

Heathrow - Service Quality Rebate and bonus report Workbook

October

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APOC

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Heathrow Terminal 2		00	:t-15		Year to	date *
	Actual	Target	Target	Rebate £	Rebate £	Number
			achieved			of
						failures
Departure lounge seat availability	4.37	3.80	Yes	0	0	0
Cleanliness	4.40	4.00	Yes	0	0	0
Wayfinding	4.27	4.10	Yes	0	0	0
Flight information	4.40	4.30	Yes	0	0	0
Security	4.24	n/a		n/a	n/a	n/a
Wi-fi	4.16	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.37%	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)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.68%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.64%	99.00%	Yes	0	0	0
Stands	99.92%	99.00%	Yes	0	0	0
Jetties	99.94%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Pre-conditioned air	99.93%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	99.26%	95.00%	Yes	0	0	0
Staff search	98.70%	95.00%	Yes	0	0	0
Control posts search	96.52%	95.00%	Yes	0	0	0
Pier service +	99.67%	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.



Heathrow Terminal 3		O	ct-15		Year to	date *
	Actual	Target	Target	Rebate £	Rebate £	Number
			achieved			of
						failures
Departure lounge seat availability	4.25	3.80	Yes	0		0
Cleanliness	4.17	4.00	Yes	0	0	0
Wayfinding	4.22	4.10	Yes	0	0	0
Flight information	4.36	4.30	Yes	0	0	0
Security	4.20	n/a		n/a	n/a	n/a
Wi-fi	4.16	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	98.57%	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)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.77%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.88%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Pre-conditioned air	99.87%	98.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	99.45%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	96.52%	95.00%	Yes	0	0	0
Pier service	99.17%	94.80%	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.



Heathrow Terminal 4		0		Year to date *		
	Actual	Target	Target	Rebate £	Rebate £	Number
			achieved			of
						failures
Departure lounge seat availability	4.33	3.80	Yes	0	0	0
Cleanliness	4.16	4.00	Yes	0	0	0
Wayfinding	4.25	4.10	Yes	0	0	0
Flight information	4.32	4.30	Yes	0	840,630	6
Security	4.13	n/a		n/a	n/a	n/a
Wi-fi	4.20	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.83%	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)	99.66%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.96%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.78%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.87%	99.00%	Yes	0	0	0
FEGP	99.94%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	98.48%	95.00%	Yes	0	0	0
Staff search	99.82%	95.00%	Yes	0	0	0
Control posts search	96.52%	95.00%	Yes	0	0	0
Pier service	99.94%	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.



Heathrow Terminal 5		0	ct-15		Year to date			
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures		
Departure lounge seat availability	4.07	3.80	Yes	0	0	0		
Cleanliness	4.27	4.00	Yes	0	0	0		
Wayfinding	4.19	4.10	Yes	0	0	0		
Flight information	4.32	4.30	Yes	0	2,366,820	6		
Security	4.07	n/a		n/a	n/a	n/a		
Wi-fi	4.07	n/a		n/a	n/a	n/a		
Central security queues - Times queue <5 minutes	97.24%	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)	99.70%	99.00%	Yes	0	0	0		
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0		
Arrivals reclaim (baggage carousels)	99.94%	99.00%	Yes	0	0	0		
Stands	99.83%	99.00%	Yes	0	0	0		
Jetties	99.85%	99.00%	Yes	0	0	0		
FEGP	99.98%	99.00%	Yes	0	0	0		
Pre-conditioned air	99.69%	98.00%	Yes	0	0	0		
Stand entry guidance	99.99%	99.00%	Yes	0	0	0		
Transfer search	98.00%	95.00%	Yes	0	0	0		
Staff search	96.83%	95.00%	Yes	0	0	0		
Control posts search	96.52%	95.00%	Yes	0	0	0		
Transit system - % time one car available	99.99%	99.00%	Yes	0		0		
Transit system - % time two cars available	99.84%	97.00%	Yes	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.



