



Heathrow - Service Quality Rebate and bonus report Workbook

August

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APOC

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Heathrow
Making every journey better

Service quality rebate

Heathrow Terminal 2	Aug-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.39	3.80	Yes	0	0	0
Cleanliness	4.41	4.00	Yes	0	0	0
Wayfinding	4.26	4.10	Yes	0	0	0
Flight information	4.40	4.30	Yes	0	0	0
Security	4.25	n/a		n/a	n/a	n/a
Wi-fi	4.15	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.10%	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)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.64%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.07%	99.00%	Yes	0	0	0
Stands	99.73%	99.00%	Yes	0	0	0
Jetties	99.95%	99.00%	Yes	0	0	0
FEGP	99.93%	99.00%	Yes	0	0	0
Pre-conditioned air	99.83%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	97.88%	95.00%	Yes	0	0	0
Staff search	98.81%	95.00%	Yes	0	0	0
Control posts search	98.29%	95.00%	Yes	0	0	0
Pier service +	99.58%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is January 2015 to December 2015

NOTE: + Pier Service - targets and results of Terminals 1 and 2 are combined.

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 Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

Service quality rebate

Heathrow Terminal 3	Aug-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.24	3.80	Yes	0	0	0
Cleanliness	4.17	4.00	Yes	0	0	0
Wayfinding	4.22	4.10	Yes	0	0	0
Flight information	4.37	4.30	Yes	0	0	0
Security	4.19	n/a		n/a	n/a	n/a
Wi-fi	4.14	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.87%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.76%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.67%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.43%	99.00%	Yes	0	0	0
Stands	99.73%	99.00%	Yes	0	0	0
Jetties	99.88%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Pre-conditioned air	99.09%	98.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	97.19%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.29%	95.00%	Yes	0	0	0
Pier service	99.29%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is January 2015 to December 2015

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	Aug-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.30	3.80	Yes	0	0	0
Cleanliness	4.16	4.00	Yes	0	0	0
Wayfinding	4.23	4.10	Yes	0	0	0
Flight information	4.30	4.30	Yes	0	840,630	6
Security	4.12	n/a		n/a	n/a	n/a
Wi-fi	4.18	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	98.16%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.66%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.91%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.63%	99.00%	Yes	0	0	0
Stands	99.75%	99.00%	Yes	0	0	0
Jetties	99.90%	99.00%	Yes	0	0	0
FEGP	99.98%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.20%	95.00%	Yes	0	0	0
Staff search	99.63%	95.00%	Yes	0	0	0
Control posts search	98.29%	95.00%	Yes	0	0	0
Pier service	99.92%	95.00%	Yes	0	0	0
Total				0	840,630	6

NOTE: * year is January 2015 to December 2015

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	Aug-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.06	3.80	Yes	0	0	0
Cleanliness	4.26	4.00	Yes	0	0	0
Wayfinding	4.17	4.10	Yes	0	0	0
Flight information	4.30	4.30	Yes	0	2,366,820	6
Security	4.06	n/a		n/a	n/a	n/a
Wi-fi	4.03	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.28%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.98%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.12%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.87%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.82%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Pre-conditioned air	99.56%	98.00%	Yes	0	0	0
Stand entry guidance	99.93%	99.00%	Yes	0	0	0
Transfer search	96.61%	95.00%	Yes	0	0	0
Staff search	97.51%	95.00%	Yes	0	0	0
Control posts search	98.29%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.98%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.30%	97.00%	Yes	0	0	0
Total				0	2,366,820	6

NOTE: * year is January 2015 to December 2015

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	Aug-15		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
Total		0	0	0

NOTE: * year is January 2015 to December 2015

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Service quality rebate

Control Post Groups	Aug-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.18%	95.00%	Yes			
Cargo	99.36%	95.00%	Yes			
Eastside	98.29%	95.00%	Yes			
Southside	98.34%	95.00%	Yes			
Terminal 5	99.23%	95.00%	Yes			
Control Post Groups - lowest actual result	98.29%	95.00%	Yes	0	0	0

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Performance

Cleanliness	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	4.00	4.14	4.15	4.15	4.15	4.16	4.16		
T2	4.00	4.46	4.46	4.45	4.44	4.44	4.44	4.42	4.41
T3	4.00	4.12	4.12	4.13	4.14	4.14	4.14	4.15	4.17
T4	4.00	4.14	4.15	4.15	4.15	4.16	4.16	4.16	4.16
T5	4.00	4.24	4.24	4.25	4.26	4.26	4.27	4.27	4.26

