

Terminal 1 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2010						
Departure lounge seat availability	4.0	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	0	0
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	96.06%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.53%	99.00%	Yes	0	0	0
Stands	99.72%	99.00%	Yes	0	0	0
Jetties	99.55%	99.00%	Yes	0	0	0
FEGP	99.40%	99.00%	Yes	0	0	0
Stand entry guidance	99.46%	99.00%	Yes	0	0	0
Transfer search	98.33%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.72%	95.00%	Yes	0	0	0
Pier service	96.20%	93.30%	Yes	0	0	0
Total				0	0	0

* year is April 2010 to March 2011

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 on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 3 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2010						
Departure lounge seat availability	3.7	3.8	No	183,768	1,102,608	6
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	96.14%	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)	99.72%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.66%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.72%	99.00%	Yes	0	0	0
Stands	99.69%	99.00%	Yes	0	0	0
Jetties	99.17%	99.00%	Yes	0	0	0
FEGP	99.66%	99.00%	Yes	0	117,305	1
Pre-conditioned air	99.93%	98.00%	Yes	N/A	N/A	1
Stand entry guidance	99.67%	99.00%	Yes	0	0	0
Transfer search	98.43%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	95.72%	95.00%	Yes	0	0	0
Pier service	89.80%	95.00%	No	178,561	1,071,366	6
Total				362,329	2,291,279	14

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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 on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 4 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2010						
Departure lounge seat availability	4.2	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	97.05%	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)	99.60%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.71%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.24%	99.00%	Yes	0	0	0
Stands	99.72%	99.00%	Yes	0	0	0
Jetties	99.45%	99.00%	Yes	0	0	0
FEGP	99.79%	99.00%	Yes	0	0	0
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	98.95%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.72%	95.00%	Yes	0	0	0
Pier service	99.91%	95.00%	Yes	0	0	0
Total				0	0	0

* year is April 2010 to March 2011

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 on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 5 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
September-2010						
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	95.88%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.52%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.79%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.86%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.77%	99.00%	Yes	0	0	0
Stands	99.57%	99.00%	Yes	0	0	0
Jetties	99.60%	99.00%	Yes	0	0	0
FEGP	99.71%	99.00%	Yes	0	0	0
Pre-conditioned air	88.84%	98.00%	No	N/A	N/A	6
Stand entry guidance	99.87%	99.00%	Yes	0	0	0
Transfer search	96.76%	95.00%	Yes	0	0	0
Staff search	99.05%	95.00%	Yes	0	0	0
Control posts search	95.72%	95.00%	Yes	0	0	0
Pier service	81.53%	90.84%	No	184,842	1,109,052	6
Transit system - % time one car available	99.95%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.03%	97.00%	Yes			
Total				184,842	1,109,052	12

* year is April 2010 to March 2011

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 on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Aerodrome Congestion Term - Service Quality Rebate	Month		Year to date *	
	Rebate due	£ Rebate	£ Rebate	Number of rebates
September-2010				
Aerodrome Congestion Term	No	0	17,509	1
Total			17,509	1

* year is April 2010 to March 2011

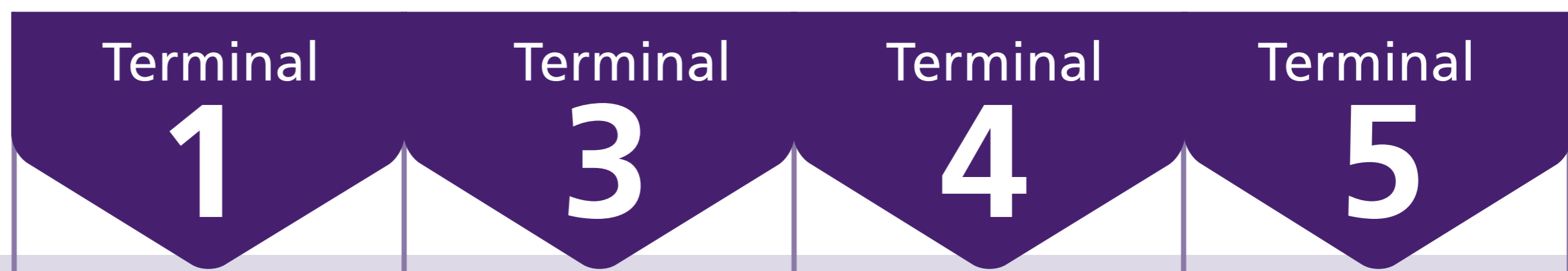
Detail of material event (if rebate due)
One material event - 27R instrument landing system failed on 26th August and affected the operation for two hours

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

How are we performing?