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

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NOTE: * year is January 2015 to December 2015



Control Post Groups		0	ct-15		Year to	date *
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.16%	95.00%	Yes			Tallales
Cargo	97.88%	95.00%				
Eastside	96.52%	95.00%	Yes			
Southside	97.08%	95.00%	Yes			
Terminal 5	99.46%	95.00%	Yes			
Control Post Groups - lowest actual result	96.52%	95.00%	Yes	0	0	0

NOTE: * year is January 2015 to December 2015

	Performance										
Cleanliness											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-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	4.40	4.40
T3 T4	4.00 4.00	4.12 4.14	4.12 4.15	4.13 4.15	4.14 4.15	4.14 4.16	4.14 4.16	4.15 4.16	4.17 4.16	4.17 4.16	4.17 4.16
T5	4.00	4.14	4.13	4.15	4.13	4.16	4.10	4.10	4.16	4.10	4.10
	1.00		1.2.1	5		1.20	1,12,1	,	1.20	0	
Wayfinding	1						-				
T1	Target 4.10	Jan-15 4.11	Feb-15 4.10	Mar-15 4.09	Apr-15 4.08	May-15 4.08	Jun-15 4.08	Jul-15	Aug-15	Sep-15	Oct-15
T2	4.10	4.11	4.10	4.09	4.08	4.08	4.08	4.25	4.26	4.26	4.27
T3	4.10	4.20	4.21	4.22	4.21	4.22	4.22	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	4.25	4.25
T5	4.10	4.17	4.16	4.17	4.17	4.16	4.17	4.17	4.17	4.18	4.19
Flight inform	nation										
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-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	4.40	4.40
T3 T4	4.30 4.30	4.35 4.26	4.36 4.27	4.35 4.27	4.35 4.28	4.35 4.29	4.35 4.28	4.35 4.30	4.37 4.30	4.37 4.31	4.36 4.32
T5	4.30	4.29	4.27	4.27	4.28	4.28	4.29	4.30	4.30	4.31	4.32
Departure lo			E 4E	NA 45	۸ ۱۶۱	14 45	. 45		A 45	6 45	0 + 45
T1	Target 3.80	Jan-15 4.20	Feb-15 4.22	Mar-15 4.23	Apr-15 4.24	May-15 4.26	Jun-15 4.28	Jul-15	Aug-15	Sep-15	Oct-15
T2	3.80	4.20	4.45	4.43	4.43	4.40	4.40	4.38	4.39	4.38	4.37
T3	3.80	4.07	4.09	4.10	4.14	4.18	4.20	4.21	4.24	4.25	4.25
T4	3.80	4.27	4.28	4.30	4.32	4.30	4.31	4.31	4.30	4.32	4.33
T5	3.80	4.02	4.03	4.04	4.05	4.06	4.06	4.07	4.06	4.07	4.07
Security											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	0.00	4.07	4.08	4.07	4.08	4.07	4.08				
