



Heathrow Performance Report

Service Quality Rebate and Bonus - May 2017

Integrated Planning and Performance - Airport Operations

Printed: 16 June 2017

Heathrow
Making every journey better

Heathrow Performance Report May 2017

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
 Departure lounge seat availability* Ease of finding a seat	4.43	4.07	4.31	4.08	
 Cleanliness* Overall cleanliness of the terminal	4.44	4.19	4.25	4.30	
 Wayfinding* Ease of finding your way around the airport	4.32	4.22	4.27	4.24	
 Flight information* Accuracy and ease of finding flight information	4.45	4.36	4.41	4.39	
 Wi-Fi* Ease of using WiFi	4.25	4.17	4.21	4.17	
 Security* Passenger satisfaction	4.29	4.23	4.24	4.18	
 CSA queues - Times queue <5 minutes Based on 15min time periods measured	97.65%	99.31%	98.53%	97.37%	
 CSA queues - Times queue <10 minutes Based on 15min time periods measured	100%	100%	100%	99.91%	
 Staff search Based on 15min time periods measured	99.25%	99.95%	100%	95.40%	
 Transfer Search Based on 15min time periods measured	97.47%	96.82%	99.72%	98.15%	
	CTA	Cargo	EastSide	T5	SouthSide
 Control Post Security Search	98.52%	95.82%	97.08%	98.32%	96.77%

* SQRB calculation based on moving annual average (MAA) for these metrics

Service Level Performance

PSE (General)
Availability of Passenger Sensitive Equipment (General)

PSE (Priority)
Availability of Passenger Sensitive Equipment (Priority)

Stands
Availability of stands

FEGP
Availability ofFixed Electrical Ground Power

Jetties
Availability of Air-Bridges

PCA
Availability of Pre-conditioned Air

SEGs

Pier Service*
% Pier served passengers

Arrivals Reclaims
Bag reclaim belts availability

Aerodrome congestion

TTS - One car
Track Transit System - one car availability

TTS - Two cars
Track Transit System - % time two cars available

T2	T3	T4	T5	ALL
99.45%	99.55%	99.74%	99.34%	
99.16%	99.37%	99.77%	99.49%	
99.74%	99.78%	99.80%	99.75%	
99.99%	99.95%	100%	99.96%	
99.84%	99.91%	99.96%	99.58%	
99.86%	99.87%		99.48%	
99.99%	100%	100%	99.99%	
99.25%	96.30%	99.94%	90.61%	
99.61%	99.45%	99.72%	99.96%	
				99.93%
				99.83%

Financial Report- Bonus and Rebates

	Rebates:							
	May - 2017					YTD		
	T2	T3	T4	T5	Campus	Estimated Rebate	Estimated Rebate	Total Failures
Departure lounge seat availability	✓	✓	✓	✓		£ -	£ -	0
Cleanliness	✓	✓	✓	✓		£ -	£ -	0
Wayfinding	✓	✓	✓	✓		£ -	£ -	0
Flight information	✓	✓	✓	✓		£ -	£ -	0
CSA Queues - Both	✓	✓	✓	✓		£ -	£ -	0
Staff Search	✓	✓	✓	✓		£ -	£ -	0
Transfer search	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (Priority)	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ -	0
FEGP	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
Pre-conditioned air	✓	✓		✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
Pier Service	✓	✓	✓			£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
Control Posts Search					✓	£ -	£ -	0
Aerodrome Congestion					✓	£ -	£ -	0
	Total					£ -	£ -	0

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.

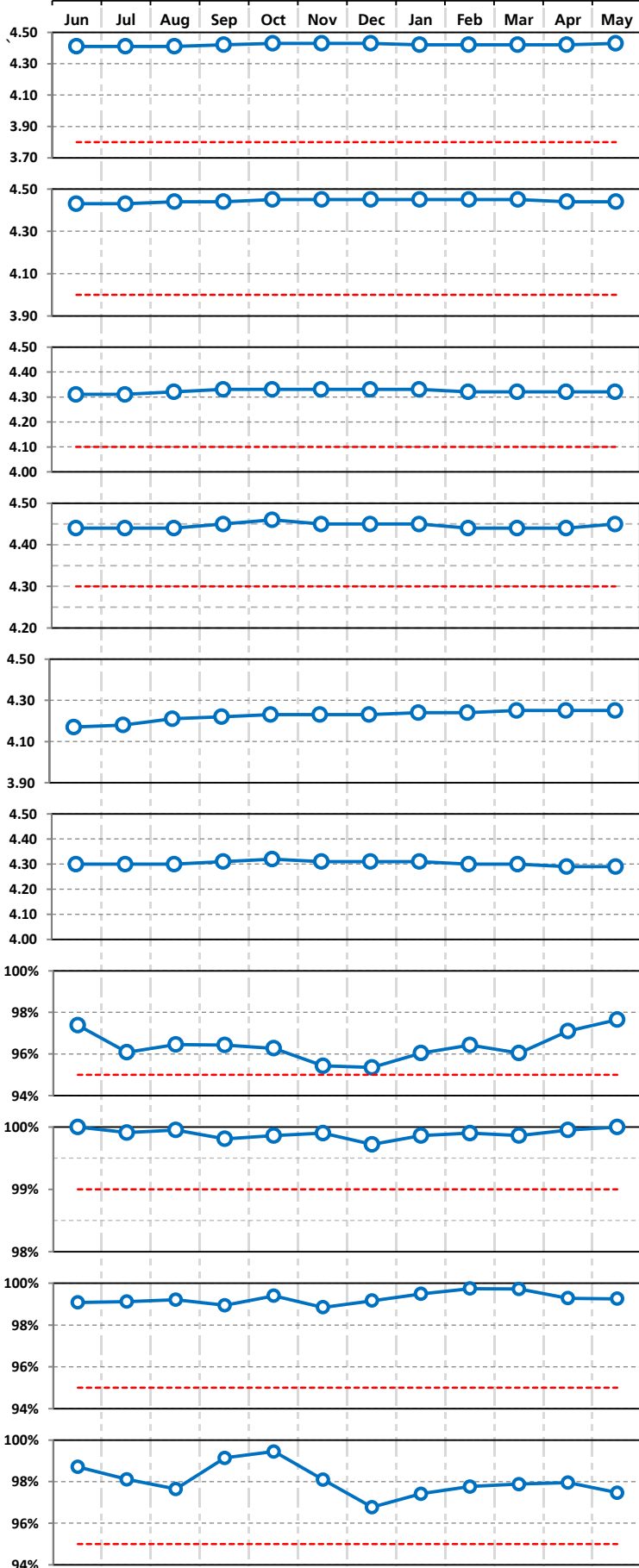
Bonuses:								
Lower Threshold	Upper Threshold	May - 2017					YTD	
		T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
4.10	4.50	4.43	4.07	4.31	4.08	£ -	£ -	0
4.20	4.50	4.44	4.19	4.25	4.30	£ -	£ -	0
4.20	4.50	4.32	4.22	4.27	4.24	£ 33,580	£ 201,479	5
4.40	4.70	4.45	4.36	4.41	4.39	£ -	£ -	0
Total						£ 33,580	£ 201,479	5

