



Heathrow Performance Report

Service Quality Rebate and Bonus - December 2016

Manmohan Dhami

Integrated Planning and Performance Analyst - Airport Operations

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Heathrow
Making every journey better

Heathrow Performance Report December 2016

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability Ease of finding a seat	4.43	4.08	4.34	4.05	
Cleanliness Overall cleanliness of the terminal	4.45	4.20	4.24	4.31	
Wayfinding Ease of finding your way around the airport	4.33	4.22	4.26	4.25	
Flight information Accuracy and ease of finding flight information	4.45	4.38	4.40	4.40	
Wi-fi Ease of using WiFi	4.23	4.16	4.21	4.12	
Security Passenger satisfaction	4.31	4.24	4.23	4.18	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.35%	95.58%	95.39%	95.55%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.72%	99.63%	99.72%	99.98%	
Staff search Based on 15min time periods measured	99.16%	99.95%	99.77%	95.39%	
Transfer Search Based on 15min time periods measured	96.77%	96.96%	96.92%	96.80%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	98.32%	95.26%	96.93%	95.63%	95.95%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.61%	99.59%	99.63%	99.23%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.62%	99.67%	99.43%	99.51%
Stands Availability of stands	99.71%	99.80%	99.77%	99.81%
FEGP Availability of Fixed Electrical Ground Power	100%	99.99%	99.99%	100%
Jetties Availability of Air-Bridges	99.97%	99.82%	99.76%	99.86%
PCA Availability of Pre-conditioned Air	100%	100%		99.81%
SEGs	99.94%	99.99%	99.96%	100%
Pier Service % Pier served passengers	99.78%	96.90%	99.94%	90.67%
Arrivals Reclaims Bag reclaim belts availability	99.63%	99.52%	99.83%	99.90%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				100.00%
TTS - Two cars Track Transit System - % time two cars available				99.60%

Financial Report- Bonus and Rebates

	Rebates:				Campus	YTD		
	Dec - 2016					Estimated Rebate	Estimated Rebate	Total Failures
	T2	T3	T4	T5				
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

	Bonuses:		Dec - 2016				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.43	4.08	4.34	4.05	£ -	£ -	0
	4.20	4.50	4.45	4.20	4.24	4.31	£ -	£ -	0
	4.20	4.50	4.33	4.22	4.26	4.25	£ 33,613	£ 352,938	11
	4.40	4.70	4.45	4.38	4.40	4.40	£ -	£ -	0
Total							£ 33,613	£ 352,938	11

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 2016 - December 2016

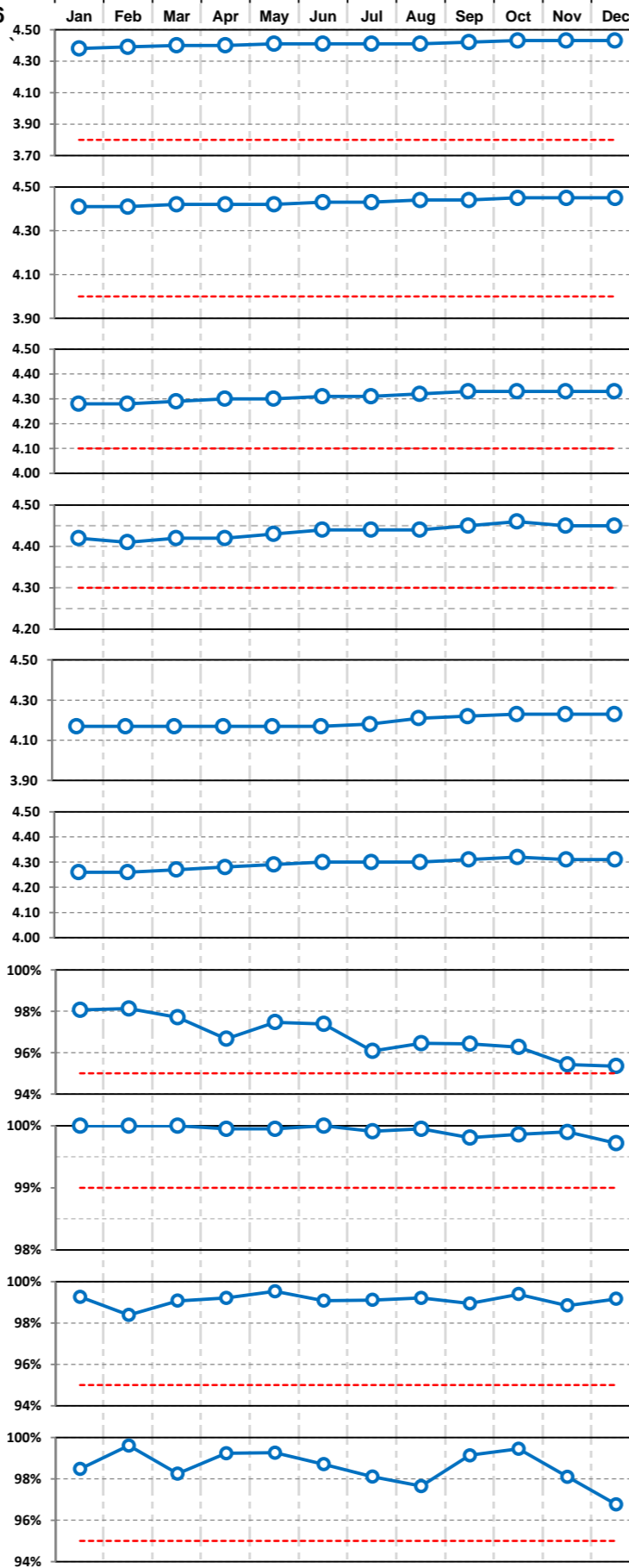
Credit Notes:

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.

Terminal 2 Performance Report December 2016

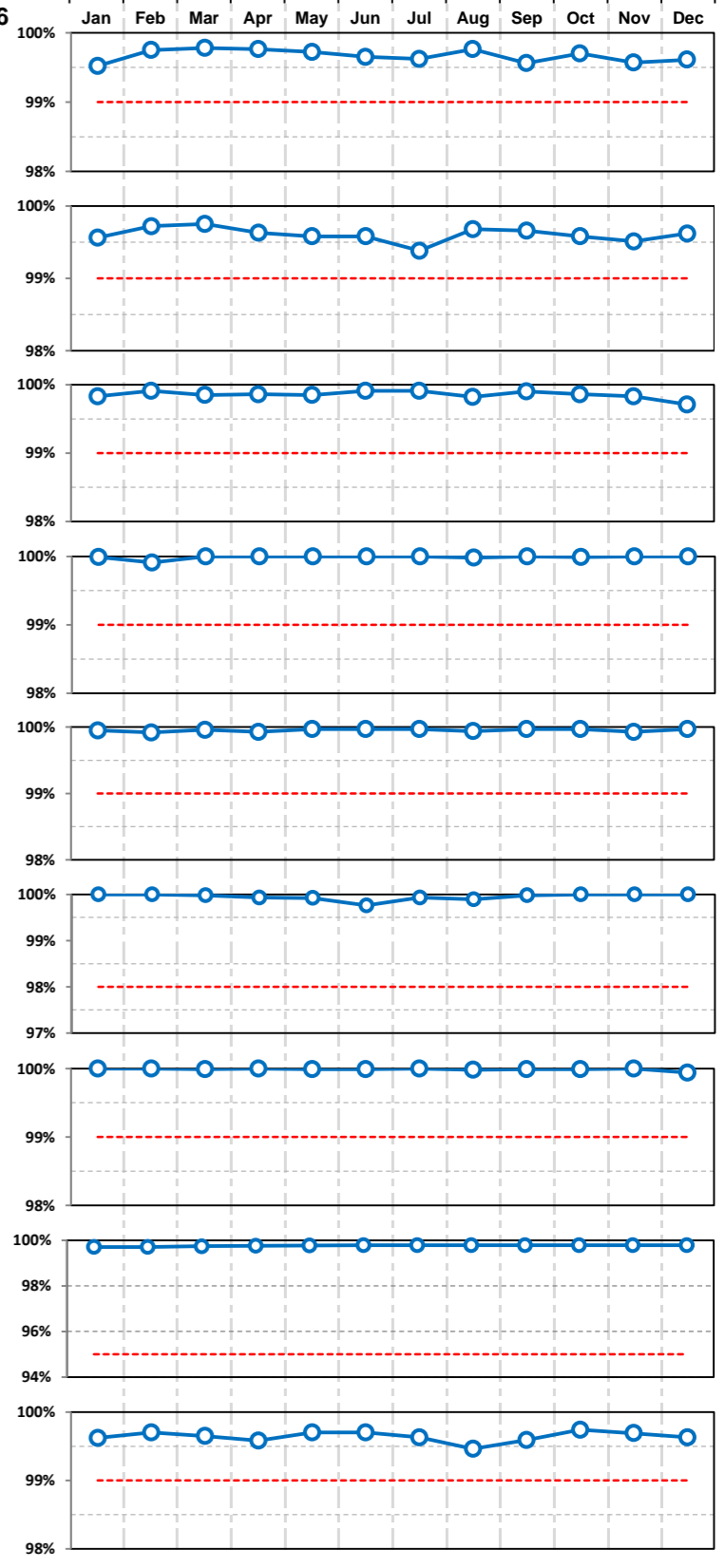
Passenger Experience and Service Level Performance

