	0	0
Jetties	99.47%	99.00%	Yes	0	0	0
FEGP	99.86%	99.00%	Yes	0	0	0
Pre-conditioned air	99.72%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	89.10%	95.00%	No	323,227	323,227	1
Staff search	95.14%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service	91.31%	95.00%	No	0	0	6
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.37%	97.00%	Yes	0	0	0
<b>Total</b>				<b>1,065,879</b>	<b>2,551,183</b>	<b>10</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



Aerodrome Congestion Term	Sep-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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# How are we performing?

September 2013

## KEY TO PERFORMANCE



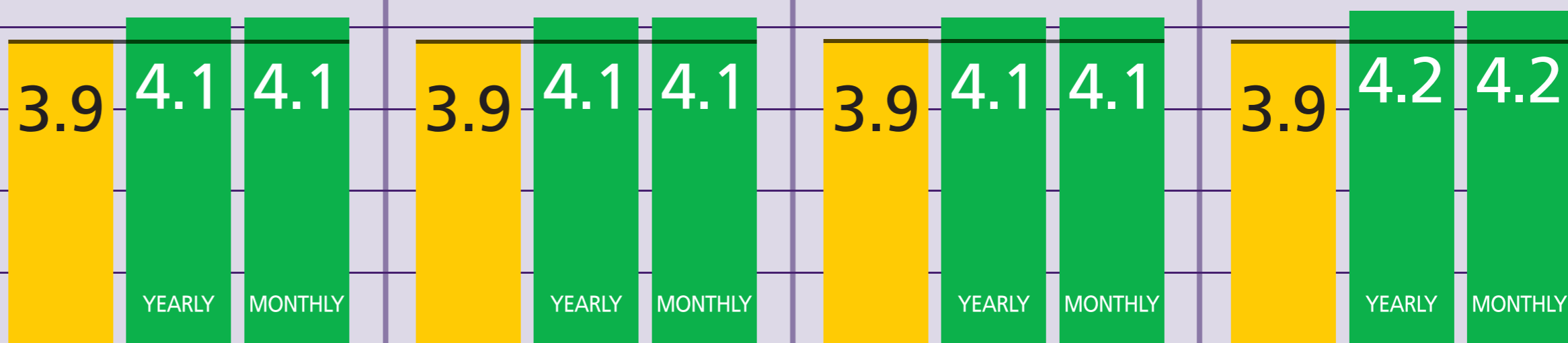
## Terminal 1 Terminal 3 Terminal 4 Terminal 5



### Cleanliness

Overall cleanliness of the terminal

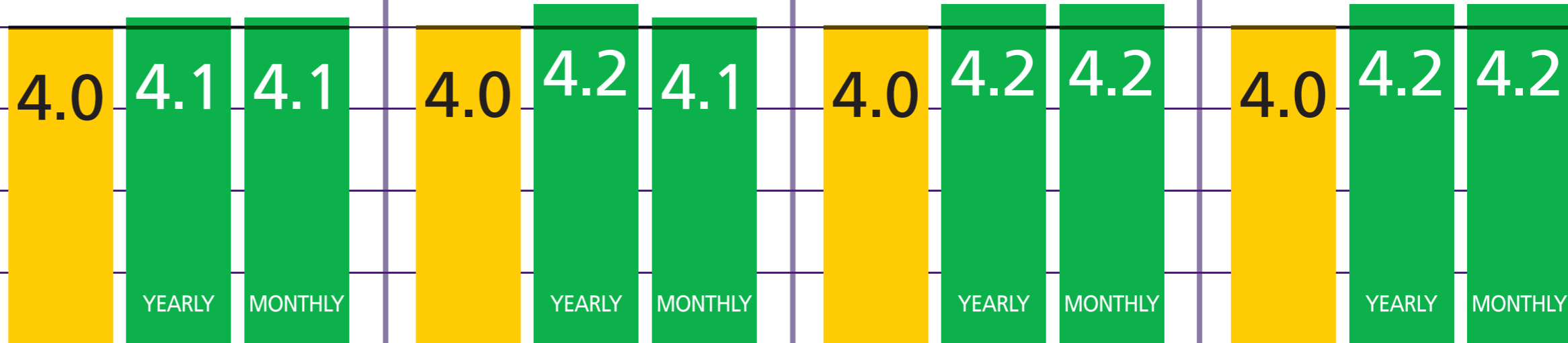
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