Bonus: All business units must exceed Lower Threshold.
Lowest Score will be used to calculate bonus term each month for qualifying measures
Financial year is from January 2017 - December 2017

Terminal 2 Performance Report May 2017

Passenger Experience and Service Level Performance

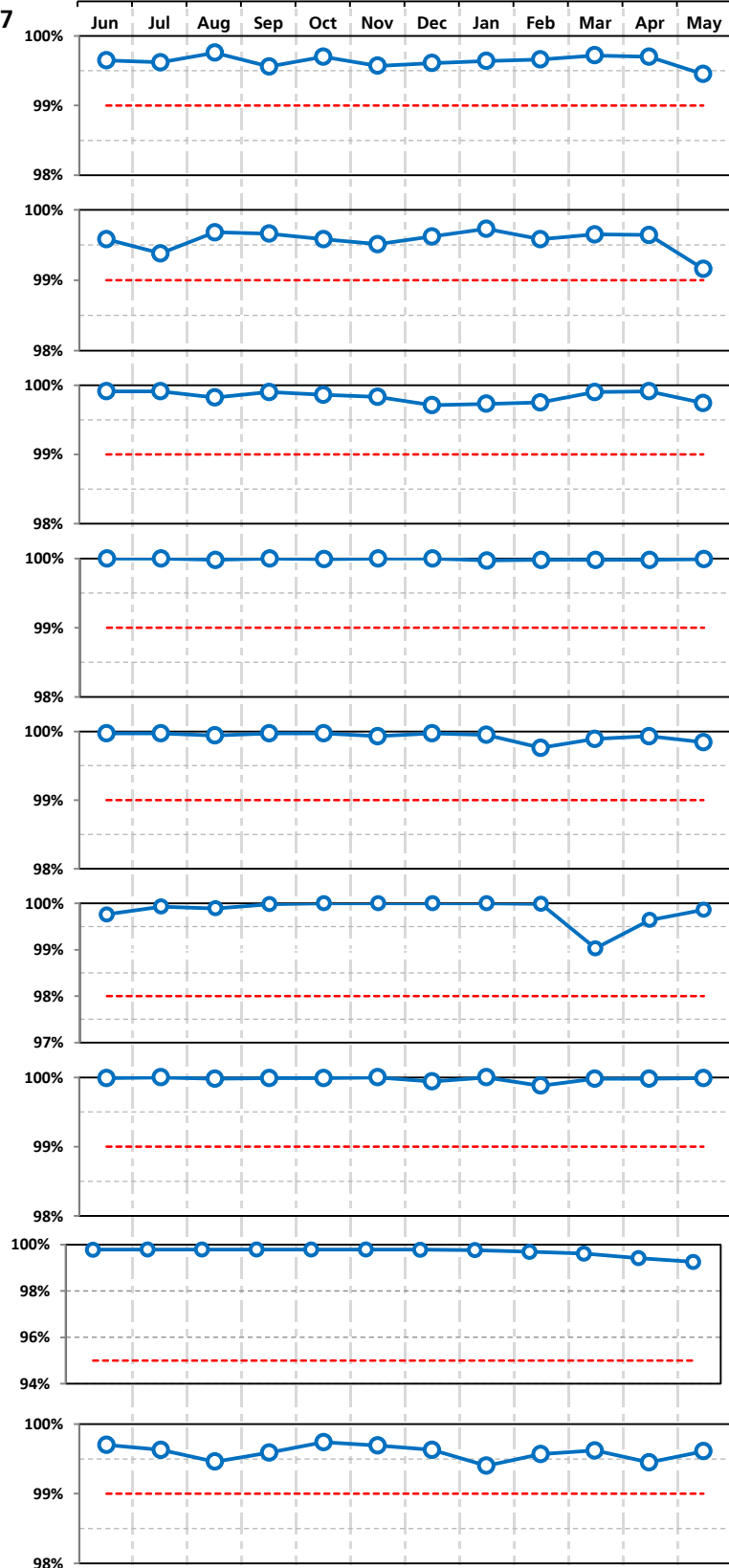
 Departure lounge seat availability* Ease of finding a seat	Target 3.80	May-17 4.43	vs. Apr-17 ▲0.01
 Cleanliness* Overall cleanliness of the terminal	4.00	4.44	0.00
 Wayfinding* Ease of finding your way around the airport	4.10	4.32	0.00
 Flight information* Accuracy and ease of finding flight information	4.30	4.45	▲0.01
 Wi-Fi* Ease of using WiFi		4.25	0.00
 Security* Passenger satisfaction		4.29	0.00
 CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	97.65%	▲0.55%
 CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	100%	▲0.05%
 Staff search Based on 15min time periods measured	95.00%	99.25%	▼0.03%
 Transfer Search Based on 15min time periods measured	95.00%	97.47%	▼0.48%