	Target	Dec-16	vs. Nov-16
Departure lounge seat availability Ease of finding a seat	3.80	4.43	0.00
Cleanliness Overall cleanliness of the terminal	4.00	4.45	0.00
Wayfinding Ease of finding your way around the airport	4.10	4.33	0.00
Flight information Accuracy and ease of finding flight information	4.30	4.45	0.00
Wi-fi Ease of using WiFi		4.23	0.00
Security Passenger satisfaction		4.31	0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	95.35%	▼-0.08%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.72%	▼-0.18%
Staff search Based on 15min time periods measured	95.00%	99.16%	▲0.32%
Transfer Search Based on 15min time periods measured	95.00%	96.77%	▼-1.33%



Service Level Performance

	Target	Dec-16	vs. Nov-16
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.61%	▲0.04%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.62%	▲0.11%
Stands Availability of stands	99.00%	99.71%	▼-0.12%
FEGP Availability Fixed Electrical Ground Power	99.00%	100%	0.00%
Jetties Availability of Air-Bridges	99.00%	99.97%	▲0.04%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.94%	▼-0.06%
Pier Service % Pier served passengers	95.00%	99.78%	▼-0.01%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.63%	▲1.53%



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

Financial Report - Bonus and Rebates

Rebates:

	Target Achieved	Dec - 2016		Year-to-Date	
		Estimated Rebate	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	Dec - 2016		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAT	4.10	4.50	4.43	£ -	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.45	£ -	£ -	£ -	0
Wayfinding	MAT	4.20	4.50	4.33	£ 33,613	£ 352,938	£ 352,938	11
Flight information	MAT	4.40	4.70	4.45	£ -	£ -	£ -	0
					£ 33,613	£ 352,938	£ 352,938	11

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 2016 - December 2016

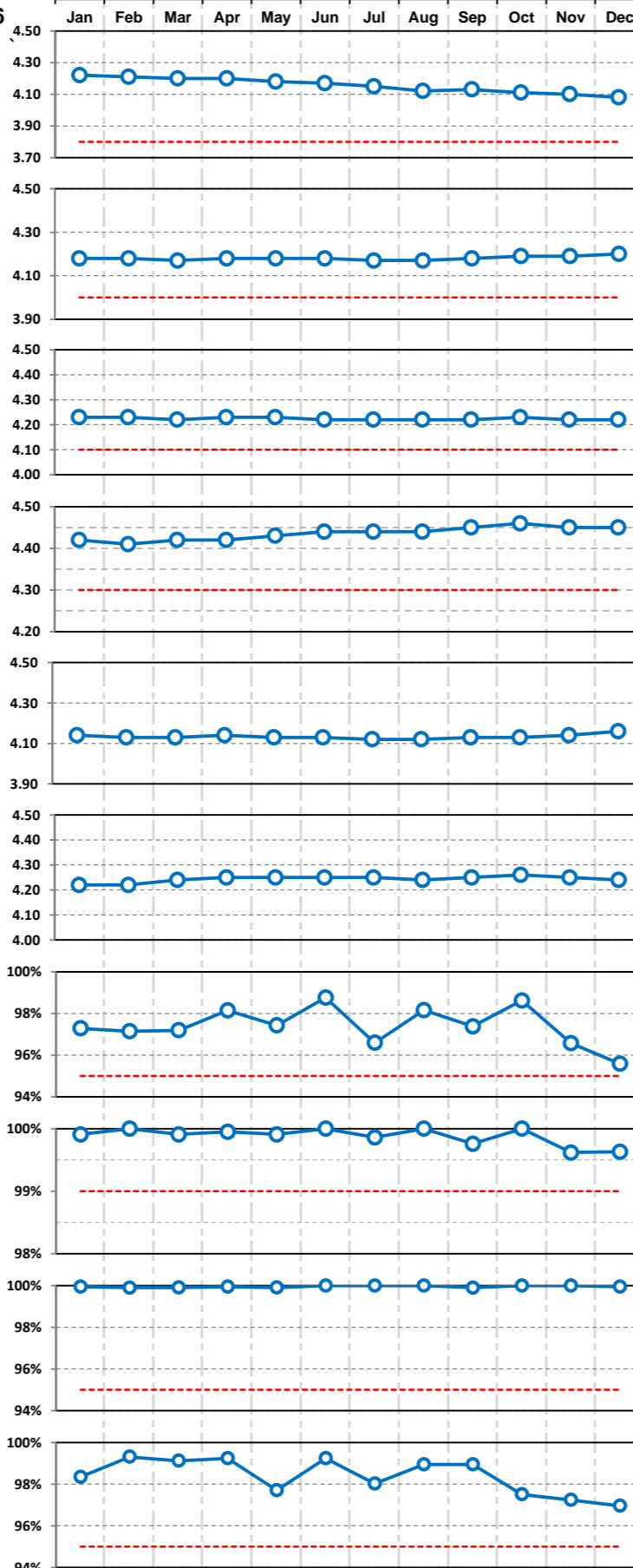
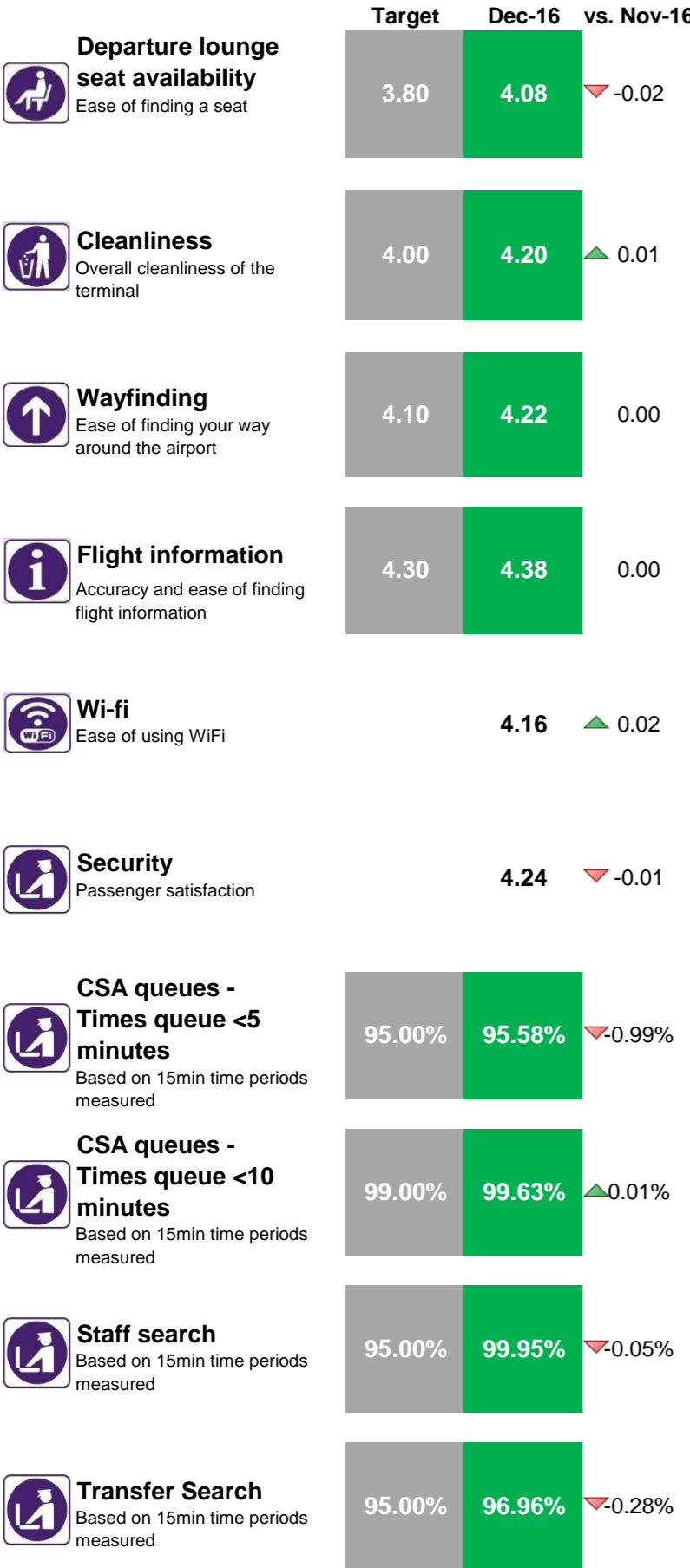
Bonus: All business units must exceed Lower Threshold.