September 2010

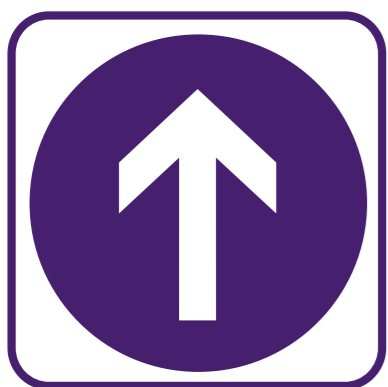
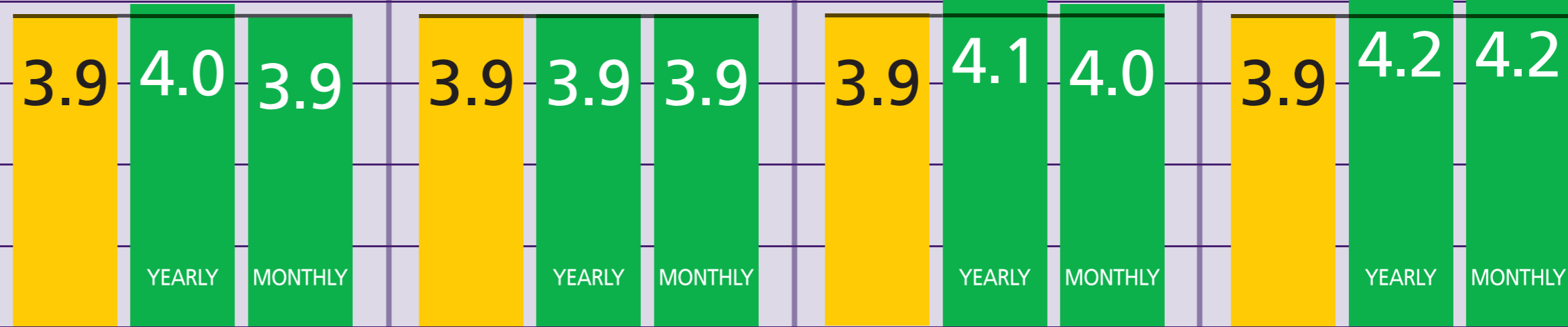
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

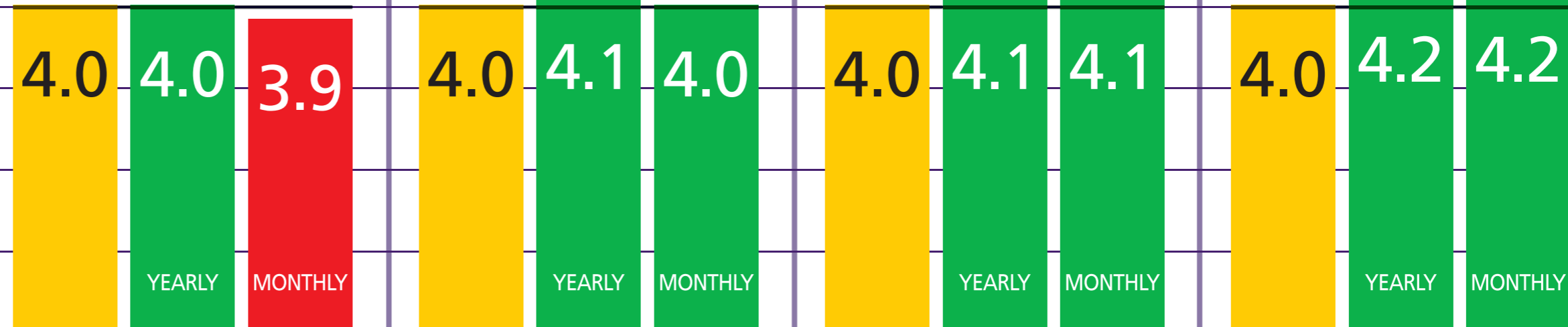
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