* SQRB calculation based on moving annual average (MAA) for these metrics

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	Target 99.00%	May-17 99.45%	vs. Apr-17 ▼-0.25%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.16%	▼-0.48%
Stands Availability of stands	99.00%	99.74%	▼-0.17%
FEGP Availability of Fixed Electrical Ground Power	99.00%	99.99%	▲0.01%
Jetties Availability of Air-Bridges	99.00%	99.84%	▼-0.09%
PCA Availability of Pre-Conditioned Air	98.00%	99.86%	▲0.22%
SEGs Availability of Stand entry guidance	99.00%	99.99%	▲0.01%
Pier Service* % Pier served passengers	95.00%	99.25%	▼-0.17%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.61%	▲0.16%



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Terminal 2 Performance Report May 2017

Financial Report - Bonus and Rebates

Rebates:

	May - 2017		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	May - 2017		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.43	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.44	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.32	£ 33,580	£ 201,479	5
Flight information	MAA	4.40	4.70	4.45	£ -	£ -	0
					£ 33,580	£ 201,479	5

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.
Financial year is from January 2017 - December 2017
Bonus: All business units must exceed Lower Threshold.
Lowest Score will be used to calculate bonus term each month for qualifying measures
All bonus measures are based on MAA

Terminal 3 Performance Report May 2017

Passenger Experience and Service Level Performance

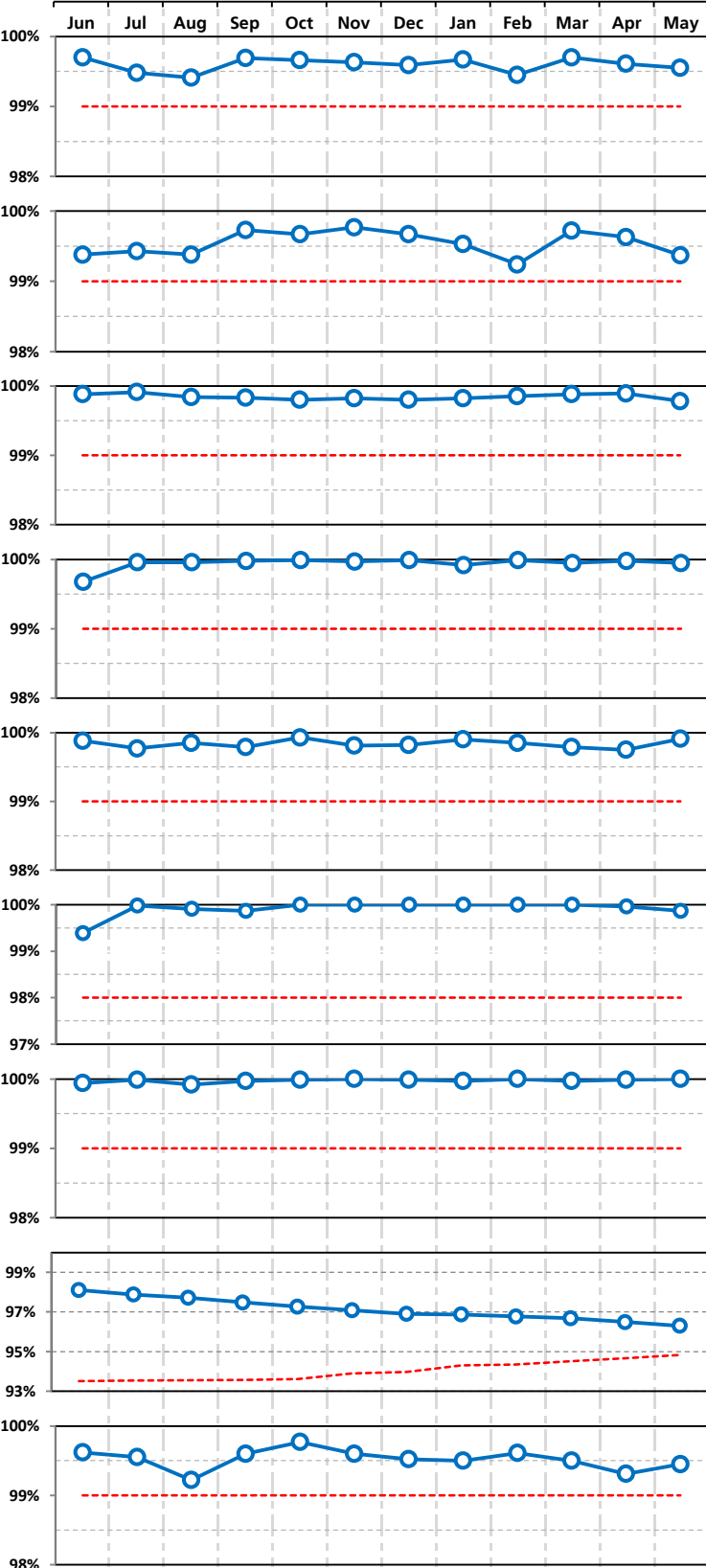
 Departure lounge seat availability* Ease of finding a seat	Target 3.80	May-17 4.07	vs. Apr-17 0.00
 Cleanliness* Overall cleanliness of the terminal	4.00	4.19	-0.01
 Wayfinding* Ease of finding your way around the airport	4.10	4.22	-0.01
 Flight information* Accuracy and ease of finding flight information	4.30	4.36	0.00
 Wi-Fi* Ease of using WiFi		4.17	-0.01
 Security* Passenger satisfaction		4.23	0.00
 CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	99.31%	0.31%
 CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	100%	0.00%
 Staff search Based on 15min time periods measured	95.00%	99.95%	0.05%
 Transfer Search Based on 15min time periods measured	95.00%	96.82%	0.11%

Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

* SQRB calculation based on moving annual average (MAA) for these metrics

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	Target 99.00%	May-17 99.55%	vs. Apr-17 -0.06%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.37%	-0.26%
Stands Availability of stands	99.00%	99.78%	-0.11%
FEGP Availability of Fixed Electrical Ground Power	99.00%	99.95%	-0.03%
Jetties Availability of Air-Bridges	99.00%	99.91%	0.16%
PCA Availability of Pre-Conditioned Air	98.00%	99.87%	-0.09%
SEGs Availability of Stand entry guidance	99.00%	100%	0.01%
Pier Service* % Pier served passengers	94.83%	96.30%	-0.19%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.45%	0.14%



Terminal 3 Performance Report May 2017

Financial Report - Bonus and Rebates

Rebates:

	May - 2017		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

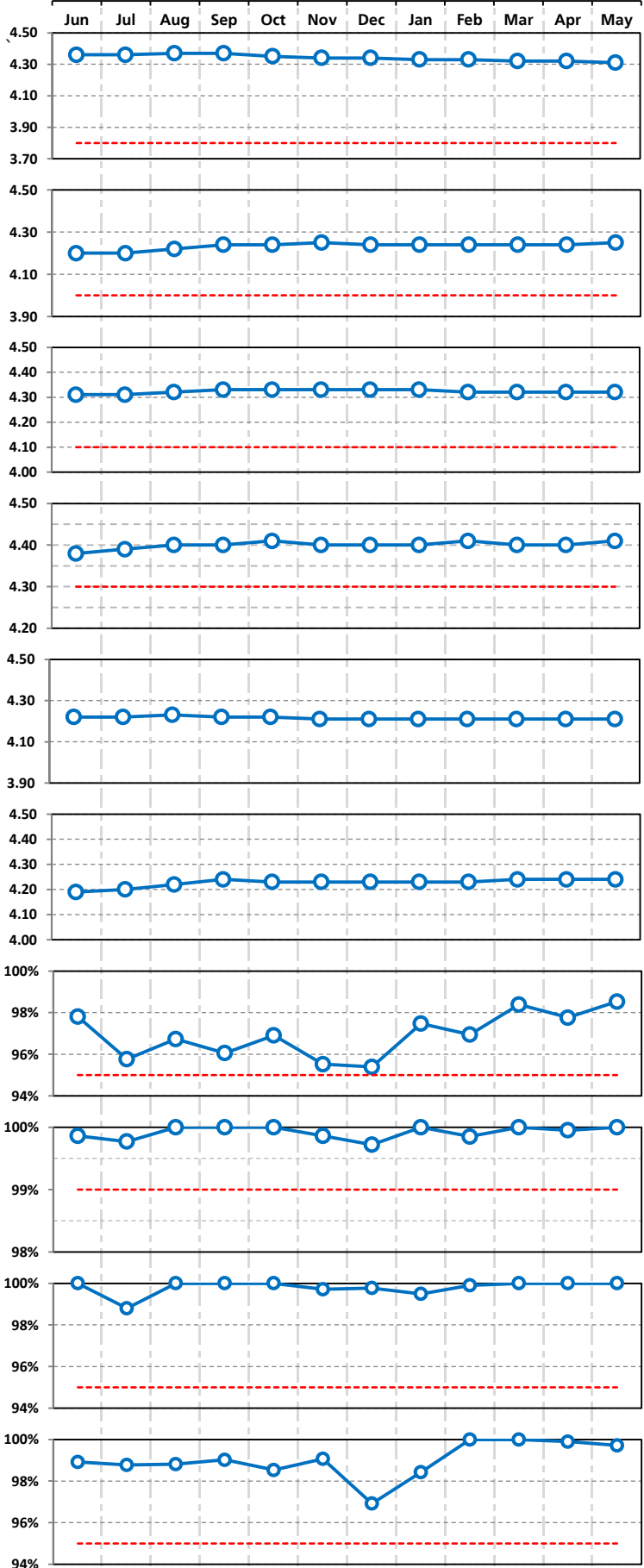
	Measure	Lower Threshold	Upper Threshold	Actual	May - 2017	Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.07	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.19	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.22	£ 33,580	£ 201,479	5
Flight information	MAA	4.40	4.70	4.36	£ -	£ -	0
					£ 33,580	£ 201,479	5

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.
Financial year is from January 2017 - December 2017
Bonus: All business units must exceed Lower Threshold.
Lowest Score will be used to calculate bonus term each month for qualifying measures
All bonus measures are based on MAA