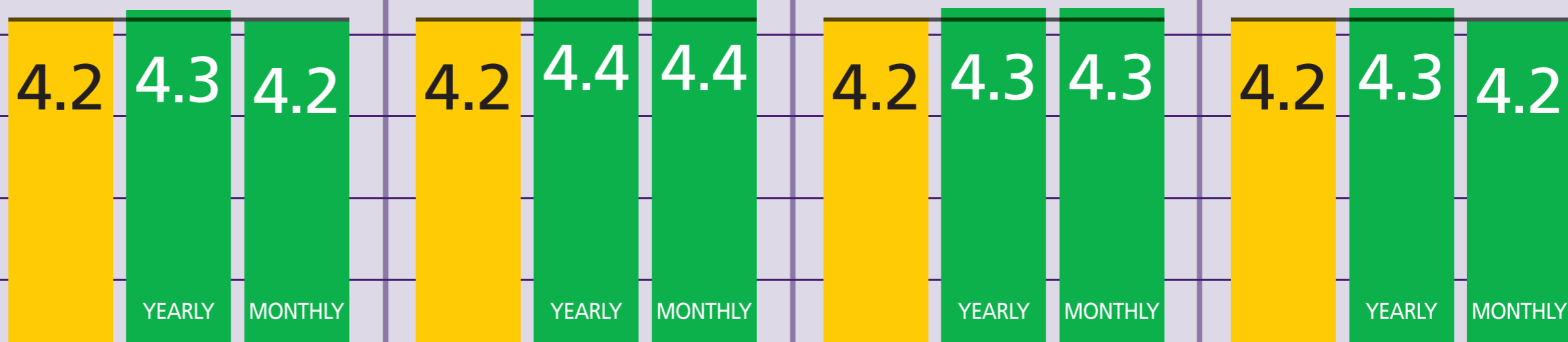
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

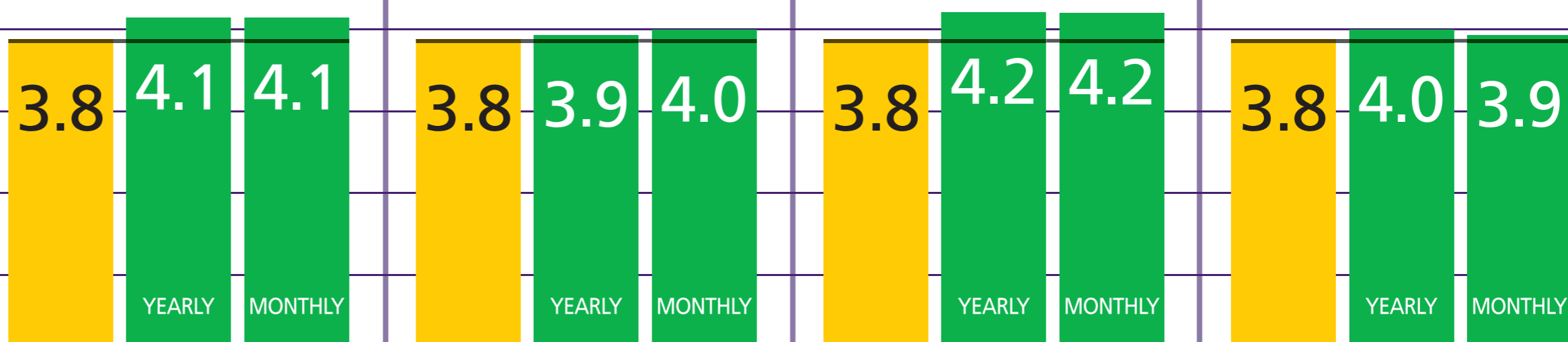
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