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

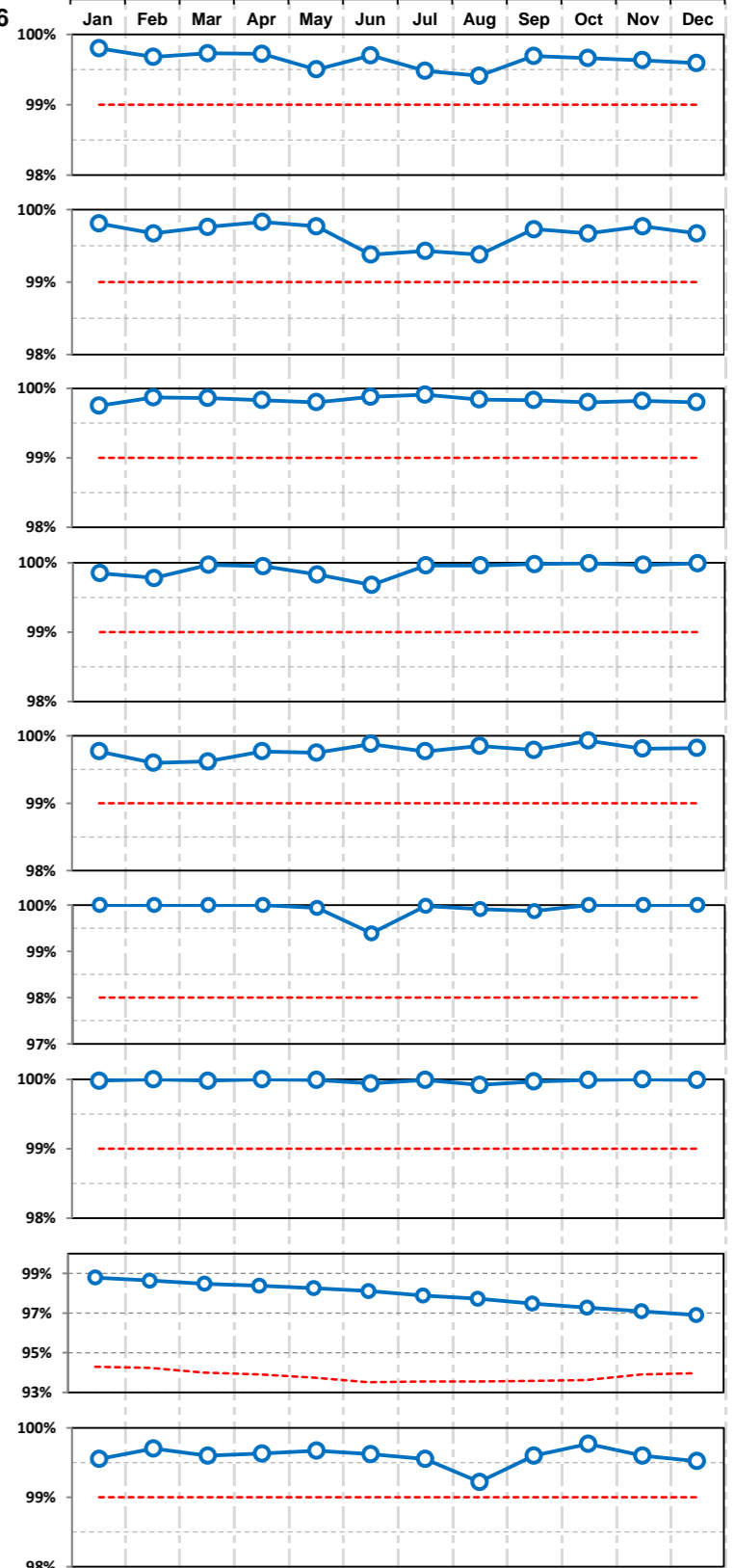
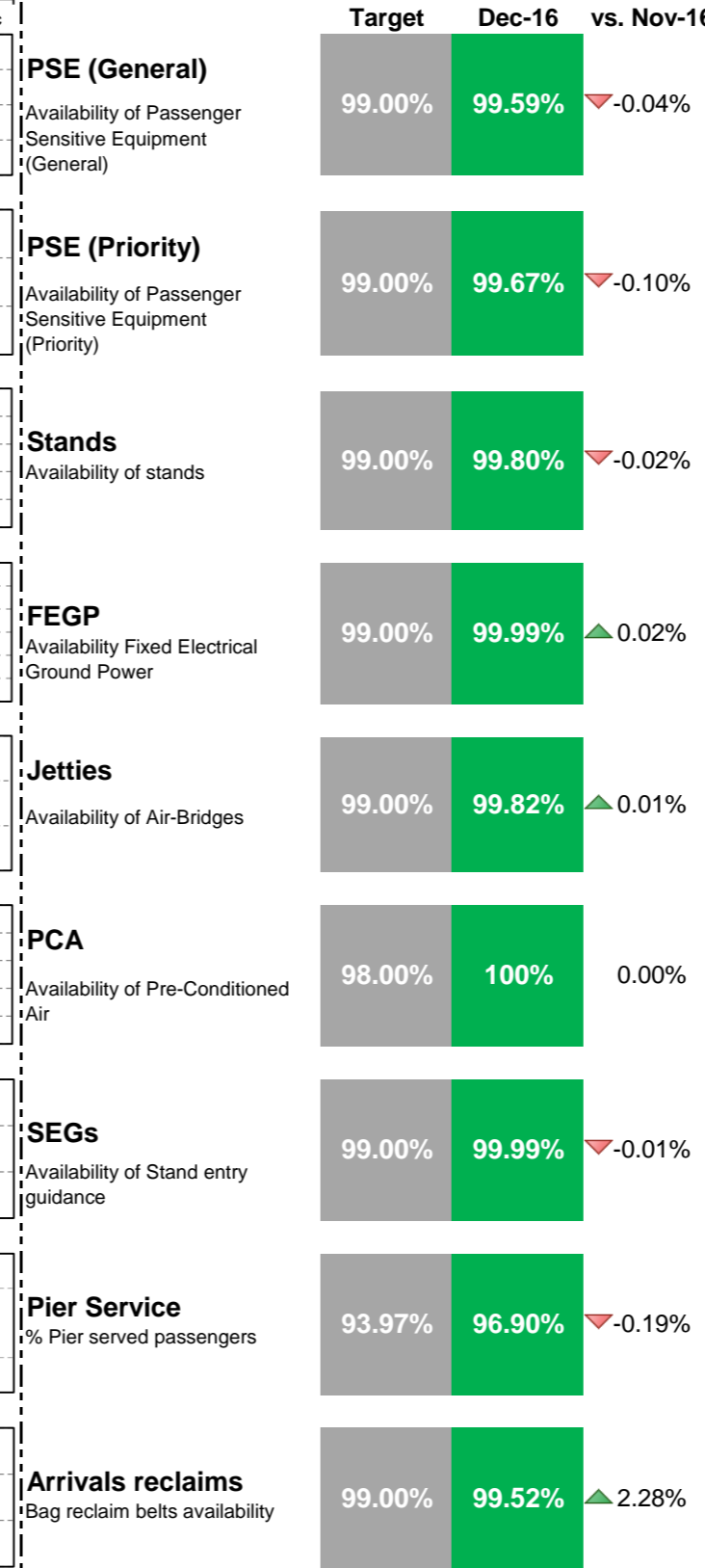
All bonus measures are based on MAT