Terminal 4 Performance Report May 2017

Passenger Experience and Service Level Performance

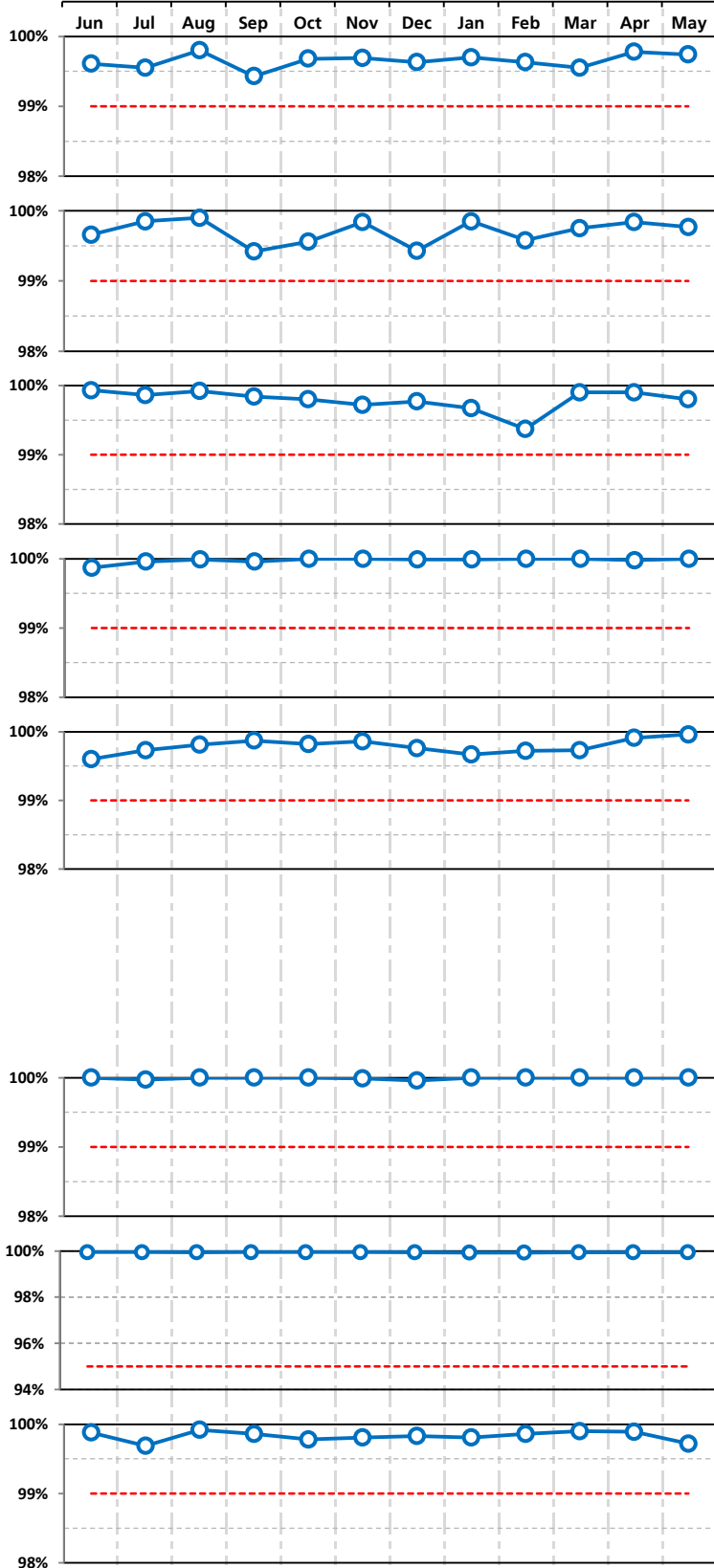
 Departure lounge seat availability* Ease of finding a seat	Target 3.80	May-17 4.31	vs. Apr-17 ▼-0.01
 Cleanliness* Overall cleanliness of the terminal	4.00	4.25	▲0.01
 Wayfinding* Ease of finding your way around the airport	4.10	4.27	▲0.01
 Flight information* Accuracy and ease of finding flight information	4.30	4.41	▲0.01
 Wi-Fi* Ease of using WiFi		4.21	0.00
 Security* Passenger satisfaction		4.24	0.00
 CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	98.53%	▲0.77%
 CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	100%	▲0.05%
 Staff search Based on 15min time periods measured	95.00%	100%	0.00%
 Transfer Search Based on 15min time periods measured	95.00%	99.72%	▼0.18%



* SQRB calculation based on moving annual average (MAA) for these metrics

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	Target 99.00%	May-17 99.74%	vs. Apr-17 ▼-0.04%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.77%	▼-0.07%
Stands Availability of stands	99.00%	99.80%	▼-0.10%
FEGP Availability of Fixed Electrical Ground Power	99.00%	100%	▲0.02%
Jetties Availability of Air-Bridges	99.00%	99.96%	▲0.05%
PCA Availability of Pre-Conditioned Air			
SEGs Availability of Stand entry guidance	99.00%	100%	0.00%
Pier Service* % Pier served passengers	95.00%	99.94%	0.00%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.72%	▼-0.17%



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Terminal 4 Performance Report May 2017

Financial Report - Bonus and Rebates

Rebates:

	May - 2017		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA				
SEGs	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	May - 2017		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
Departure lounge seat availability	MAA	4.10	4.50	4.31	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.25	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.27	£ 33,580	£ 201,479	5
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	0
					£ 33,580	£ 201,479	5

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.