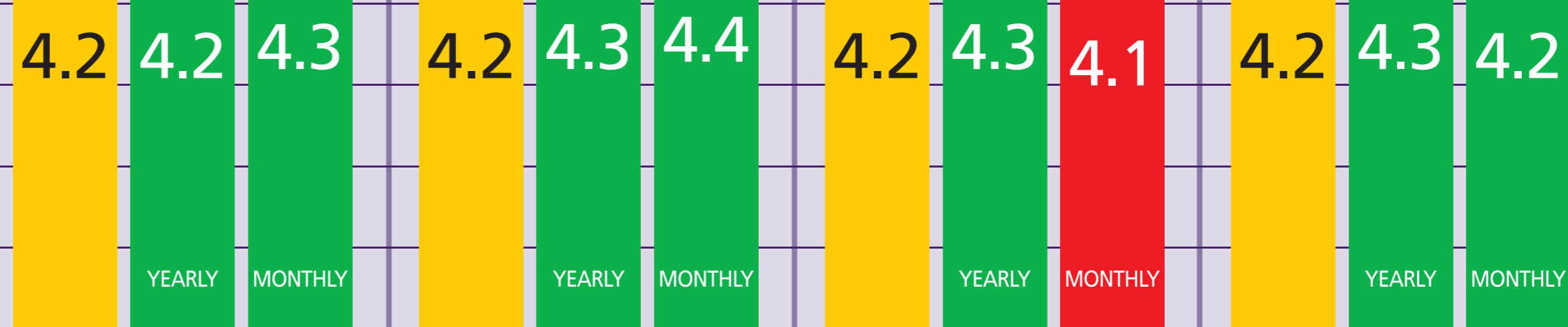
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

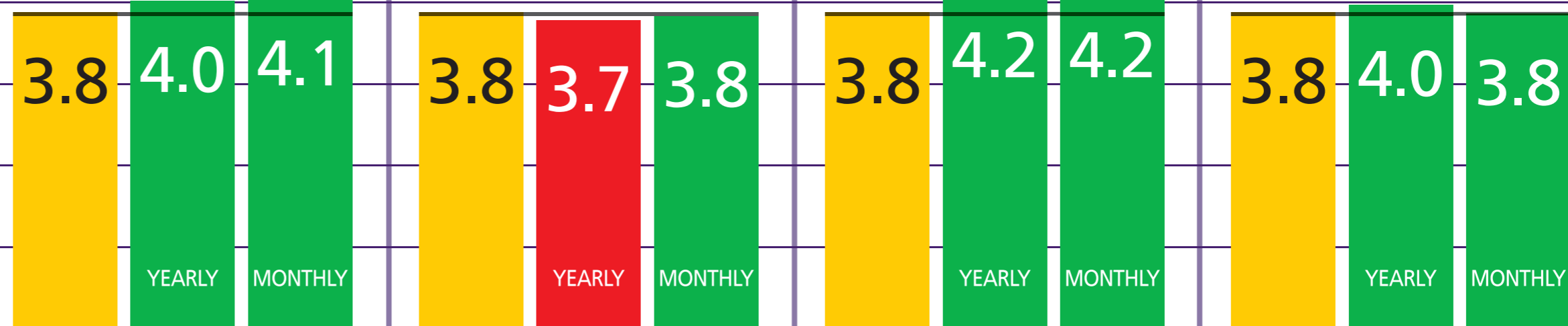
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