Terminal 3 Performance Report December 2016

Passenger Experience and Service Level Performance



Service Level Performance



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

Rebates:

	Target Achieved	Dec - 2016		Year-to-Date	
		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	Dec - 2016		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAT	4.10	4.50	4.08	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.20	£ -	£ -	0	
Wayfinding	MAT	4.20	4.50	4.22	£ 33,613	£ 352,938	11	
Flight information	MAT	4.40	4.70	4.38	£ -	£ -	0	
					£ 33,613	£ 352,938	11	

Credit Notes:

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Financial year is from January 2016 - December 2016

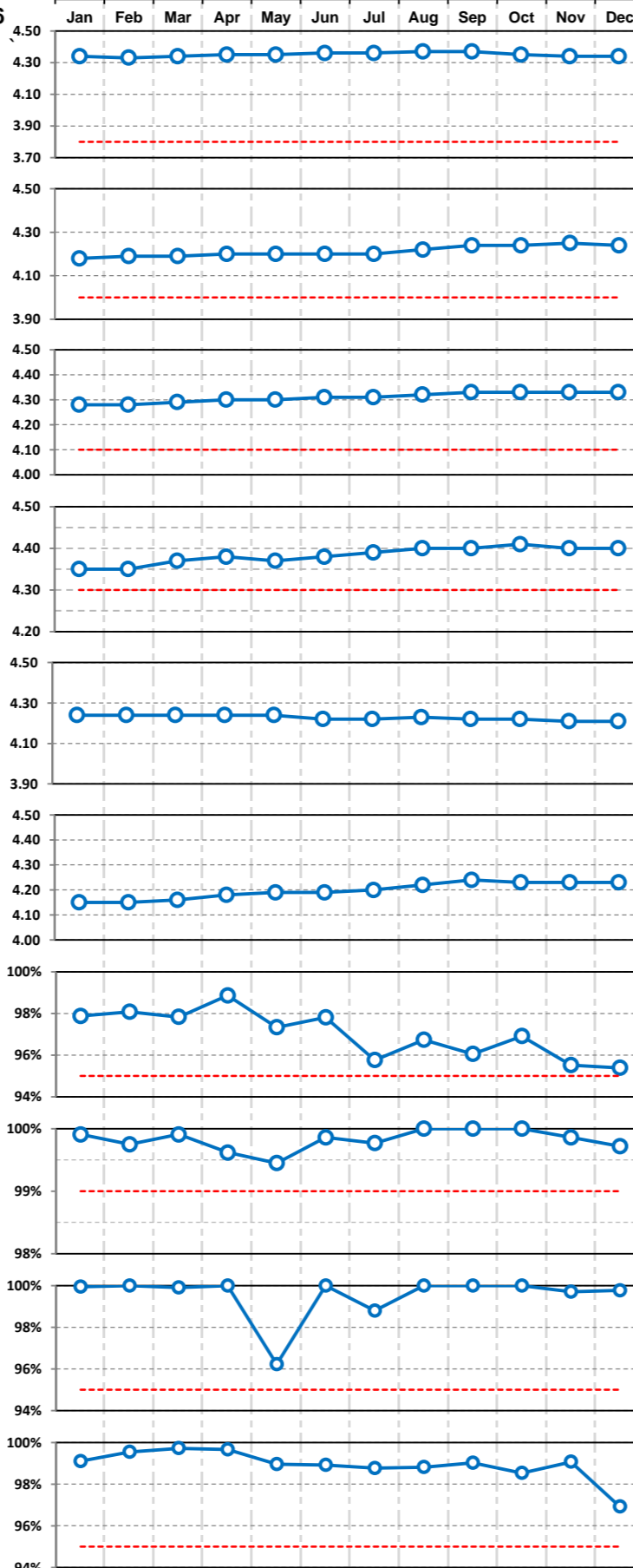
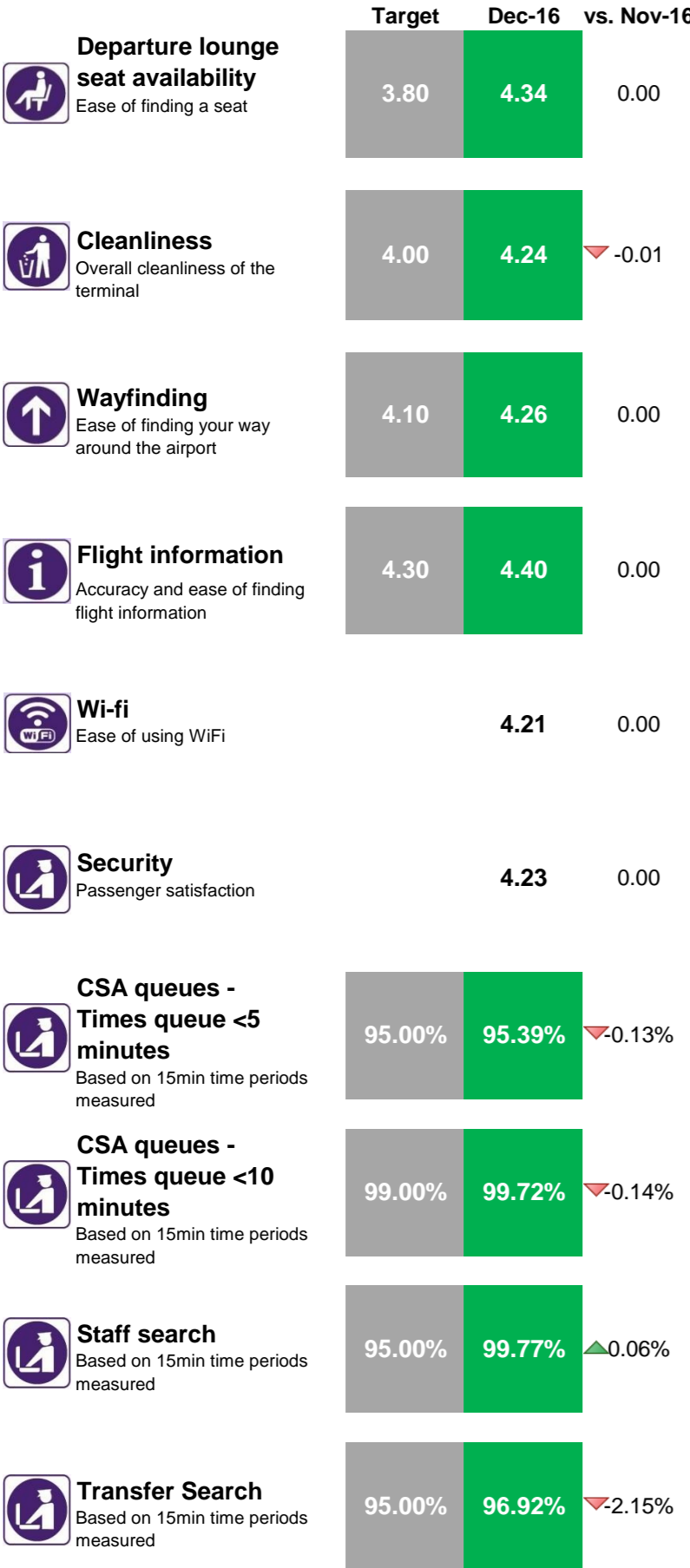
Bonus: All business units must exceed Lower Threshold.