T2 T3	0.00	4.28 4.17	4.28 4.18	4.27 4.18	4.27 4.18	4.26 4.18	4.26 4.18	4.25 4.18	4.25 4.19	4.25 4.19	4.24 4.20
T4	0.00	4.17	4.13	4.13	4.13	4.13	4.18	4.13	4.13	4.13	4.20
T5	0.00	4.05	4.06	4.06	4.06	4.06	4.06	4.06	4.06	4.07	4.07
Wi-fi	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	0.00	3.88	3.91	3.93	3.93	3.98	4.01	301 13	7 tag 13	3cp 13	00013
T2	0.00	4.11	4.13	4.13	4.15	4.16	4.16	4.16	4.15	4.15	4.16
T3	0.00	3.99	4.01	4.03	4.05	4.09	4.12	4.13	4.14	4.16	4.16
T4 T5	0.00	3.99 3.89	4.01 3.92	4.03 3.94	4.08 3.96	4.11 3.99	4.14 4.03	4.16 4.03	4.18 4.03	4.20 4.05	4.20 4.07
13	0.00	3.63	3.32	3.54	5.50	3.33	4.05	4.03	4.05	4.05	4.07
CSA queues	- Times que	eue <5 minu									
T4	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1 T2	95.00% 95.00%	99.86% 96.68%	99.59% 96.07%	99.22% 97.65%	99.14% 97.24%	99.68% 97.97%	99.90% 98.48%	0.00% 96.22%	0.00% 97.10%	0.00% 97.48%	0.00% 97.37%
T3	95.00%	97.33%	96.12%	96.31%	97.71%	97.14%	96.71%	96.31%	96.87%	98.48%	98.57%
T4	95.00%	98.25%	97.76%	97.33%	97.10%	96.54%	97.52%	95.39%	98.16%	97.71%	97.83%
T5	95.00%	96.54%	98.29%	97.72%	98.14%	96.11%	96.88%	95.85%	97.28%	96.24%	97.24%
CC A	Ti	40!									
CSA queues	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	99.00%	100.00%	100.00%	100.00%	100.00%	99.95%	100.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.68%	99.64%	99.91%	100.00%	99.91%	100.00%	99.72%	99.95%	100.00%	
T3	99.00%	99.72%	99.95%	99.72%	99.95%	99.91%	99.90%	99.86%	99.91%	99.90%	
T4 T5	99.00% 99.00%	100.00% 99.88%	100.00% 99.97%	99.86% 99.95%	99.95% 99.93%	99.59% 100.00%	99.95% 99.88%	99.63% 99.98%	99.86% 99.98%	100.00%	100.00%
12	JJ.0070	J3.0070	33.3170	33.3370	JJ.JJ 70	100.00%	JJ.0070	33.3070	33.3676	JJ.J370	100.0076
Transfer sea	rch	l									
T-4	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	09.490/	0.00% 97.88%	0.00%	0.00%
T2 T3	95.00% 95.00%	98.06% 96.54%	98.57% 97.96%	97.10% 97.14%	99.43% 95.52%	98.16% 95.96%	98.38% 97.14%	98.48% 97.42%	97.88%	98.29% 98.67%	99.26% 99.45%
	22.00/0	JU.J4 /01	J7.JU/01	J/. 17 /01	JJ.JZ /01	JJ.JU /01	J/. 17 /01	J / . TZ /0	27.12/01	50.07 70	JJ.4J/0