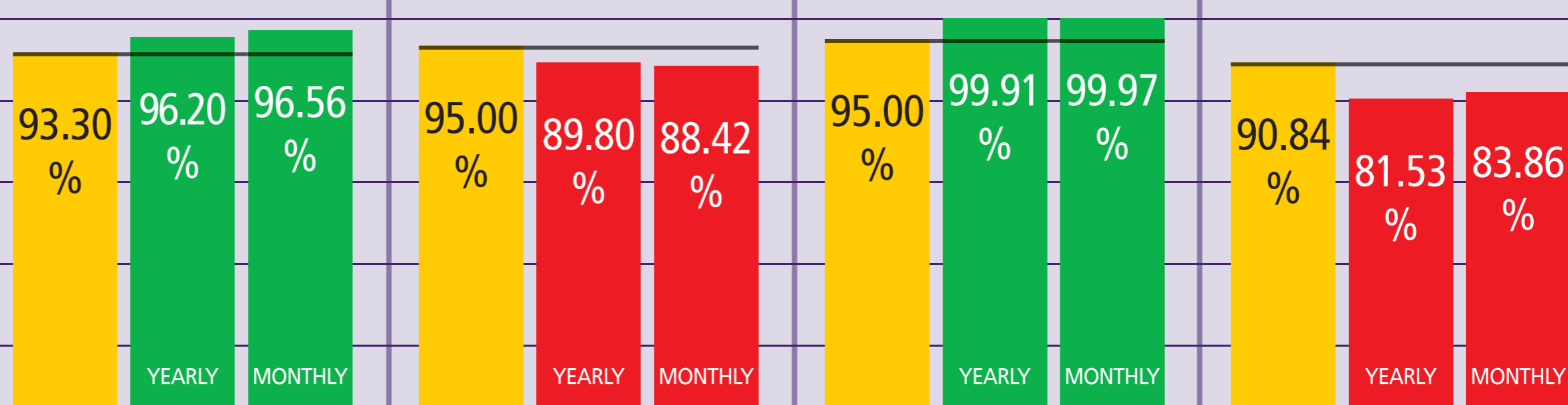


Pier Service

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.

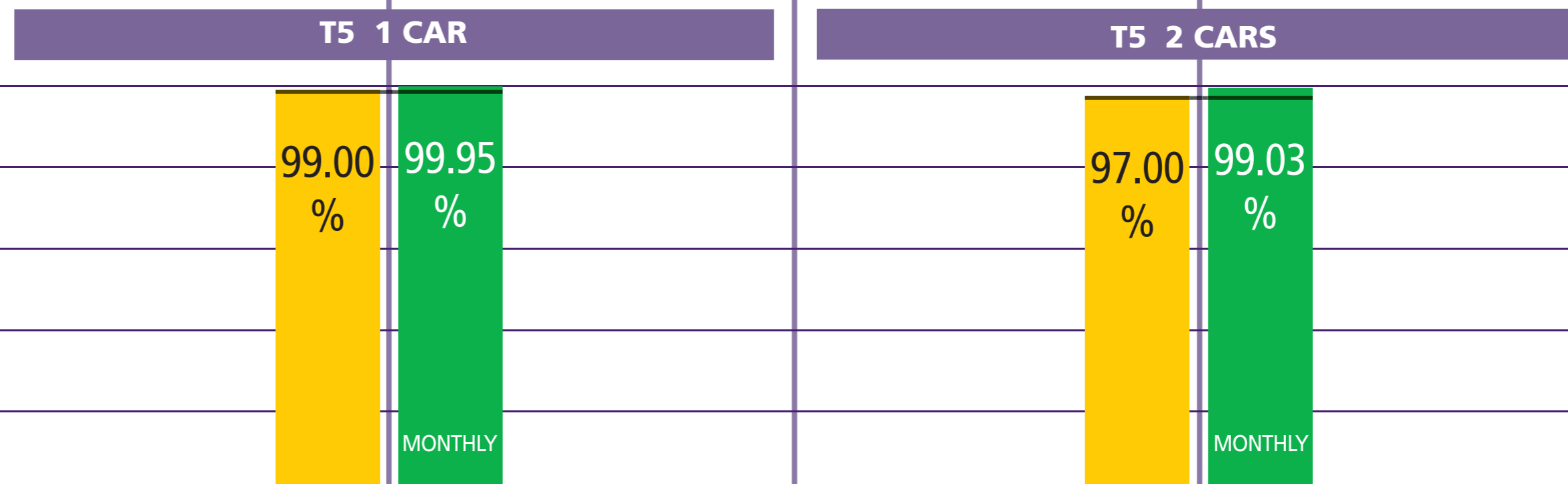
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