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

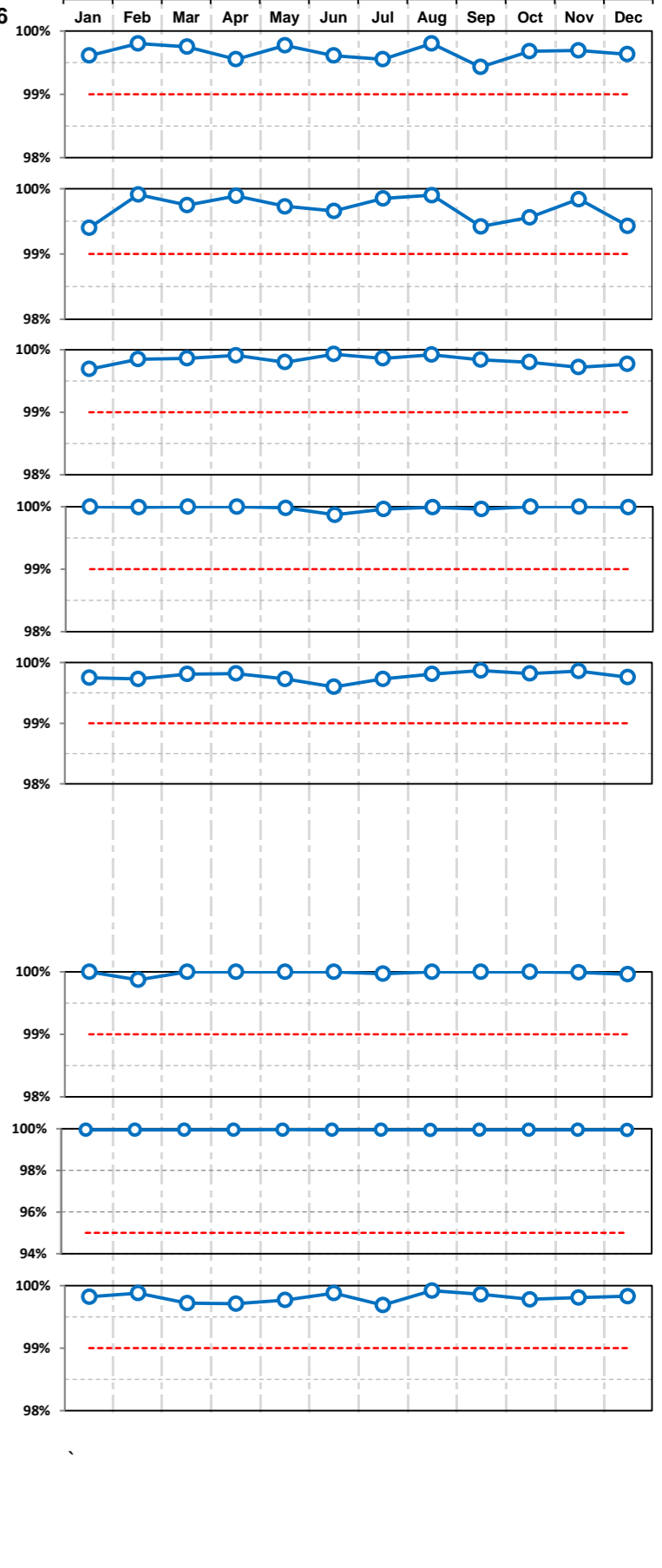
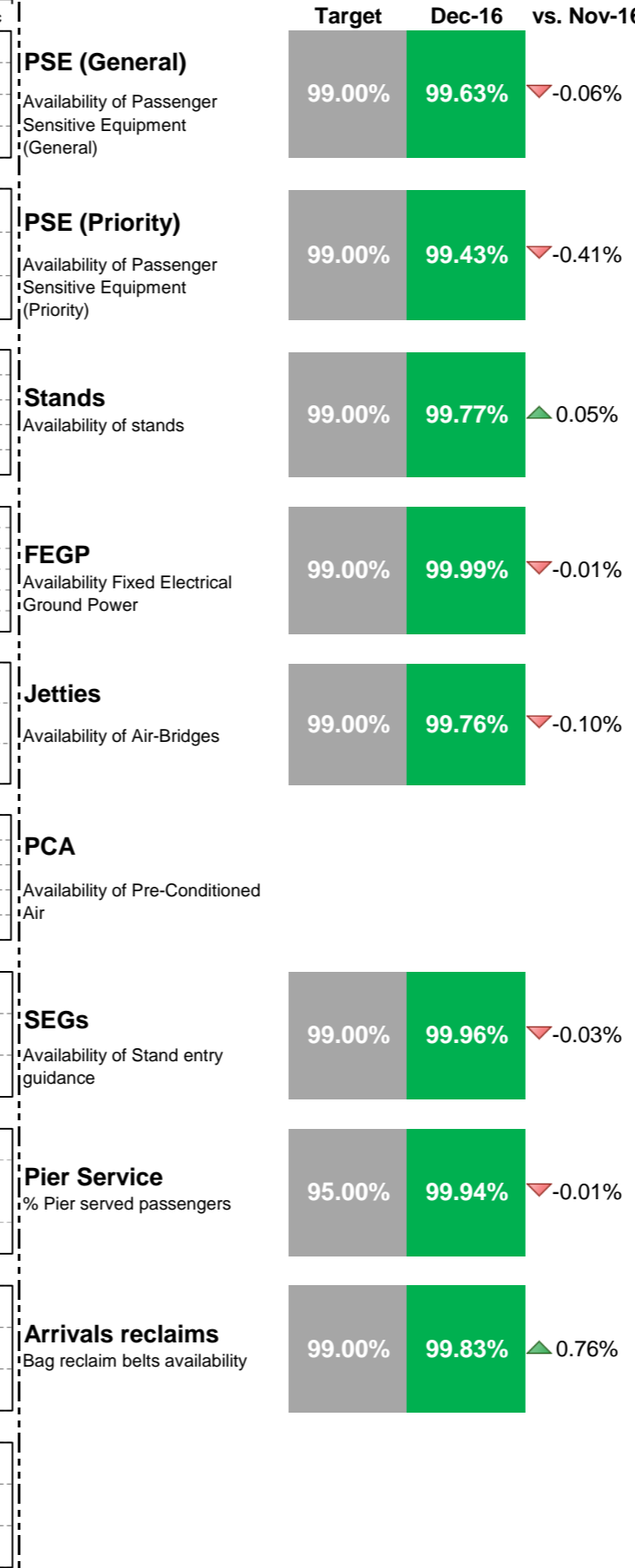
All bonus measures are based on MAT

Terminal 4 Performance Report December 2016

Passenger Experience and Service Level Performance



Service Level Performance



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

Terminal 4 Performance Report December 2016

Financial Report - Bonus and Rebates

Rebates:

	Target Achieved	Dec - 2016		Year-to-Date	
		Estimated Rebate	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	Actual	Dec - 2016		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
Departure lounge seat availability	MAT	4.10	4.50	4.34	£ -	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.24	£ -	£ -	£ -	0
Wayfinding	MAT	4.20	4.50	4.26	£ 33,613	£ 352,938	£ 352,938	11
Flight information	MAT	4.40	4.70	4.40	£ -	£ -	£ -	0
					£ 33,613	£ 352,938	£ 352,938	11