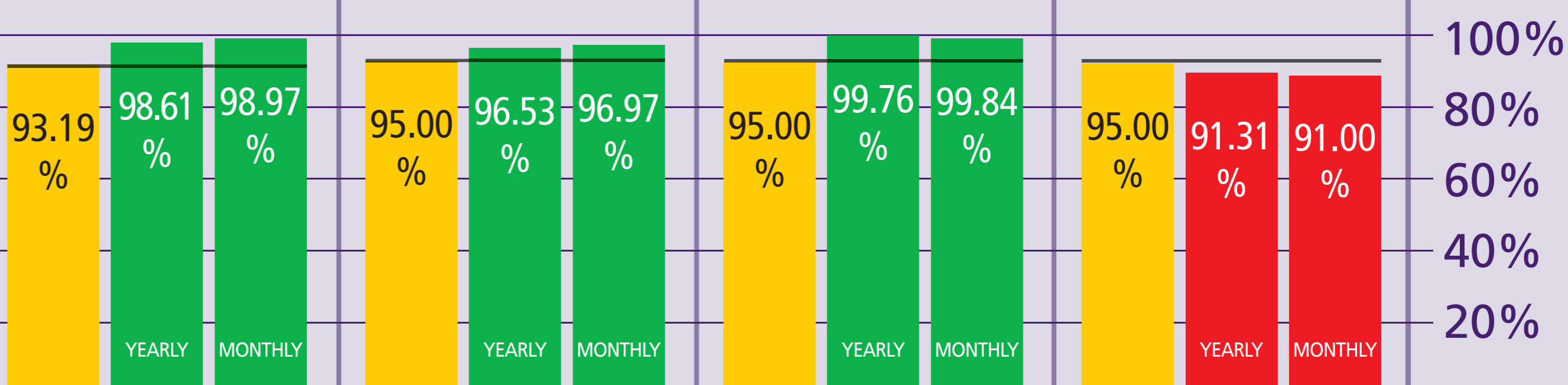


### Pier Service

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.

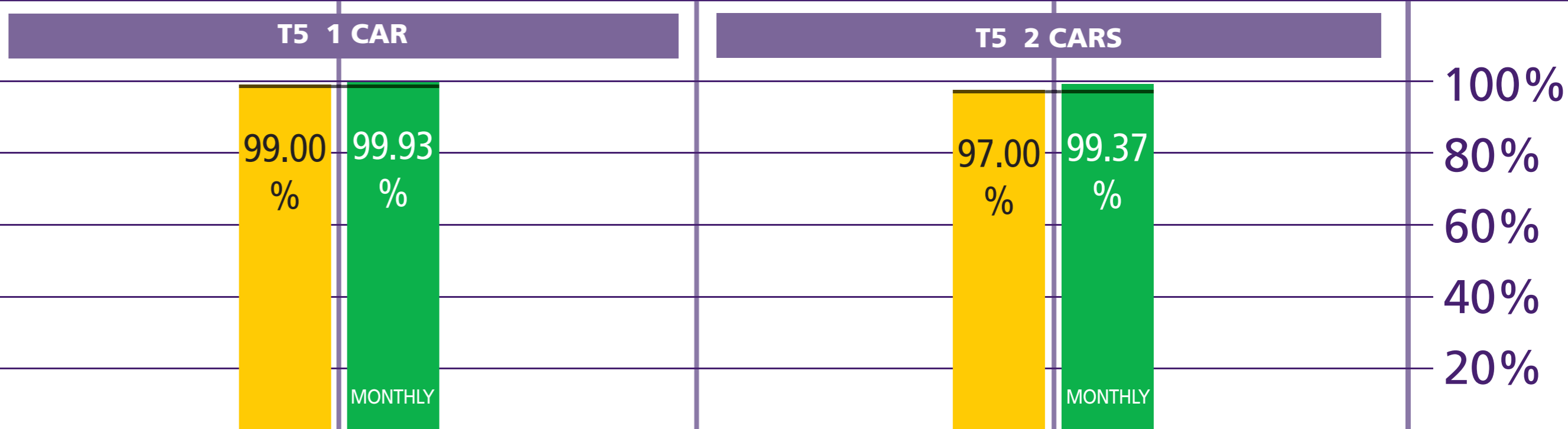
Availability measured over a month



### Terminal 5 Transit

Service availability

Availability measured over a month



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

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# How are we performing?

September 2013

## KEY TO PERFORMANCE



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# How are we performing?

## September 2013

### KEY TO MONTHLY PERFORMANCE



### AERODROME CONGESTION TERM

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