99.43% 95.52% 98.97% 98.71%

98.16% 95.96% 96.92% 97.04%

98.06% 96.54% 96.73% 96.17%

95.00% 95.00% 95.00% 95.00%

T1 T2 T3 T4 T5

97.10% 97.14% 99.48% 98.00%

98.57% 97.96% 99.05% 98.48%

98.38% 98.48% 97.88% 97.14% 97.42% 97.19% 97.45% 98.77% 98.20% 97.34% 97.35% 96.61%

98.29% 98.67% 99.22% 97.96%

99.26% 99.45% 98.48% 98.00%

								Mal	king every jou	rney be
				£I	Rebates					
Cleanlines	ss									
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct
T1	f0	£0	£0	f0	£0	£0	£0	f0	f0	
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	
T5	f0	£0	f0	f0	f0	£0	f0	£0	f0	
Wayfindir	na									
_	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct
T1	£0	£0	£8,989	£8,989	£8,989	£8,989	£0	£0	£0	
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	
T3	fO	£0	£0	£0	£0	£0	£0	£0	£0	
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	
T5	£0	£0	fO	£0	fO	£0	£0	£0	£0	
Flight info	ormation									
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct
T1	£8,989	£8,989	£8,989	£8,989	£8,989	£8,989	£0	£0	£0	
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	
T3	£0	£O	£O	£0	£O	£O	£0	£0	£0	
T4	£140,105	£140,105	£140.105	£140,105	£140.105	£140,105	£0	£0	£0	
T5	£394,470	£394,470		£394.470		£394,470	£0	£0	£0	
		! - - : ie								
	lounge seat	availability Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct
			Mar-15 £0	Apr-15 £0	May-15	Jun-15 £0	Jul-15 £0	Aug-15 £0	Sep-15 £0	Oct
Departure	Jan-15	Feb-15								Oct
Departure	Jan-15 £0	Feb-15 £0	£0	£0	£0	£0	£0	f0	£0	Oct
Departure T1 T2 T3	Jan-15 f0 f0 f0	Feb-15 f0 f0 f0	f0 f0 f0	f0 f0 f0	f0 f0 f0	f0 f0 f0	f0 f0 f0	f0 f0 f0	f0 f0 f0	Oct
Departure T1 T2	Jan-15 £0 £0	Feb-15 £0 £0	f0 f0	f0 f0	f0 f0	f0 f0	f0 f0	f0 f0	f0 f0	Oct
Departure T1 T2 T3 T4 T5	Jan-15 f0 f0 f0 f0	Feb-15 f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	Oct
Departure T1 T2 T3 T4 T5 Security	Jan-15 £0 £0 £0 £0 £0 £0	Feb-15 f0 f0 f0 f0 f0 f0 Feb-15	f0 f0 f0 f0 f0 Mar-15	f0 f0 f0 f0 f0 Apr-15	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 Sep-15	
Departure T1 T2 T3 T4 T5	Jan-15 f0 f0 f0 f0 f0	Feb-15 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	Oct
Departure T1 T2 T3 T4 T5 Security	Jan-15 £0 £0 £0 £0 £0 £0	Feb-15 f0 f0 f0 f0 f0 f0 Feb-15	f0 f0 f0 f0 f0 Mar-15	f0 f0 f0 f0 f0 Apr-15	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 Sep-15	
Departure	Jan-15 f0 f0 f0 f0 f0 f0 f0	Feb-15 £0 £0 £0 £0 £0 £0 £0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	
Departure	Jan-15 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	
Departure T1 T2 T3 T4 T5 Security T1 T2 T3	Jan-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4	Jan-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi	Jan-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 Feb-15 Feb-15 Feb-15 Feb-15	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 Jul-15 f0 f0 f0	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0	Sep-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	Oct
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1	Jan-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	\$\ \text{f0} \\ \t	Oct
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2	Jan-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	## Apr-15 ## Apr-15 ## Apr-15 ## ## ## ## ## ## ## ## ## ## ## ## ##	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Sep-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5	Jan-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 Feb-15 Feb-15 Feb-15 Fo fo fo fo fo fo fo fo fo fo	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0	\$\ \text{f0} \\ \t	Oct
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2	Jan-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	## Apr-15 ## Apr-15 ## Apr-15 ## ## ## ## ## ## ## ## ## ## ## ## ##	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	5ep-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Oct
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5	Jan-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 Feb-15 Feb-15 Feb-15 Fo fo fo fo fo fo fo fo fo fo	Mar-15 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	5ep-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Oct
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5	Jan-15 f0	Feb-15 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 60 60 60 60 60 60 60 60 60 60	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	## FO	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Sep-15 60 60 60 60 60 60 60 60 60 60	Oct
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 T1 T2 T3 T4 T5	Jan-15 f0	Feb-15 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 60 60 60 60 60 60 60 60 60 60	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	## FO	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Sep-15 60 60 60 60 60 60 60 60 60 60	Oct
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 T1 T2 T3 T4 T5	Jan-15 f0	Feb-15 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	## FO	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	\$ep-15 f0	Oct
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queu	Jan-15 f0	Feb-15 Feb-15 Feb-15 Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	## FO	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	\$\frac{10}{60}\$ \$\frac{10}{60}	Oct
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queu T1 T2	Jan-15 f0	Feb-15 Feb-15 Feb-15 Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Sep-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Oct
Departure T1 T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queu T1	Jan-15 f0	Feb-15 Feb-15 Feb-15 Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	## FO	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Aug-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	\$\frac{10}{60}\$ \$\frac{10}{60}	Oct