Financial year is from January 2017 - December 2017

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

Terminal 5 Performance Report May 2017

Passenger Experience and Service Level Performance

Departure lounge seat availability*
Ease of finding a seat

Target	May-17	vs. Apr-17
3.80	4.08	▲ 0.02

Cleanliness*
Overall cleanliness of the terminal

Target	May-17	vs. Apr-17
4.00	4.30	0.00

Wayfinding*
Ease of finding your way around the airport

Target	May-17	vs. Apr-17
4.10	4.24	0.00

Flight information*
Accuracy and ease of finding flight information

Target	May-17	vs. Apr-17
4.30	4.39	0.00

Wi-Fi*
Ease of using WiFi

Target	May-17	vs. Apr-17
	4.17	▲ 0.01

Security*
Passenger satisfaction

Target	May-17	vs. Apr-17
	4.18	0.00

CSA queues - Times queue <5 minutes
Based on 15min time periods measured

Target	May-17	vs. Apr-17
95.00%	97.37%	▼-1.44%

CSA queues - Times queue <10 minutes
Based on 15min time periods measured

Target	May-17	vs. Apr-17
99.00%	99.91%	▼-0.07%

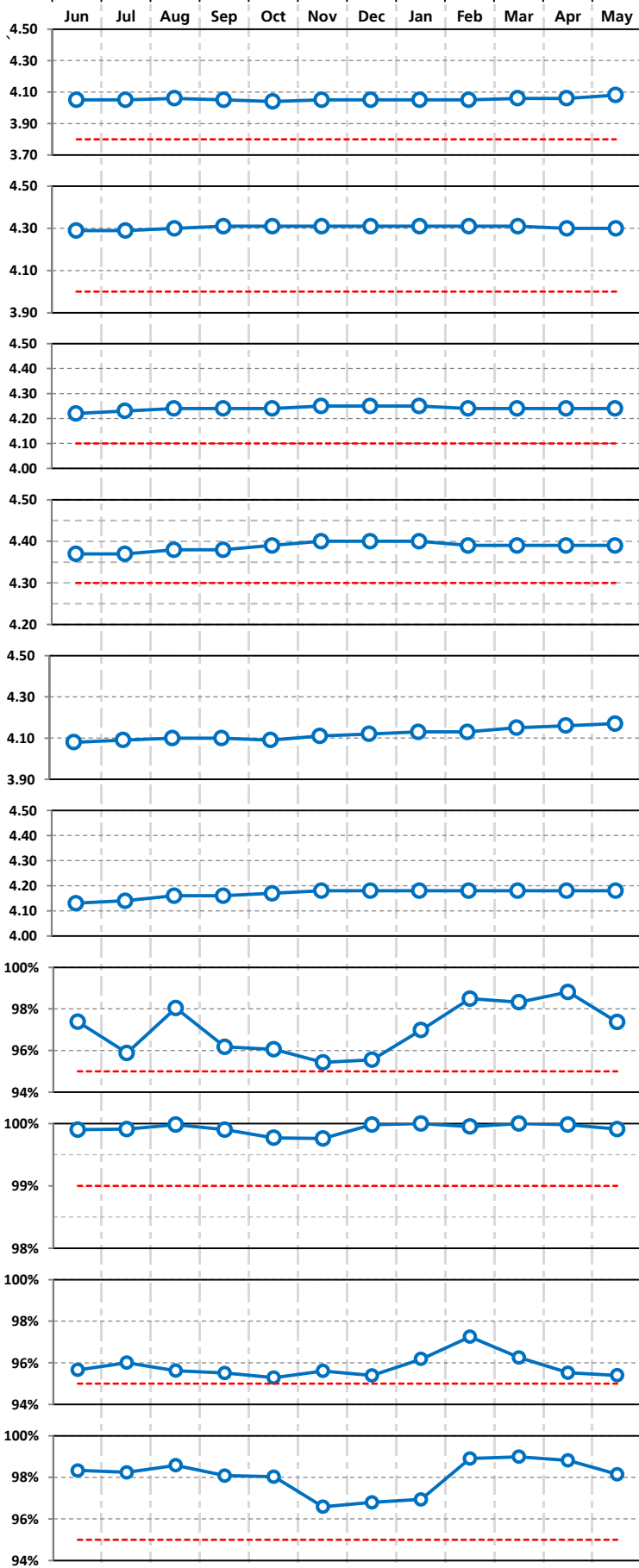
Staff search
Based on 15min time periods measured

Target	May-17	vs. Apr-17
95.00%	95.40%	▼-0.12%

Transfer Search
Based on 15min time periods measured

Target	May-17	vs. Apr-17
95.00%	98.15%	▼-0.66%

Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.



* SQRB calculation based on moving annual average (MAA) for these metrics

Service Level Performance

PSE (General)
Availability of Passenger Sensitive Equipment (General)

Target	May-17	vs. Apr-17
99.00%	99.34%	▼-0.04%

PSE (Priority)
Availability of Passenger Sensitive Equipment (Priority)

