

**Heathrow Airport Limited**

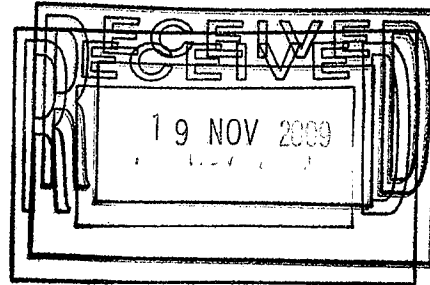
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17<sup>th</sup> November 2009

Mr Harry Bush CB  
Economic Regulation Group  
Group Director's Office  
Civil Aviation Authority  
CAA House  
45-59 Kingsway  
London WC2B 6TE



Dear Harry

In response to your letter of the 4<sup>th</sup> November, please find attached a progress report on our action plans to improve departure lounge seat availability in Terminal 3 and pier service in Terminal 5.

**1) Departure lounge seat availability in Terminal 3**

On 17<sup>th</sup> July, and in accordance with our commitment, we removed a number of retail offerings, installed an additional 200 seats in the departure lounge and generated a more intuitive layout overall.

This has ensured that performance levels have been sustained during the busy summer period and at a time when our passenger throughput increased 15-20%. The table below shows how the scores have moved in comparison to the same period last year.

Year	Attribute	July	Aug	Sept	Oct
2008	Pax vol	926,284	865,965	700,101	795,423
	QSM score	3.37	3.55	3.8	3.56
2009	Pax vol	1,100,812	101,9213	852,306	910,828
	QSM score	3.51	3.6	3.77	3.78

We are currently conducting a detailed analysis of the last three months survey data to ascertain what further action could be taken to target the low service quality scores. We will share the outcome of this analysis with a plan for further improvements by the end of December.


I would again like to assure you that the extensive programme of refurbishment previously outlined continues and with it our determination to deliver a better overall experience for our passengers.

## 2) Pier Service in Terminal 5

As previously detailed, improvement in this area is dependant on additional infrastructure which will be provided by Terminal 5C which remains on course to be completed in early 2011.

Should you require any further information regarding levels of service at the airport, please do not hesitate to contact me.

Your sincerely

*Kind regards*  


**Mike Brown**  
Chief Operating Officer - Heathrow