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 2016 - December 2016

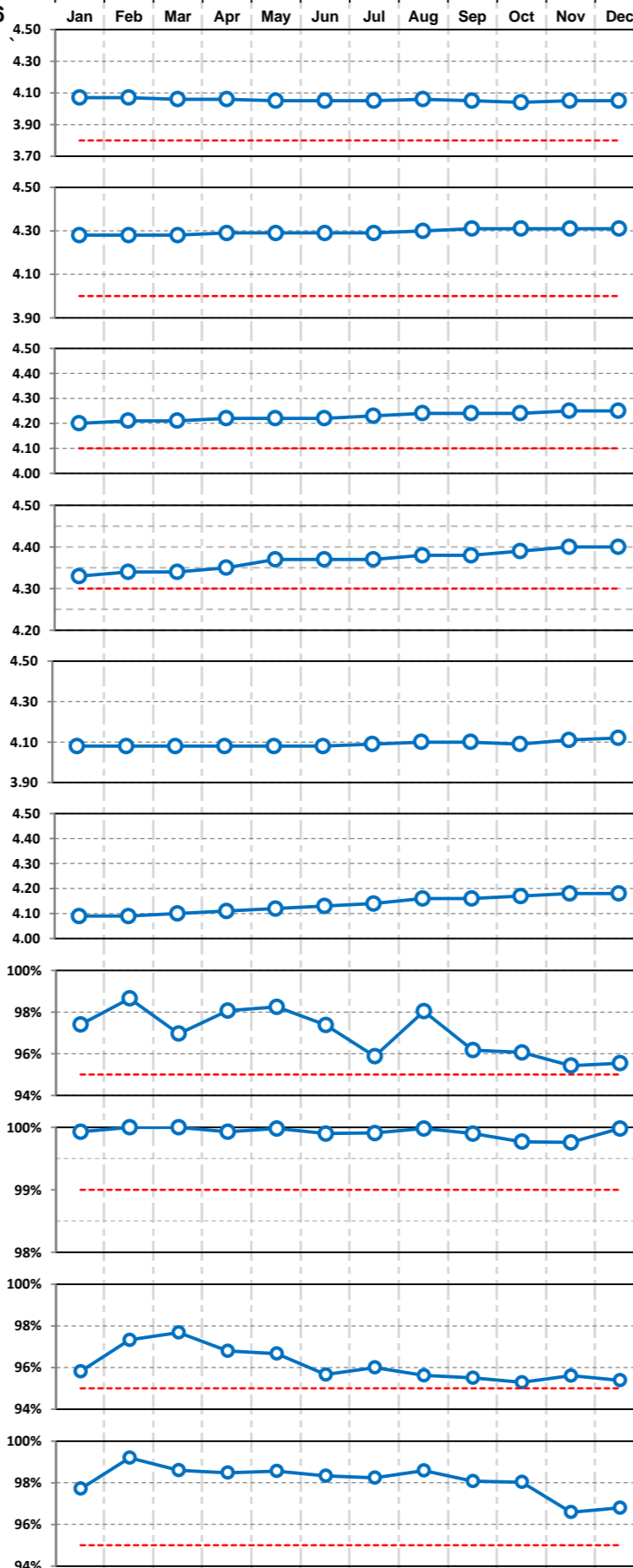
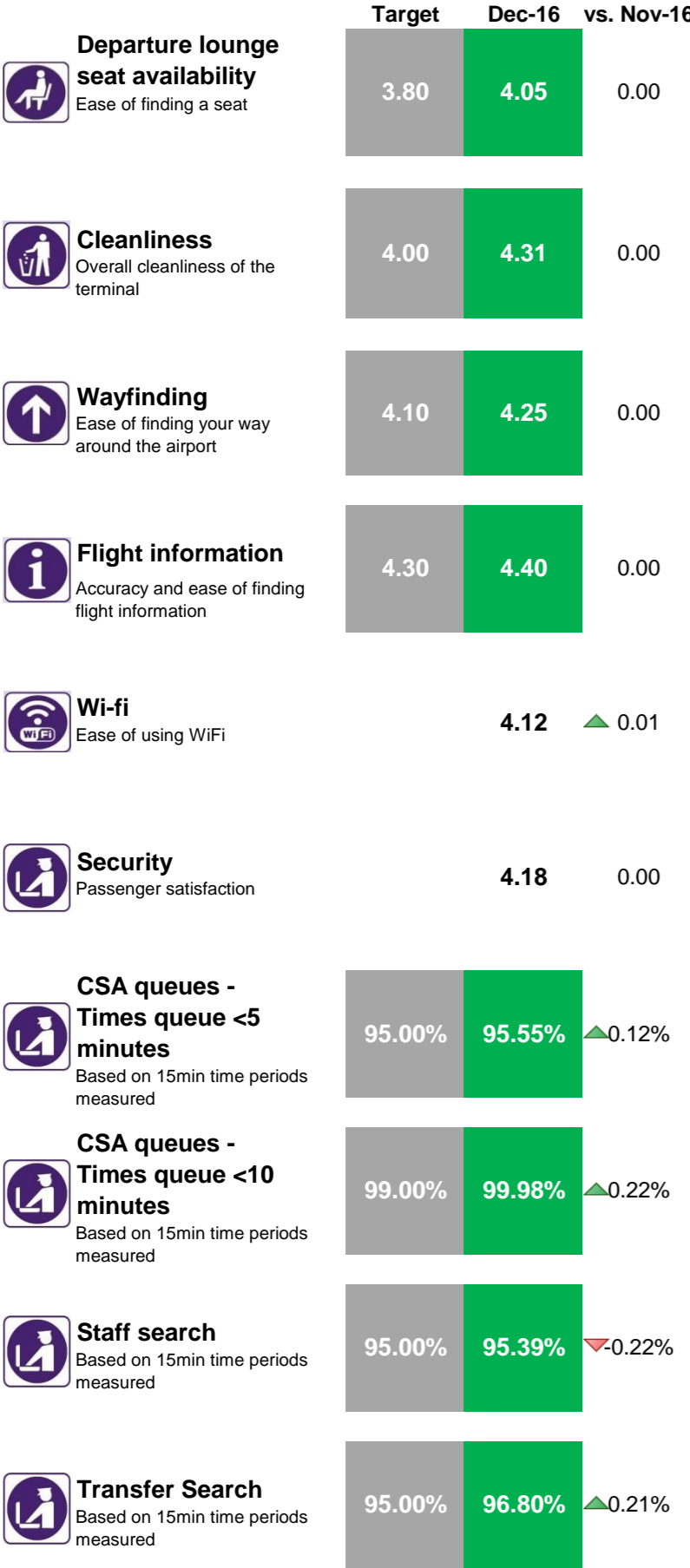
Bonus: All business units must exceed Lower Threshold.