Target	May-17	vs. Apr-17
99.00%	99.49%	▼-0.27%

Stands
Availability of stands

Target	May-17	vs. Apr-17
99.00%	99.75%	▼-0.09%

FEGP
Availability Fixed Electrical Ground Power

Target	May-17	vs. Apr-17
99.00%	99.96%	▼-0.02%

Jetties
Availability of Air-Bridges

Target	May-17	vs. Apr-17
99.00%	99.58%	▼-0.27%

PCA
Availability of Pre-Conditioned Air

Target	May-17	vs. Apr-17
98.00%	99.48%	▼-0.28%

SEGs
Availability of Stand entry guidance

Target	May-17	vs. Apr-17
99.00%	99.99%	▲ 0.06%

Pier Service*
% Pier served passengers

Target	May-17	vs. Apr-17
	90.61%	▼-0.01%

Arrivals reclaims
Bag reclaim belts availability

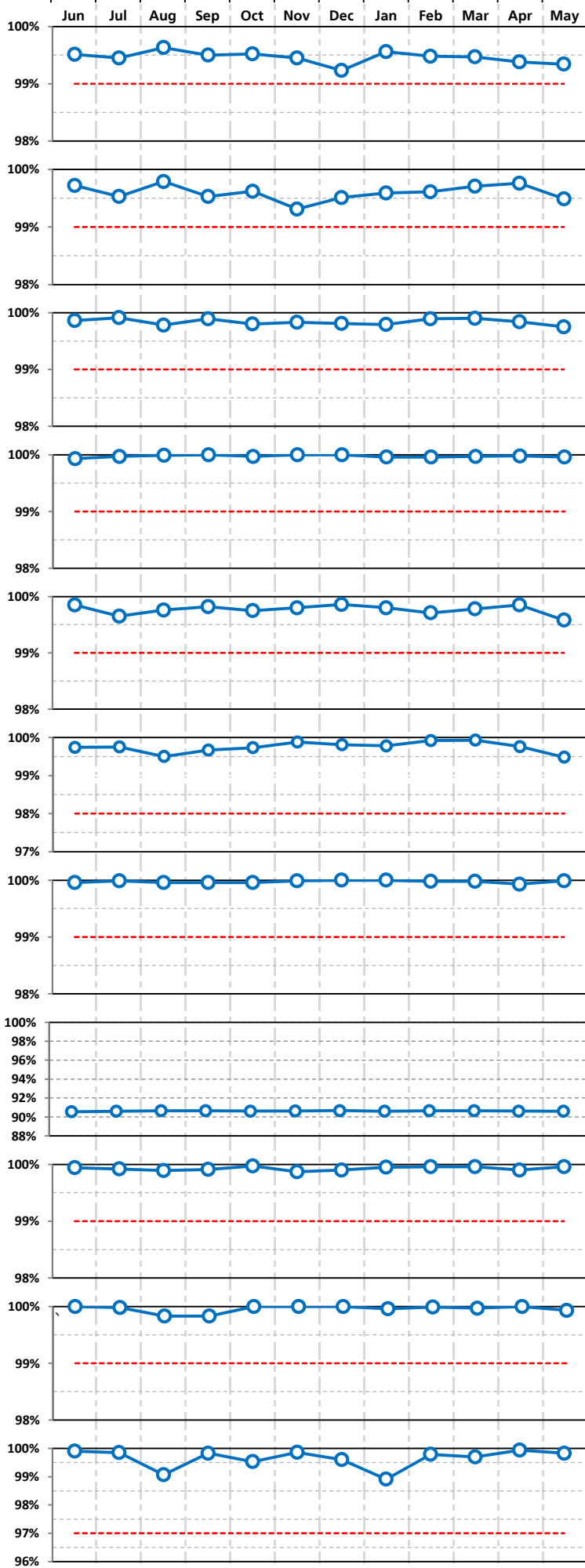
Target	May-17	vs. Apr-17
99.00%	99.96%	▲ 1.15%

TTS - One car
Track Transit System - one car availability

Target	May-17	vs. Apr-17
99.00%	99.93%	▼-0.07%

TTS - Two cars
Track Transit System - % time two cars available

Target	May-17	vs. Apr-17
97.00%	99.83%	▼-0.11%



Terminal 5 Performance Report May 2017

Financial Report - Bonus and Rebates

Rebates:

	May - 2017		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
Pier Service				
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	May - 2017		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.08	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.30	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.24	£ 33,580	£ 201,479	5
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0
					£ 33,580	£ 201,479	5

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.

Financial year is from January 2017 - December 2017

Bonus: All business units must exceed Lower Threshold.

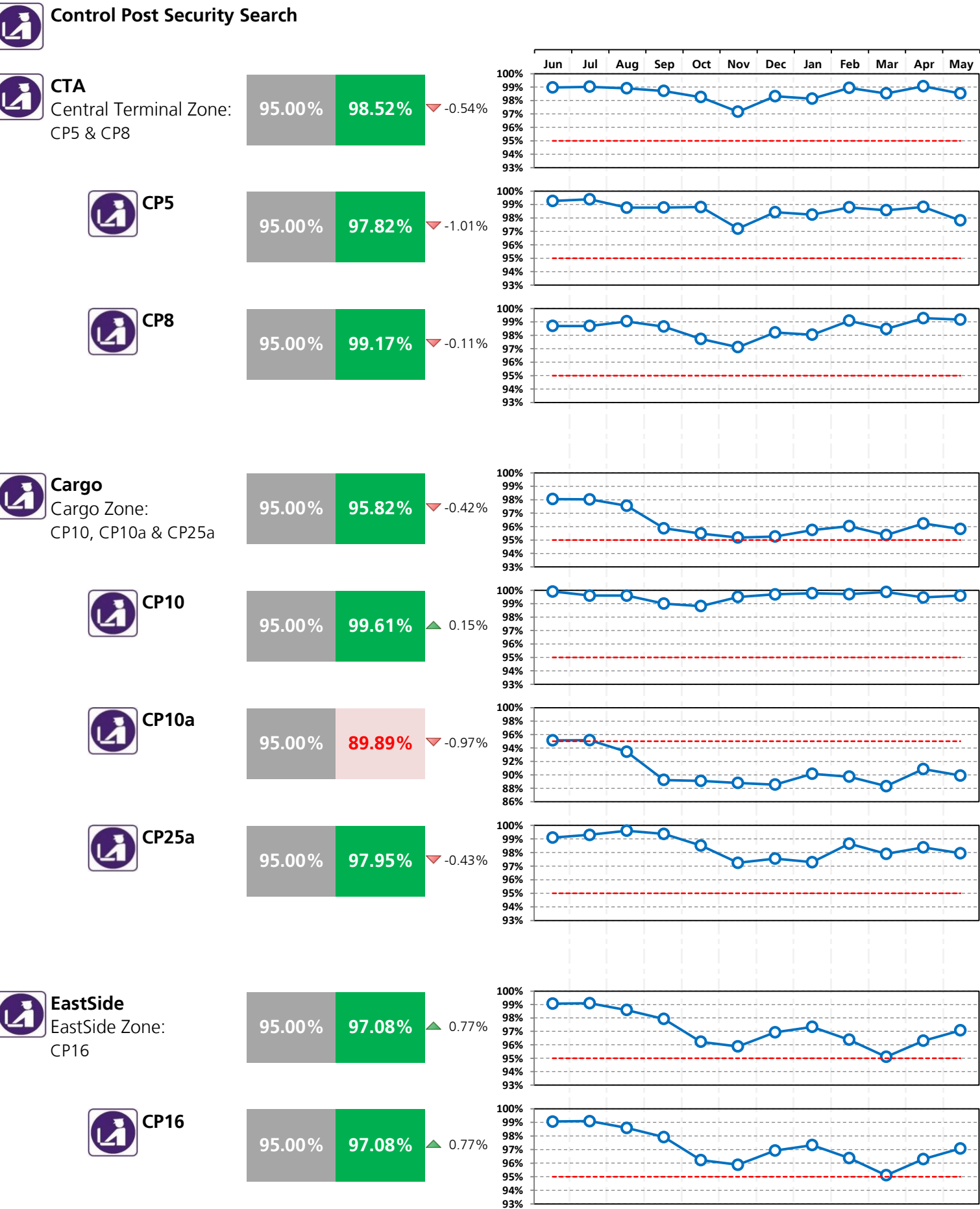
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