September 2010

KEY TO PERFORMANCE

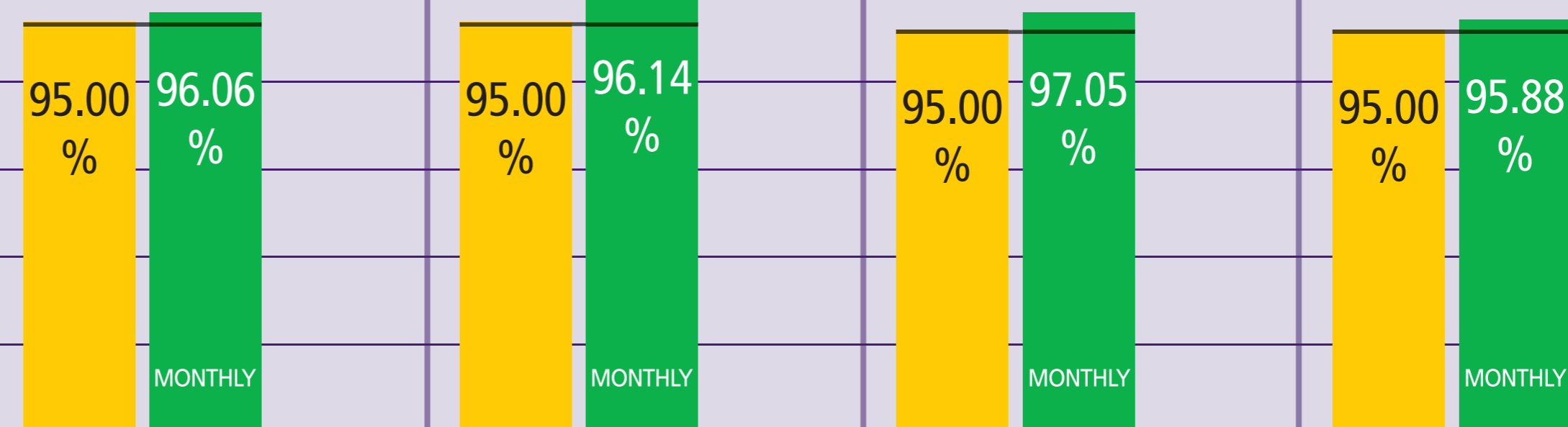


Terminal 1 Terminal 3 Terminal 4 Terminal 5



Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured

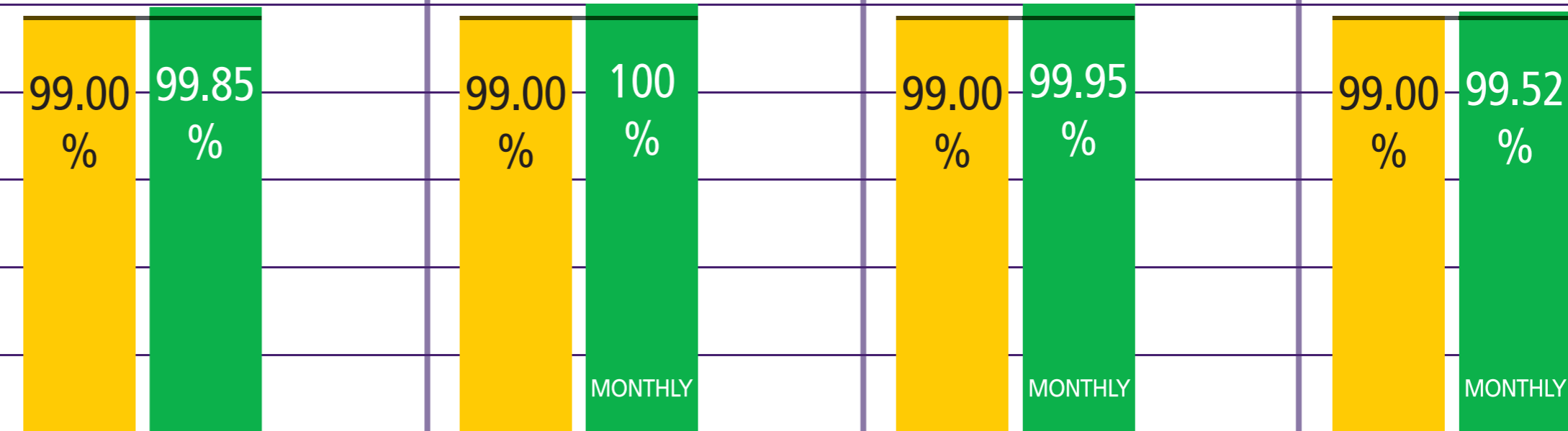


100%
80%
60%
40%
20%



Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