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

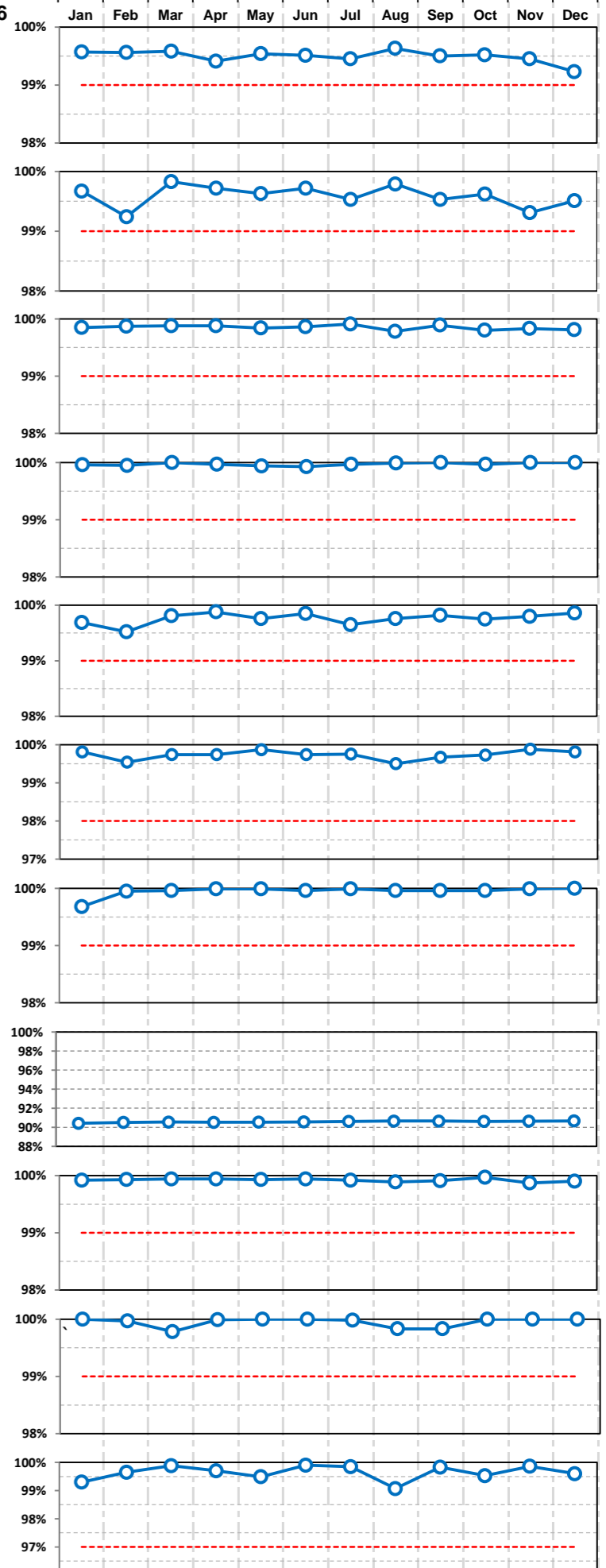
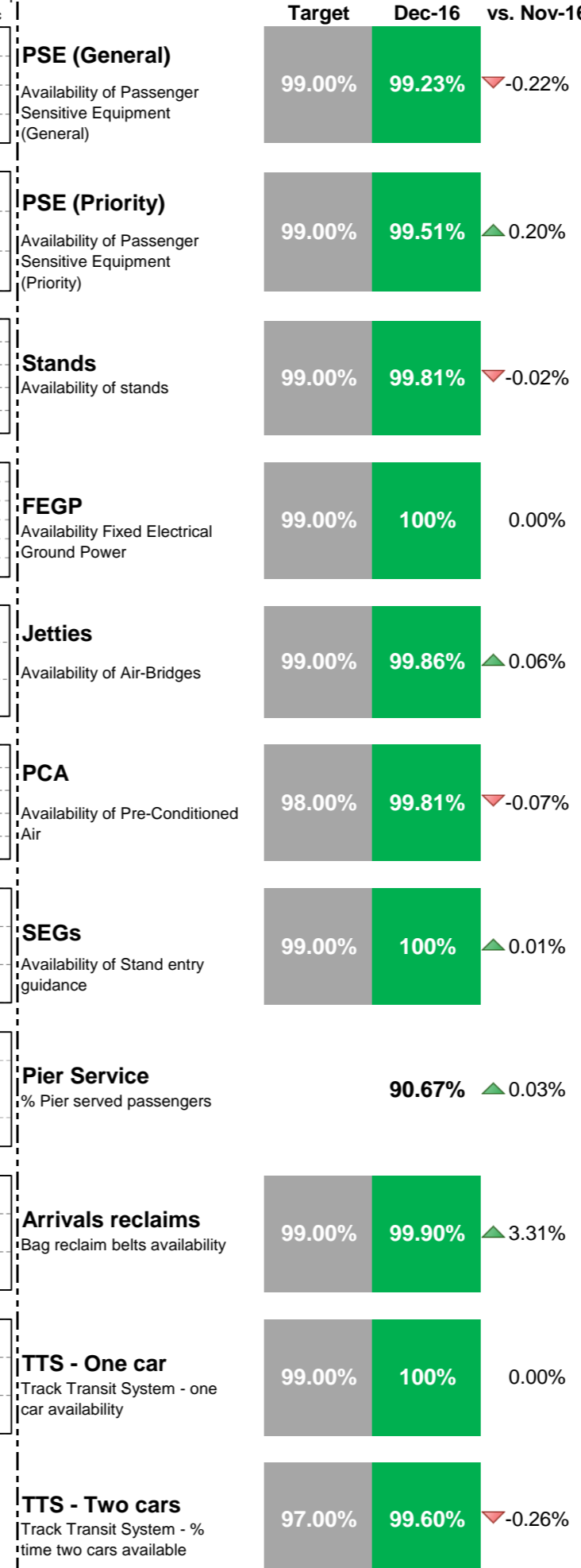
All bonus measures are based on MAT

Terminal 5 Performance Report December 2016

Passenger Experience and Service Level Performance



Service Level Performance



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

Terminal 5 Performance Report December 2016

Financial Report - Bonus and Rebates

Rebates:

	Dec - 2016		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	Dec - 2016		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAT	4.10	4.50	4.05	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.31	£ -	£ -	0
Wayfinding	MAT	4.20	4.50	4.25	£ 33,613	£ 352,938	11
Flight information	MAT	4.40	4.70	4.40	£ -	£ -	0
					£ 33,613	£ 352,938	11

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 2016 - December 2016

Bonus: All business units must exceed Lower Threshold.