Wayfinding	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	4.10	4.11	4.10	4.09	4.08	4.08	4.08		
T2	4.10	4.25	4.25	4.25	4.25	4.26	4.25	4.25	4.26
T3	4.10	4.20	4.21	4.22	4.21	4.22	4.22	4.22	4.22
T4	4.10	4.20	4.21	4.20	4.21	4.21	4.22	4.22	4.23
T5	4.10	4.17	4.16	4.17	4.17	4.16	4.17	4.17	4.17

Flight information	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	4.30	4.26	4.26	4.26	4.25	4.22	4.22		
T2	4.30	4.40	4.41	4.41	4.41	4.40	4.39	4.39	4.40
T3	4.30	4.35	4.36	4.35	4.35	4.35	4.35	4.35	4.37
T4	4.30	4.26	4.27	4.27	4.28	4.29	4.28	4.30	4.30
T5	4.30	4.29	4.29	4.29	4.28	4.28	4.29	4.30	4.30

Departure lounge seat availability	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	3.80	4.20	4.22	4.23	4.24	4.26	4.28		
T2	3.80	4.44	4.45	4.43	4.43	4.40	4.40	4.38	4.39
T3	3.80	4.07	4.09	4.10	4.14	4.18	4.20	4.21	4.24
T4	3.80	4.27	4.28	4.30	4.32	4.30	4.31	4.31	4.30
T5	3.80	4.02	4.03	4.04	4.05	4.06	4.06	4.07	4.06

Security	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	0.00	4.07	4.08	4.07	4.08	4.07	4.08		
T2	0.00	4.28	4.28	4.27	4.27	4.26	4.26	4.25	4.25
T3	0.00	4.17	4.18	4.18	4.18	4.18	4.18	4.18	4.19
T4	0.00	4.12	4.13	4.13	4.13	4.13	4.12	4.13	4.12
T5	0.00	4.05	4.06	4.06	4.06	4.06	4.06	4.06	4.06

Wi-fi	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	0.00	3.88	3.91	3.93	3.93	3.98	4.01		
T2	0.00	4.11	4.13	4.13	4.15	4.16	4.16	4.16	4.15
T3	0.00	3.99	4.01	4.03	4.05	4.09	4.12	4.13	4.14
T4	0.00	3.99	4.01	4.03	4.08	4.11	4.14	4.16	4.18
T5	0.00	3.89	3.92	3.94	3.96	3.99	4.03	4.03	4.03

CSA queues - Times queue <5 minutes	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	95.00%	99.86%	99.59%	99.22%	99.14%	99.68%	99.90%	0.00%	0.00%
T2	95.00%	96.68%	96.07%	97.65%	97.24%	97.97%	98.48%	96.22%	97.10%
T3	95.00%	97.33%	96.12%	96.31%	97.71%	97.14%	96.71%	96.31%	96.87%
T4	95.00%	98.25%	97.76%	97.33%	97.10%	96.54%	97.52%	95.39%	98.16%
T5	95.00%	96.54%	98.29%	97.72%	98.14%	96.11%	96.88%	95.85%	97.28%

CSA queues - Times queue = 10 minutes	0	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	99.00%	100.00%	100.00%	100.00%	100.00%	99.95%	100.00%	0.00%	0.00%	
T2	99.00%	99.68%	99.64%	99.91%	100.00%	99.91%	100.00%	99.72%	99.95%	
T3	99.00%	99.72%	99.95%	99.72%	99.95%	99.91%	99.90%	99.86%	99.91%	
T4	99.00%	100.00%	100.00%	99.86%	99.95%	99.59%	99.95%	99.63%	99.86%	
T5	99.00%	99.88%	99.97%	99.95%	99.93%	100.00%	99.88%	99.98%	99.98%	

Transfer search	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		0.00%
T2	95.00%	98.06%	98.57%	97.10%	99.43%	98.16%	98.38%	98.48%	97.88%
T3	95.00%	96.54%	97.96%	97.14%	95.52%	95.96%	97.14%	97.42%	97.19%
T4	95.00%	96.73%	99.05%	99.48%	98.97%	96.92%	97.45%	98.77%	98.20%
T5	95.00%	96.17%	98.48%	98.00%	98.71%	97.04%	97.34%	97.35%	96.61%