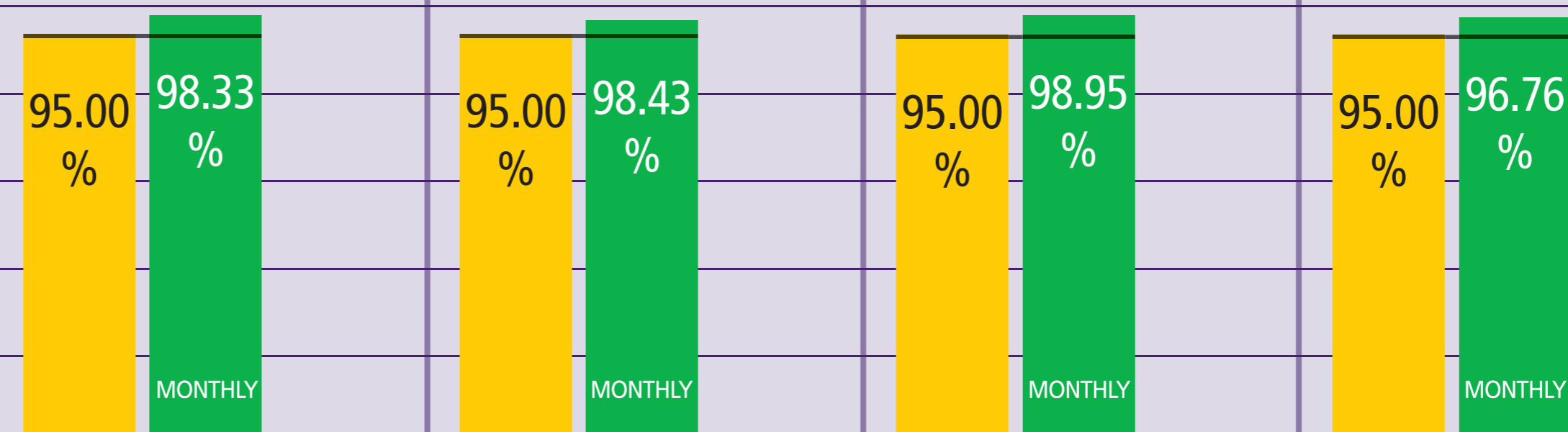


100%
80%
60%
40%
20%



Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured

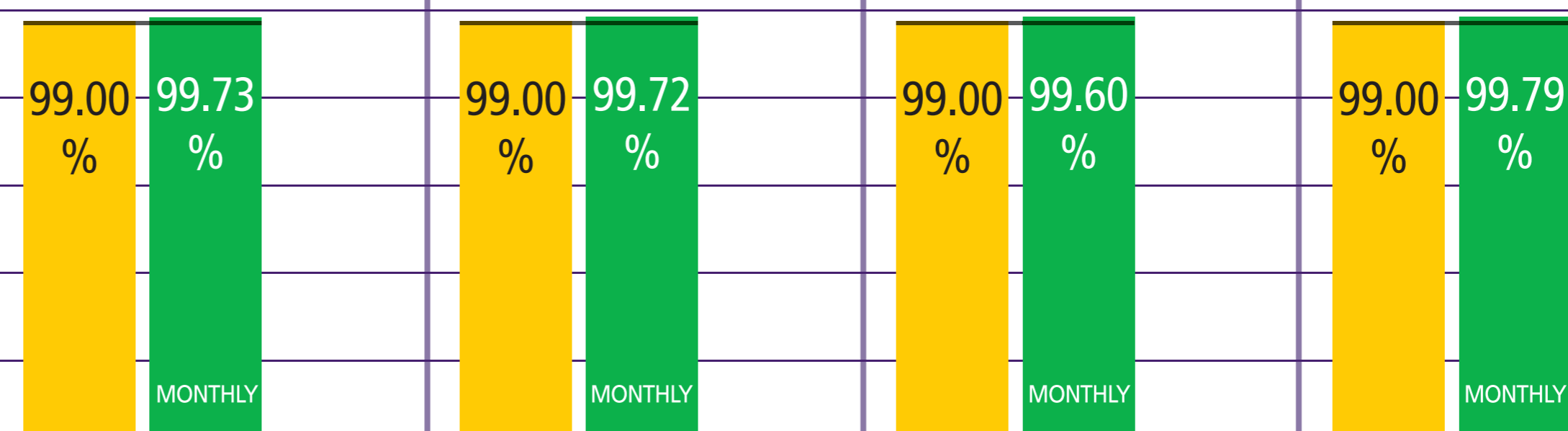


100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured

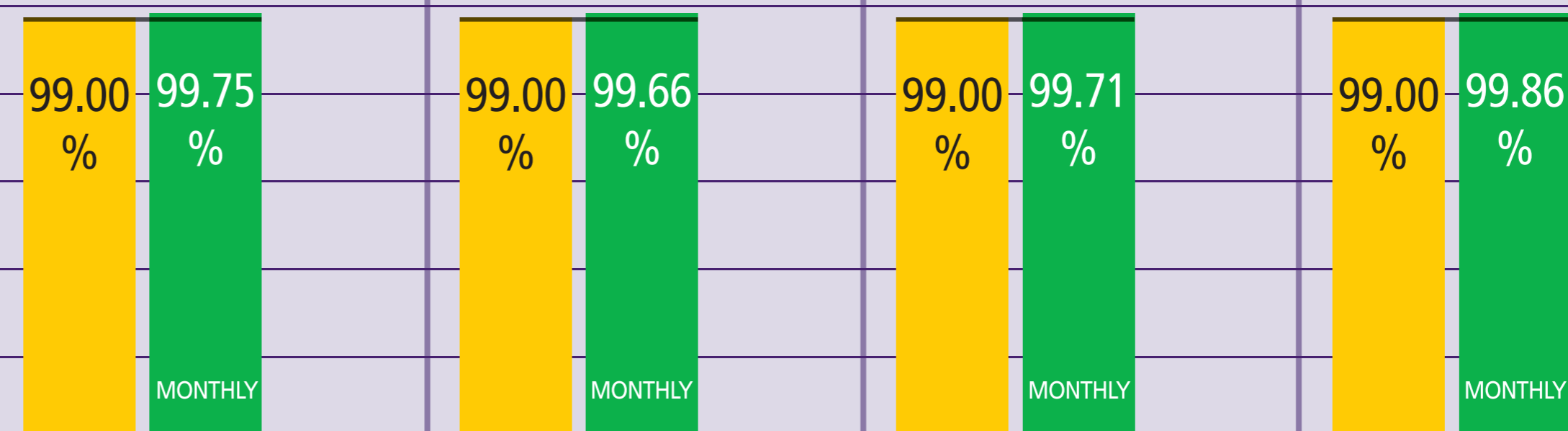


100%
80%
60%
40%
20%