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

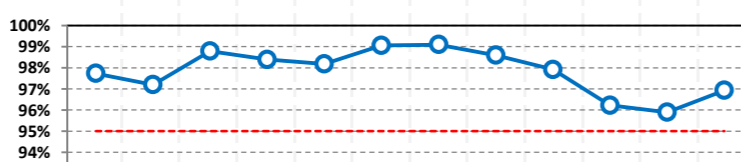
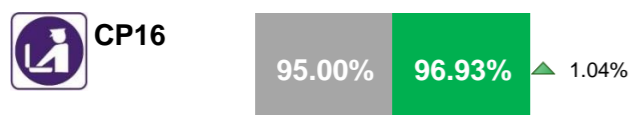
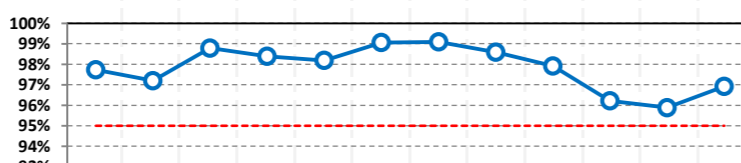
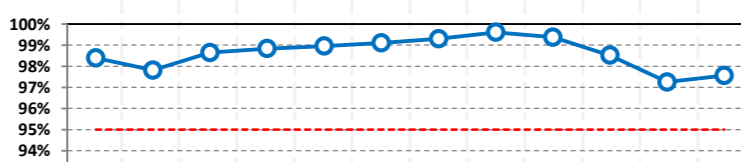
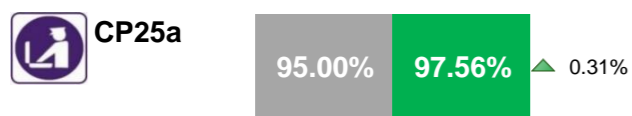
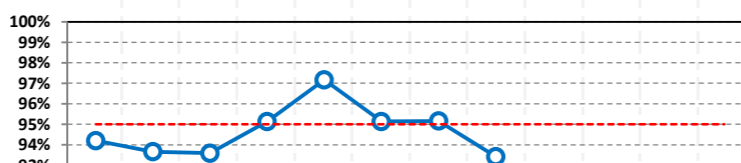
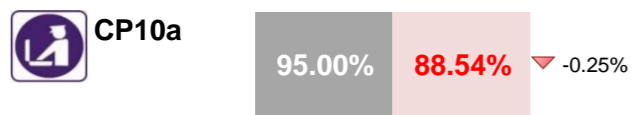
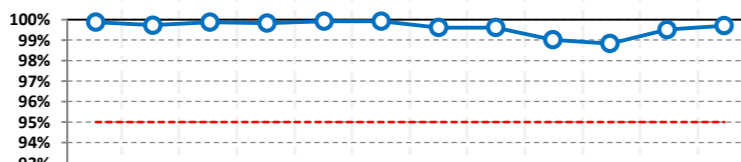
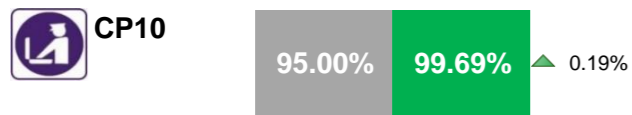
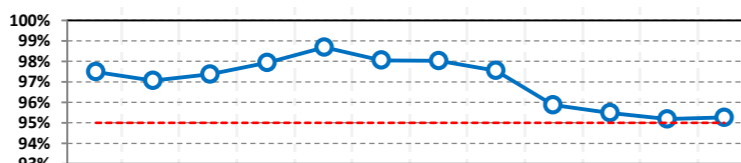
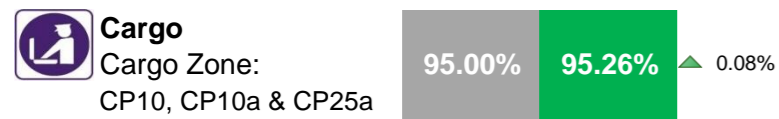
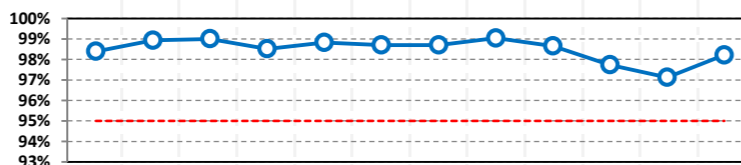
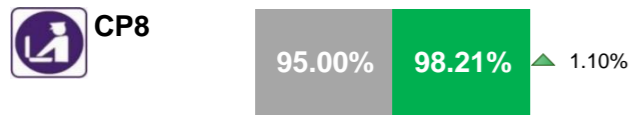
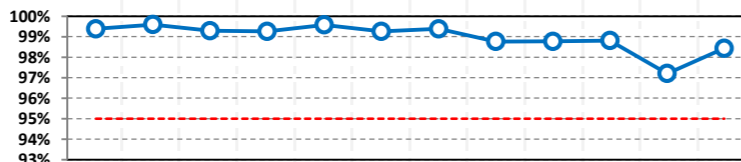
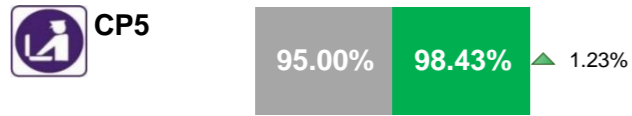
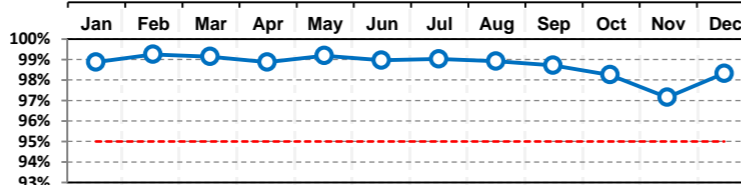
All bonus measures are based on MAT

Campus Performance Report December 2016

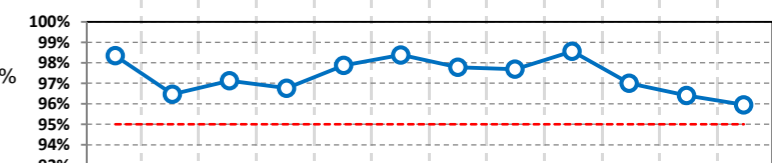
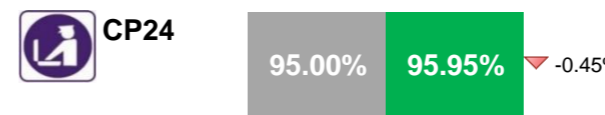
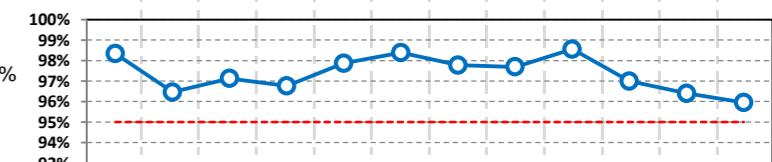
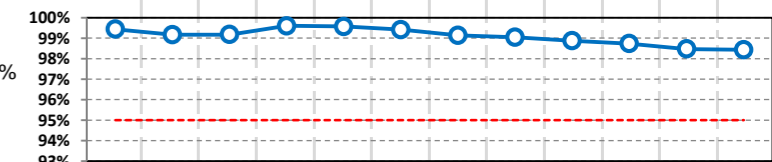
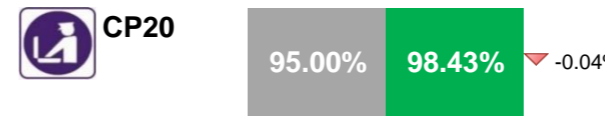
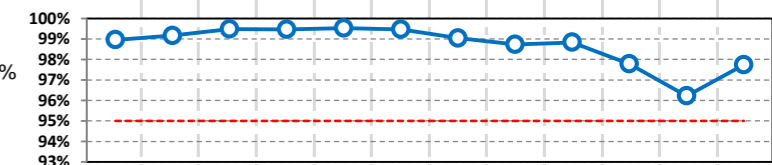
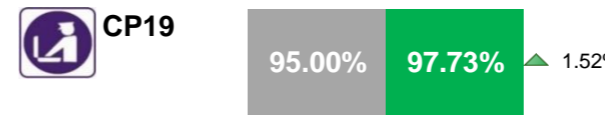
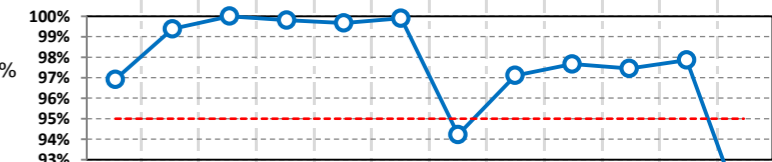
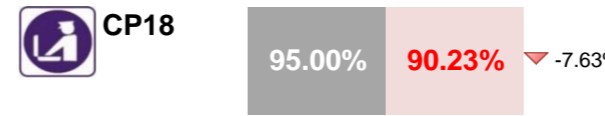
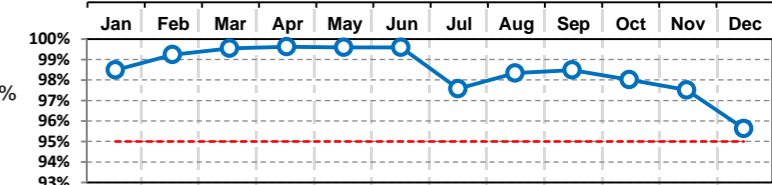
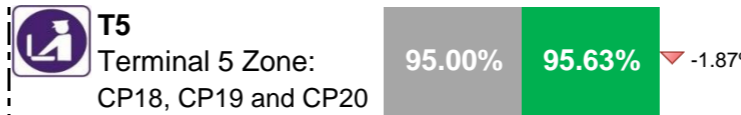
Financial Report - Bonus and Rebates

Service Level Performance

Control Post Security Search



Service Level Performance



Financial Report

Rebates:

	Dec - 2016		Year-To-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
T2	✓	£ -	£ -	0
T3	✓	£ -	£ -	0
T4	✓	£ -	£ -	0
T5	✓	£ -	£ -	0
		£ -	£ -	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 2016 - December 2016

Heathrow

Making every journey better