£ Rebates

Cleanliness	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0

Wayfinding	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	£0	£0	£8,989	£8,989	£8,989	£8,989	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0

Flight information	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	£8,989	£8,989	£8,989	£8,989	£8,989	£8,989	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0
T4	£140,105	£140,105	£140,105	£140,105	£140,105	£140,105	£0	£0
T5	£394,470	£394,470	£394,470	£394,470	£394,470	£394,470	£0	£0

Departure lounge seat availability	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0

Security	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0

Wi-fi	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0

CSA queues - Both	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0

Transfer search	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0

Heathrow SQR Bonus Performance Dashboard

	August 2015								Year To Date*
	Measure Type	Lower Performance Threshold	Terminal 2 Performance	Terminal 3 Performance	Terminal 4 Performance	Terminal 5 Performance	Upper Performance Threshold	Estimated Bonus Term £ (Current Month)	Estimated Bonus Term £ (Year To Date)
Departure lounge seating availability	MAT	4.10	4.39	4.24	4.30	4.06	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.41	4.17	4.16	4.26	4.50	£ -	£ -
Way finding	MAT	4.20	4.26	4.22	4.23	4.17	4.50	£ -	£ -
Flight information	MAT	4.40	4.40	4.37	4.30	4.30	4.70	£ -	£ -
Total								£ -	£ -

*January 2015 - December 2015

Important Notes:

Qualifying measures generate a bonus only if the lower performance threshold is exceeded in all business units in a month.

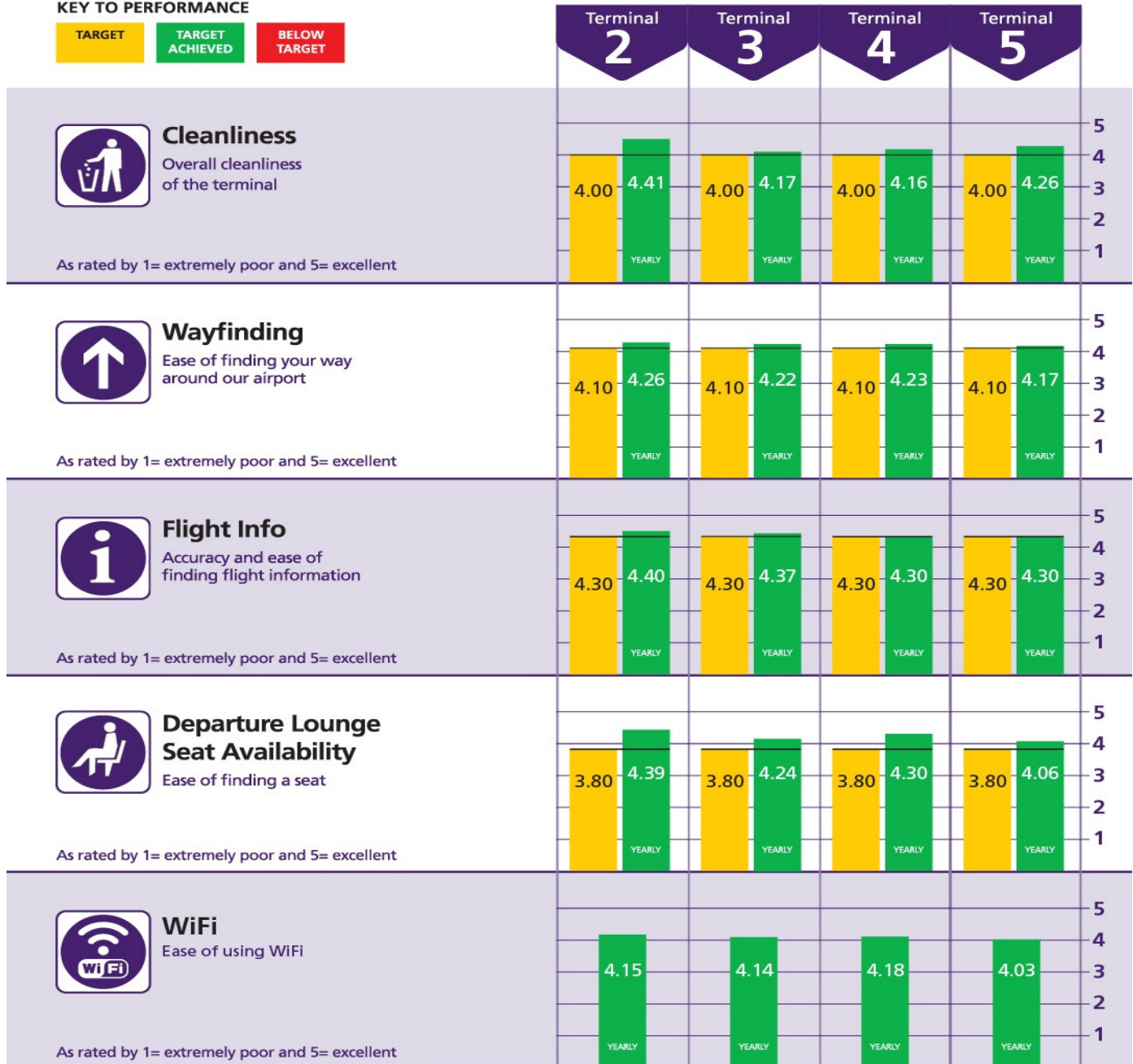
The lowest performance score is used to calculate the bonus term each month for qualifying measures which have exceeded the lower performance threshold.