Transfer	search									
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	fO	f0	fΩ	f0	f0	f0	fO	fΩ	fΩ	fΩ

					Perfor	mance										£	Rebates			Mak	ing every joui	rney better
Staff sear	ch Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Staff search	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1 T2 T3 T4 T5		98.53% 99.40% 00.00% 96.27% 96.16%	99.49% 99.19% 100.00% 100.00% 95.98%	99.40% 97.81% 100.00% 99.59% 95.45%	99.62% 99.20% 100.00% 100.00% 96.13%	99.77% 99.38% 100.00% 99.86% 95.35%	99.76% 99.44% 99.95% 100.00% 95.53%	0.00% 96.76% 99.86% 100.00% 95.64%	0.00% 98.81% 100.00% 99.63% 97.51%	0.00% 99.68% 99.90% 100.00% 95.66%	0.00% 98.70% 99.95% 99.82% 96.83%	T1 T2 T3 T4 T5	f0 f0 f0 f0	f0 f0 f0 f0 f0								
T1 T2 T3 T4	Target 95.00% 95.00% 95.00%	Jan-15 97.83% 97.83% 97.83% 97.83%	Feb-15 98.49% 98.49% 98.49% 98.49%	Mar-15 97.98% 97.98% 97.98% 97.98%	Apr-15 98.13% 98.13% 98.13% 98.13%	May-15 98.78% 98.78% 98.78% 98.78%	Jun-15 98.54% 98.54% 98.54% 98.54%	Jul-15 97.98% 97.98% 97.98% 97.98%	Aug-15 98.29% 98.29% 98.29% 98.29%	Sep-15 96.89% 96.89% 96.89%	Oct-15 96.52% 96.52% 96.52% 96.52%	T1 T2 T3 T4	Jan-15 £0 £0 £0 £0	Feb-15 £0 £0 £0	Mar-15 £0 £0 £0 £0	Apr-15 £0 £0 £0	May-15 f0 f0 f0 f0	Jun-15 f0 f0 f0 f0	Jul-15 f0 f0 f0 f0	Aug-15 f0 f0 f0	Sep-15 f0 f0 f0	Oct-15 £0 £0 £0 £0
CTA Cargo Eastside Southside T5	95.00%	97.83% Jan-15 99.11% 98.52% 97.83% 98.91% 99.22%	Feb-15 99.37% 98.49% 98.83% 99.13% 99.39%	97.98% Mar-15 99.23% 98.58% 97.98% 98.87% 99.38%	Apr-15 99.11% 99.22% 98.13% 98.20% 99.50%	98.78% May-15 99.36% 99.07% 98.94% 98.78% 99.08%	Jun-15 99.48% 99.40% 98.54% 98.60% 99.57%	Jul-15 99.43% 99.32% 97.98% 99.13% 99.68%	98.29% Aug-15 99.18% 99.36% 98.29% 98.34% 99.23%	Sep-15 98.31% 98.51% 97.45% 96.89% 98.57%	96.52% Oct-15 99.16% 97.88% 96.52% 97.08% 99.46%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
FEGP	33.00 /0	JJ.22 70	33.33 70	33.3070	33.30 70	33.0070	33.37 70	33.00 70	33.2370	30.37 70	33.4070	FEGP										
T1 T2 T3 T4 T5	99.00%	Jan-15 00.00% 99.98% 99.91% 99.93% 99.89%	Feb-15 99.93% 99.99% 99.97% 99.98% 99.96%	Mar-15 100.00% 100.00% 99.94% 99.82% 99.95%	Apr-15 100.00% 99.96% 99.88% 100.00% 99.89%	May-15 100.00% 100.00% 99.97% 100.00% 99.96%	Jun-15 99.98% 99.98% 99.93% 99.99% 99.94%	Jul-15 0.00% 100.00% 99.97% 99.98% 99.99%	Aug-15 0.00% 99.93% 99.95% 99.98% 99.99%	Sep-15 0.00% 99.98% 99.88% 99.94% 99.92%	Oct-15 0.00% 99.99% 100.00% 99.94% 99.98%	T1 T2 T3 T4 T5	f0 f0 f0 f0 f0 f0	feb-15 f0 f0 f0 f0 f0	Mar-15 £0 £0 £0 £0 £0	Apr-15 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	Jul-15 £0 £0 £0 £0 £0	Aug-15 £0 £0 £0 £0 £0	Sep-15 £0 £0 £0 £0 £0	Oct-15 £0 £0 £0 £0 £0