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

Based on 15min time periods measured

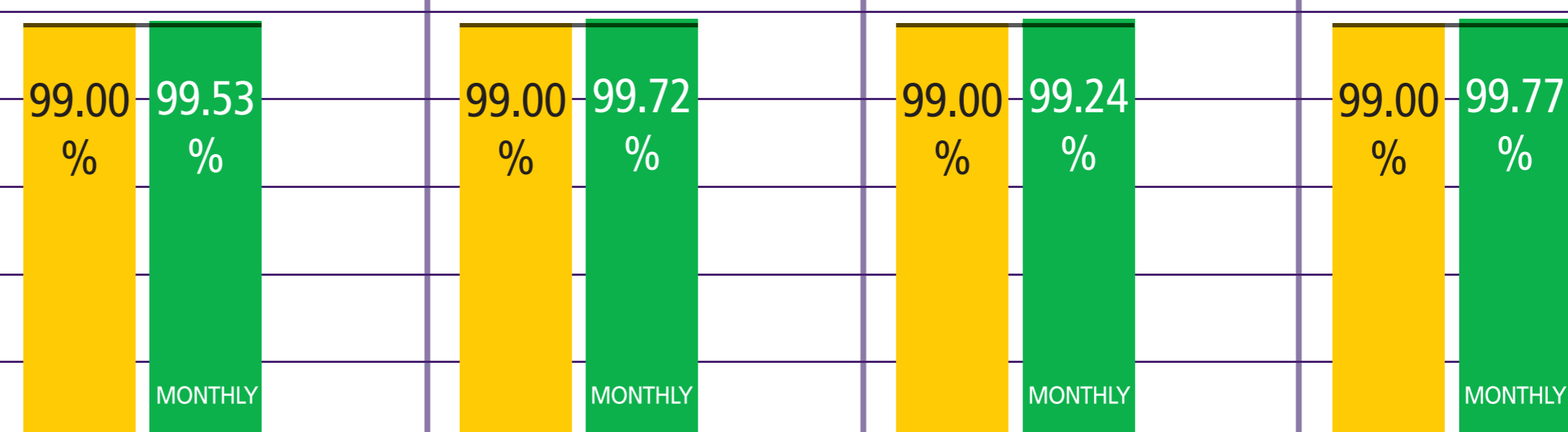


100%
80%
60%
40%
20%



Arrivals Reclaim
Service availability

Based on 15min time periods measured



100%
80%
60%
40%
20%

We welcome your feedback:
heathrowcustomerfeedback@baa.com