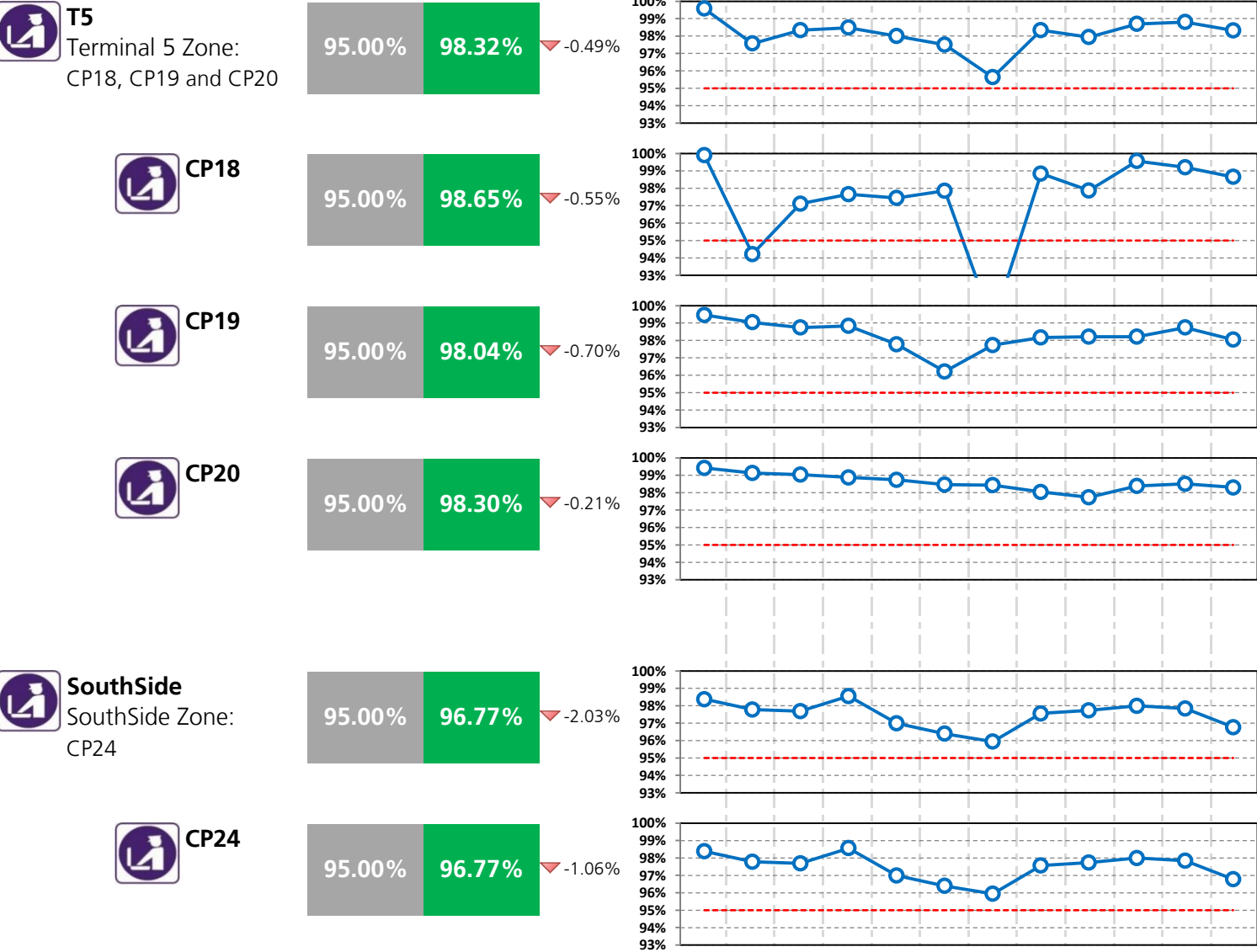
Campus Performance Report May 2017

Financial Report - Bonus and Rebates

Service Level Performance



Service Level Performance



Financial Report				
Rebates:	May - 2017		Year-To-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
T2	✓	£ -	£ -	0
T3	✓	£ -	£ -	0
T4	✓	£ -	£ -	0
T5	✓	£ -	£ -	0

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.
Financial year is from January 2017 - December 2017

Heathrow

Making every journey better