Jetties	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Jetties	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1 T2 T3 T4 T5	99.00% 99.00% 99.00% 99.00%	99.77% 99.86% 99.73% 99.82% 99.53%	99.90% 99.97% 99.85% 99.91% 99.71%	99.80% 99.89% 99.69% 99.87% 99.81%	99.95% 99.93% 99.73% 99.86% 99.82%	99.85% 99.94% 99.72% 99.77% 99.84%	99.92% 99.96% 99.85% 99.91% 99.81%	0.00% 99.95% 99.65% 99.87% 99.72%	0.00% 99.95% 99.88% 99.90% 99.82%	0.00% 99.98% 99.79% 99.91% 99.80%	0.00% 99.94% 99.88% 99.87% 99.85%	T1 T2 T3 T4 T5	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	£0 £0 £0 £0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0
PSE (gene	ral) Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	PSE (genera	al) Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1 T2 T3 T4 T5	99.00% 99.00% 99.00% 99.00%	99.80% 99.46% 99.87% 99.76% 99.62%	99.89% 99.54% 99.74% 99.82% 99.64%	99.91% 99.68% 99.76% 99.77% 99.71%	99.75% 99.81% 99.66% 99.75% 99.57%	99.92% 99.75% 99.71% 99.75% 99.63%	99.89% 99.69% 99.73% 99.81% 99.51%	0.00% 99.65% 99.35% 99.77% 99.54%	0.00% 99.73% 99.76% 99.66% 99.61%	0.00% 99.78% 99.79% 99.75% 99.66%	0.00% 99.74% 99.77% 99.66% 99.70%	T1 T2 T3 T4 T5	f0 f0 f0 f0 f0	60 60 60 60 60 60	00 00 00 00 00 00	£0 £0 £0 £0 £0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0
PSE (prior		I 15	F-1- 1F	N4 1 T	A 1 -	N4 15	l 1F	L.I. 1.E.	A 15	C 1F	0 + 15	PSE (priority	, .	F-L 1F	N4 15	A 1 F	NA 15	lun 15	L.I. 15	A 15	C 15	0 + 15
T1 T2 T3 T4 T5	99.00%	Jan-15 99.80% 99.40% 99.85% 99.89% 99.61%	Feb-15 99.89% 99.32% 99.83% 99.91% 99.69%	Mar-15 99.91% 99.68% 99.85% 99.74% 99.77%	Apr-15 99.75% 99.73% 99.55% 99.95% 99.52%	May-15 99.92% 99.65% 99.82% 99.79% 99.66%	Jun-15 99.89% 99.57% 99.66% 99.79% 99.58%	Jul-15 0.00% 99.48% 99.05% 99.66% 99.40%	Aug-15 0.00% 99.64% 99.67% 99.91% 99.12%	Sep-15 0.00% 99.69% 99.69% 99.92% 99.78%	Oct-15 0.00% 99.68% 99.80% 99.96% 99.79%	T1 T2 T3 T4 T5	f0 f0 f0 f0 f0 f0	feb-15 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	Apr-15 £0 £0 £0 £0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	Jul-15 £0 £0 £0 £0 £0	f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0
Stand ent	ry guidance Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Stand entry	guidance Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1 T2 T3 T4 T5	99.00% 99.00% 99.00% 99.00%	99.98% 00.00% 99.99% 99.96% 99.98%	100.00% 99.92% 99.95% 100.00% 99.95%	100.00% 99.87% 99.91% 99.96% 99.99%	99.98% 100.00% 99.94% 99.90% 99.99%	100.00% 99.96% 99.99% 99.99% 99.90%	100.00% 99.98% 99.98% 100.00% 99.96%	0.00% 99.99% 99.96% 100.00% 99.98%	0.00% 99.99% 99.96% 100.00% 99.93%	0.00% 100.00% 99.90% 99.98% 99.97%	0.00% 99.99% 99.97% 99.98% 99.99%	T1 T2 T3 T4 T5	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0 f0						
Stands T1	Target 99.00%	Jan-15 99.93%	Feb-15 99.98%	Mar-15 99.92%	Apr-15 99.91%	May-15 99.92%	Jun-15 99.91%	Jul-15 0.00%	Aug-15 0.00%	Sep-15 0.00%	Oct-15 0.00%	Stands T1	Jan-15 £0	Feb-15 £0	Mar-15 £0	Apr-15 £0	May-15 £0	Jun-15 £0	Jul-15 £0	Aug-15 £0	Sep-15	Oct-15 £0
T2 T3 T4 T5	99.00% 99.00% 99.00% 99.00%	99.89% 99.83% 99.88% 99.88%	99.93% 99.80% 99.81% 99.91%	99.82% 99.90% 99.85% 99.85%	99.89% 99.78% 99.75% 99.88%	99.68% 99.84% 99.80% 99.82%	99.86% 99.84% 99.86% 99.84%	99.84% 99.83% 99.87% 99.84%	99.73% 99.73% 99.75% 99.84%	99.80% 99.83% 99.90% 99.83%	99.92% 99.78% 99.80% 99.83%	T2 T3 T4 T5	f0 f0 f0 f0	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0	f0 f0 f0 f0