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

How are we performing?

August 2015

KEY TO PERFORMANCE



We welcome your feedback:
heathrowcustomerfeedback@heathrow.com

How are we performing?

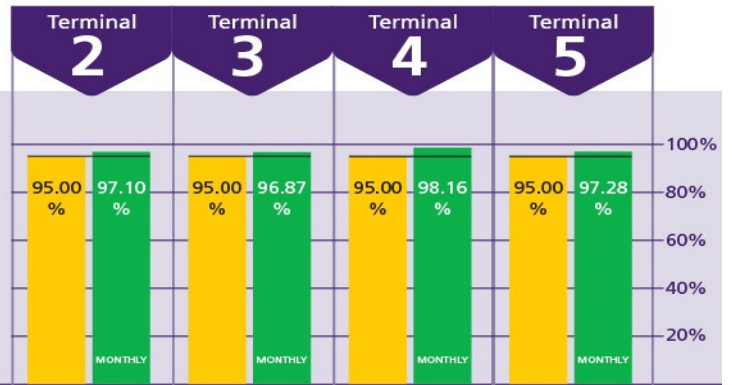
August 2015

KEY TO PERFORMANCE



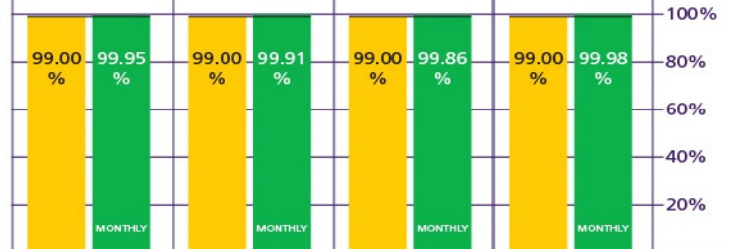
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queue < 5mins

Based on 15min time periods measured



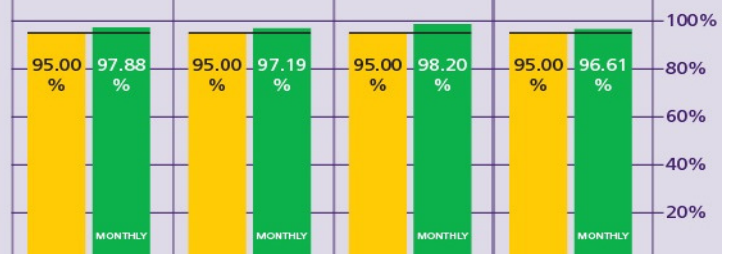
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



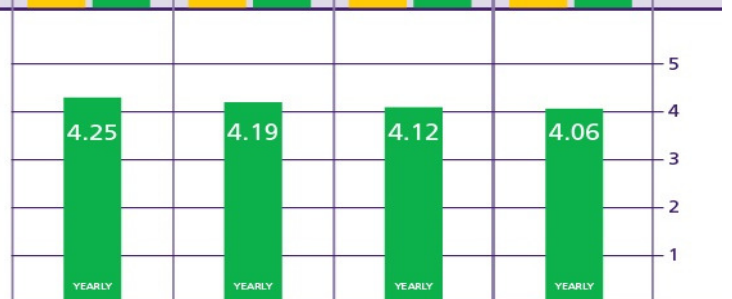
Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured



Security Passenger Satisfaction

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:
heathrowcustomerfeedback@heathrow.com