T1/T2 T2		Jan-15 99.15% 99.57%	Feb-15 99.21% 99.60%	Mar-15 99.26% 99.58%	Apr-15 99.29% 99.60%	May-15 99.34% 99.61%	Jun-15 99.41% 99.64%	Jul-15 99.50% 99.65%	Aug-15 99.58% 99.67%	Sep-15 99.64% 99.69%	Oct-15 99.67% 99.71%	0 T1/T2 T2	Jan-15 £0 £0	Feb-15 f0 f0	Mar-15 £0 £0	Apr-15 £0 £0	May-15 £0 £0	Jun-15 f0 f0	Jul-15 £0 £0	Aug-15 f0 f0	Sep-15 f0 f0	Oct-15 £0 £0
T3 T4		98.99% 99.78%	99.14% 99.80%	99.40% 99.85%	99.39% 99.86%	99.41% 99.88%	99.39% 99.88%	99.36% 99.91%	99.29% 99.92%	99.26% 99.93%	99.17% 99.94%	T3 T4	£0 £0	£0 £0	f0 f0	f0 f0	£0 £0	f0 f0	f0 f0	f0 f0	f0 f0	£0 £0
TTS - % ti	Target 99.00%	Jan-15 99.94%	Feb-15 100.00%	Mar-15 100.00%	Apr-15 99.95%	May-15 99.88%	Jun-15 99.95%	Jul-15 99.93%	Aug-15 99.98%	Sep-15 100.00%	Oct-15 99.99%	TTS - % Bot	Jan-15 £0	Feb-15 £0	Mar-15 £0	Apr-15 £0	May-15 £0	Jun-15 £0	Jul-15 £0	Aug-15 £0	Sep-15 £0	Oct-15 £0
TTS - % ti	Target 97.00%	Jan-15 99.24%	Feb-15 99.80%	Mar-15 99.52%	Apr-15 99.38%	May-15 99.80%	Jun-15 99.70%	Jul-15 99.53%	Aug-15 99.30%	Sep-15 99.14%	Oct-15 99.84%											
T1 T2 T3 T4 T5	Target 99.00% 99.00% 99.00%	Jan-15 99.98% 99.47% 99.74% 99.70% 99.86%	Feb-15 99.90% 99.67% 99.81% 99.92% 99.85%	Mar-15 99.97% 99.54% 99.74% 99.70% 99.88%	Apr-15 99.97% 99.36% 99.70% 99.85% 99.88%	May-15 99.96% 99.55% 99.79% 99.78% 99.91%	Jun-15 100.00% 99.29% 99.65% 99.85% 99.87%	Jul-15 0.00% 99.11% 99.37% 99.72% 99.82%	Aug-15 0.00% 99.07% 99.43% 99.63% 99.87%	Sep-15 0.00% 99.51% 99.54% 99.78% 99.81%	Oct-15 0.00% 99.64% 99.77% 99.78% 99.94%	T1 T2 T3 T4 T5	Slaims Jan-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Feb-15 f0 f0 f0 f0 f0	Mar-15 f0 f0 f0 f0 f0	Apr-15 £0 £0 £0 £0 £0	May-15 f0 f0 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0	Jul-15 f0 f0 f0 f0 f0	Aug-15 f0 f0 f0 f0 f0	Sep-15 f0 f0 f0 f0 f0	Oct-15 f0 f0 f0 f0 f0
Pre-condit T1 T2 T3 T4 T5	Target 0.00% 98.00% 98.00% 1	Jan-15 0.00% 99.99% 00.00% 0.00% 99.88%	Feb-15 0.00% 99.97% 100.00% 0.00% 99.59%	Mar-15 0.00% 99.45% 100.00% 0.00% 99.59%	Apr-15 0.00% 99.96% 100.00% 0.00% 99.44%	May-15 0.00% 99.95% 99.99% 0.00% 99.78%	Jun-15 0.00% 99.68% 99.91% 0.00% 99.61%	Jul-15 0.00% 99.93% 99.93% 0.00% 99.62%	Aug-15 0.00% 99.83% 99.09% 0.00% 99.56%	Sep-15 0.00% 99.91% 100.00% 0.00% 99.82%	Oct-15 0.00% 99.93% 99.87% 0.00% 99.69%	T1 T2 T3 T4 T5	f0 f0 f0 f0 f0 f0	Feb-15 f0 f0 f0 f0 f0	Mar-15 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0	Aug-15 £0 £0 £0 £0 £0	Sep-15 f0 f0 f0 f0 f0	Oct-15 f0 f0 f0 f0 f0
Aerodrom	Target N/A	Jan-15 N/A	Feb-15 N/A	Mar-15 N/A	Apr-15 N/A	May-15 N/A	Jun-15 N/A	Jul-15 N/A	Aug-15 N/A	Sep-15 N/A	Oct-15 N/A	Aerodrome 0 All Whrsvr063	Jan-15 N/A	Feb-15 N/A	Mar-15 N/A ality\Q6\SQ	Apr-15 N/A R - Master	May-15 N/A (final) with	Jun-15 N/A tracker v14	Jul-15 N/A Q6	Aug-15 N/A	Sep-15 N/A	Oct-15 N/A

Heathrow Making every journey better

Cleanliness	-	Month
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	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	4.00	4.26	4.24	4.37	4.18	4.31	4.17	0.00	0.00	0.00	0.00	
T2	4.00	4.39	4.46	4.36	4.40	4.40	4.44	4.35	4.41	4.35	4.41	
T3	4.00	4.11	4.24	4.28	4.14	4.16	4.14	4.18	4.19	4.13	4.14	
T4	4.00	4.17	4.23	4.22	4.07	4.20	4.18	4.21	4.08	4.14	4.17	
T5	4.00	4.31	4.26	4.31	4.29	4.33	4.30	4.24	4.24	4.19	4.28	

Wayfinding - Month

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	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	4.10	4.04	4.04	4.17	4.11	4.21	3.96	0.00	0.00	0.00	0.00
T2	4.10	4.26	4.30	4.23	4.27	4.29	4.22	4.29	4.32	4.24	4.30
T3	4.10	4.19	4.34	4.32	4.19	4.24	4.16	4.24	4.23	4.15	4.18
T4	4.10	4.16	4.25	4.25	4.19	4.28	4.23	4.30	4.27	4.36	4.25
T5	4.10	4.25	4.16	4.21	4.17	4.19	4.23	4.16	4.19	4.22	4.21

Flight information - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	4.30	4.34	4.48	4.23	4.13	4.14	4.18	0.00	0.00	0.00	0.00
T2	4.30	4.38	4.53	4.41	4.41	4.28	4.39	4.46	4.44	4.38	4.38
T3	4.30	4.37	4.48	4.37	4.36	4.39	4.36	4.32	4.42	4.29	4.34
T4	4.30	4.24	4.43	4.26	4.25	4.38	4.27	4.38	4.28	4.37	4.38
T5	4.30	4.32	4.33	4.31	4.25	4.30	4.35	4.35	4.29	4.34	4.32

Departure lounge seat availability - Month

			,									
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	3.80	4.33	4.48	4.36	4.30	4.37	4.30	0.00	0.00	0.00	0.00	
T2	3.80	4.32	4.52	4.33	4.40	4.23	4.40	4.35	4.46	4.38	4.31	
T3	3.80	4.26	4.39	4.32	4.27	4.26	4.10	4.20	4.23	4.21	4.22	
T4	3.80	4.37	4.42	4.42	4.29	4.26	4.30	4.27	4.22	4.48	4.36	
T5	3.80	4.15	4.09	4.13	4.12	4.02	4.04	3.89	4.00	4.08	4.15	

Security - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	0.00	4.25	4.25	4.19	4.18	4.13	4.21	0.00	0.00	0.00	0.00	
T2	0.00	4.27	4.28	4.21	4.25	4.20	4.27	4.29	4.27	4.21	4.23	
T3	0.00	4.19	4.25	4.23	4.21	4.19	4.16	4.17	4.24	4.19	4.21	
T4	0.00	4.13	4.21	4.13	4.10	4.12	4.10	4.12	4.06	4.15	4.19	
T5	0.00	4.13	4.21	4.06	4.06	4.06	4.07	4.05	4.04	4.09	4.09	

Wi-fi - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	0.00	4.19	4.23	4.20	4.22	3.54	3.96	0.00	0.00	0.00	0.00	
T2	0.00	4.18	4.23	4.15	4.27	4.21	4.16	4.09	4.03	4.17	4.16	
T3	0.00	4.19	4.19	4.22	4.18	4.23	4.14	4.18	4.12	4.09	4.11	
T4	0.00	4.13	4.23	4.26	4.30	4.18	4.28	4.27	4.20	4.19	4.20	
T5	0.00	4.05	4.23	4.08	4.09	4.09	4.06	3.98	4.03	4.14	4.13	

Pier service - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1/T2	0.0	99.69%	99.74%	99.40%	99.66%	99.67%	99.73%	99.79%	99.77%	99.75%	99.82%
T3	0.0	99.25%	99.30%	99.01%	99.51%	99.45%	99.44%	99.49%	99.17%	99.52%	98.37%
T4	0.0	100.00%	99.95%	100.00%	99.94%	99.88%	99.99%	99.99%	99.93%	99.88%	99.94%

Heathrow SQR Bonus Performance Dashboard

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											o Date*		
	Measure	Lower	Terminal 2	Terminal 3	Terminal 4	Terminal 5	Upper	Estimated		Estimated			
	Type	Performance	Performance	Performance	Performance	Performance	Performance	Bon	us Term £	Bonus	Term £		
	71	Threshold					Threshold	(Curr	ent Month)	(Year ⁻	To Date)		
Departure lounge seating availability	MAT	4.10	4.37	4.25	4.33	4.07	4.50	£	-	£	-		
Cleanliness	MAT	4.20	4.40	4.17	4.16	4.27	4.50	£	-	£	-		
Way finding	MAT	4.20	4.27	4.22	4.25	4.19	4.50	£	-	£	-		
Flight information	MAT	4.40	4.40	4.36	4.32	4.32	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.

i Information

How are we performing?

October 2015





i Information

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October 2015

