



# Heathrow Performance Report

Service Quality Rebate and Bonus - March 2016

Eduardo Teixeira Garrido Junior

Airport Operations - APOC Integrated Planning and Performance Analyst

Printed: 20 April 2016

**Heathrow**  
Making every journey better

# Heathrow SQRB Performance Report March 2016

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability</b> Ease of finding a seat	4.40	4.20	4.34	4.06	
<b>Cleanliness</b> Overall cleanliness of the terminal	4.42	4.17	4.19	4.28	
<b>Wayfinding</b> Ease of finding your way around the airport	4.29	4.22	4.27	4.21	
<b>Flight information</b> Accuracy and ease of finding flight information	4.42	4.39	4.37	4.34	
<b>Wi-fi</b> Ease of using WiFi	4.17	4.13	4.24	4.08	
<b>Security</b> Passenger satisfaction	4.27	4.23	4.16	4.10	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	97.70%	97.19%	97.83%	96.96%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	100%	99.91%	99.91%	100%	
<b>Staff search</b> Based on 15min time periods measured	99.07%	99.91%	99.91%	97.68%	
<b>Transfer Search</b> Based on 15min time periods measured	98.25%	99.12%	99.72%	98.60%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	99.14%	97.37%	98.79%	99.53%	97.12%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.78%	99.73%	99.75%	99.58%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.75%	99.76%	99.75%	99.83%
<b>Stands</b> Availability of stands	99.85%	99.86%	99.86%	99.88%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	100%	99.97%	100%	100%
<b>Jetties</b> Availability of Air-Bridges	99.96%	99.62%	99.81%	99.81%
<b>PCA</b> Availability of Pre-conditioned Air	99.98%	100%		99.74%
<b>SEGs</b>	99.99%	99.98%	100%	99.96%
<b>Pier Service</b> % Pier served passengers	99.74%	98.48%	99.95%	90.55%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.65%	99.60%	99.72%	99.94%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.78%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.88%

## Financial Report- Bonus and Rebates

	Rebates:				Campus	Estimated Rebate	Estimated Rebate	Total Failures
	Mar - 2016							
	T2	T3	T4	T5				
<b>Departure lounge seat availability</b>	✓	✓	✓	✓		£ -	£ -	0
Cleanliness	✓	✓	✓	✓		£ -	£ -	0
<b>Wayfinding</b>	✓	✓	✓	✓		£ -	£ -	0
Flight information	✓	✓	✓	✓		£ -	£ -	0
<b>CSA Queues - Both</b>	✓	✓	✓	✓		£ -	£ -	0
Staff Search	✓	✓	✓	✓		£ -	£ -	0
<b>Transfer search</b>	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ -	0
<b>FEGP</b>	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
<b>Pre-conditioned air</b>	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
<b>Pier Service</b>	✓	✓	✓	✓		£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
<b>Control Posts Search</b>					✓	£ -	£ -	0
<b>Aerodrome Congestion</b>					✓	£ -	£ -	0
<b>Total</b>						£ -	£ -	0

	Bonuses:		Mar - 2016				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.40	4.20	4.34	4.06	£ -	£ -	0
	4.20	4.50	4.42	4.17	4.19	4.28	£ -	£ -	0
	4.20	4.50	4.29	4.22	4.27	4.21	£ 16,807	£ 33,613	2
	4.40	4.70	4.42	4.39	4.37	4.34	£ -	£ -	0
<b>Total</b>							£ 16,807	£ 33,613	2

**Bonus:** All business units must exceed Lower Threshold.

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

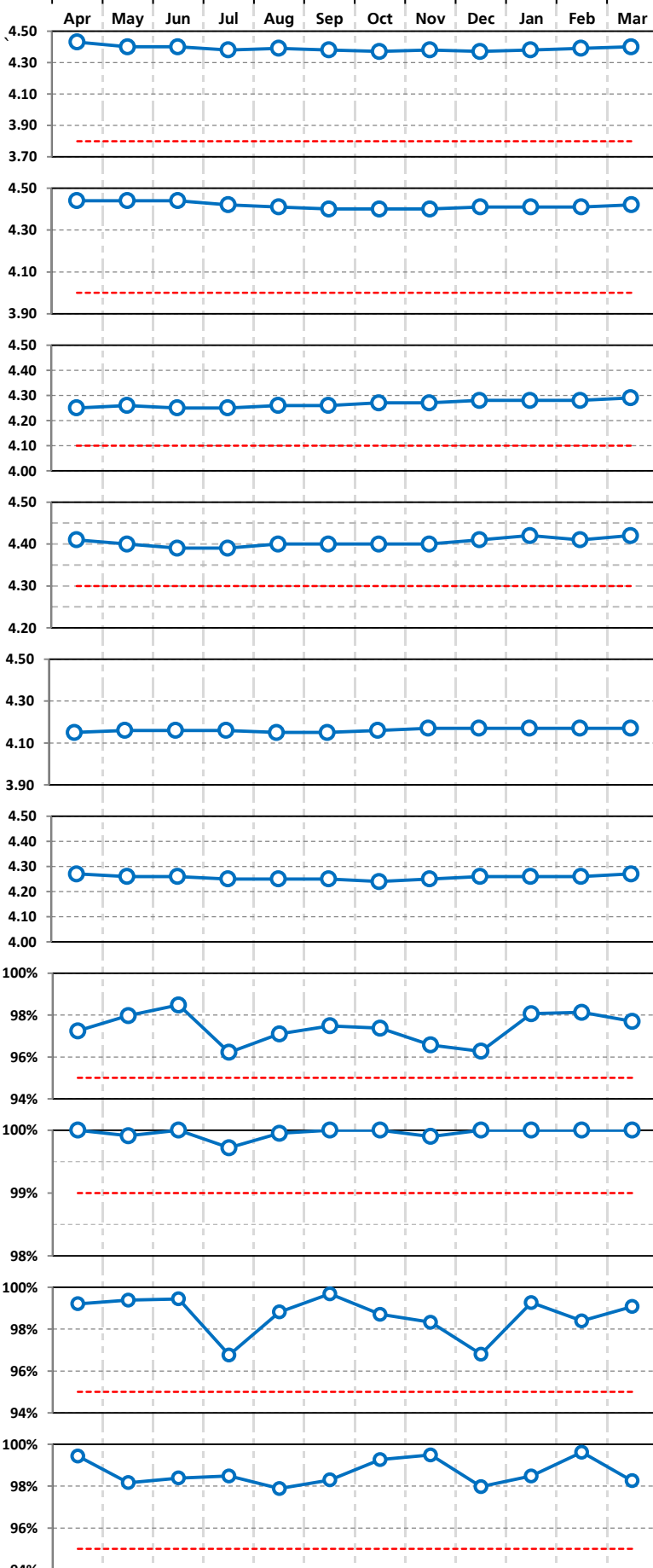
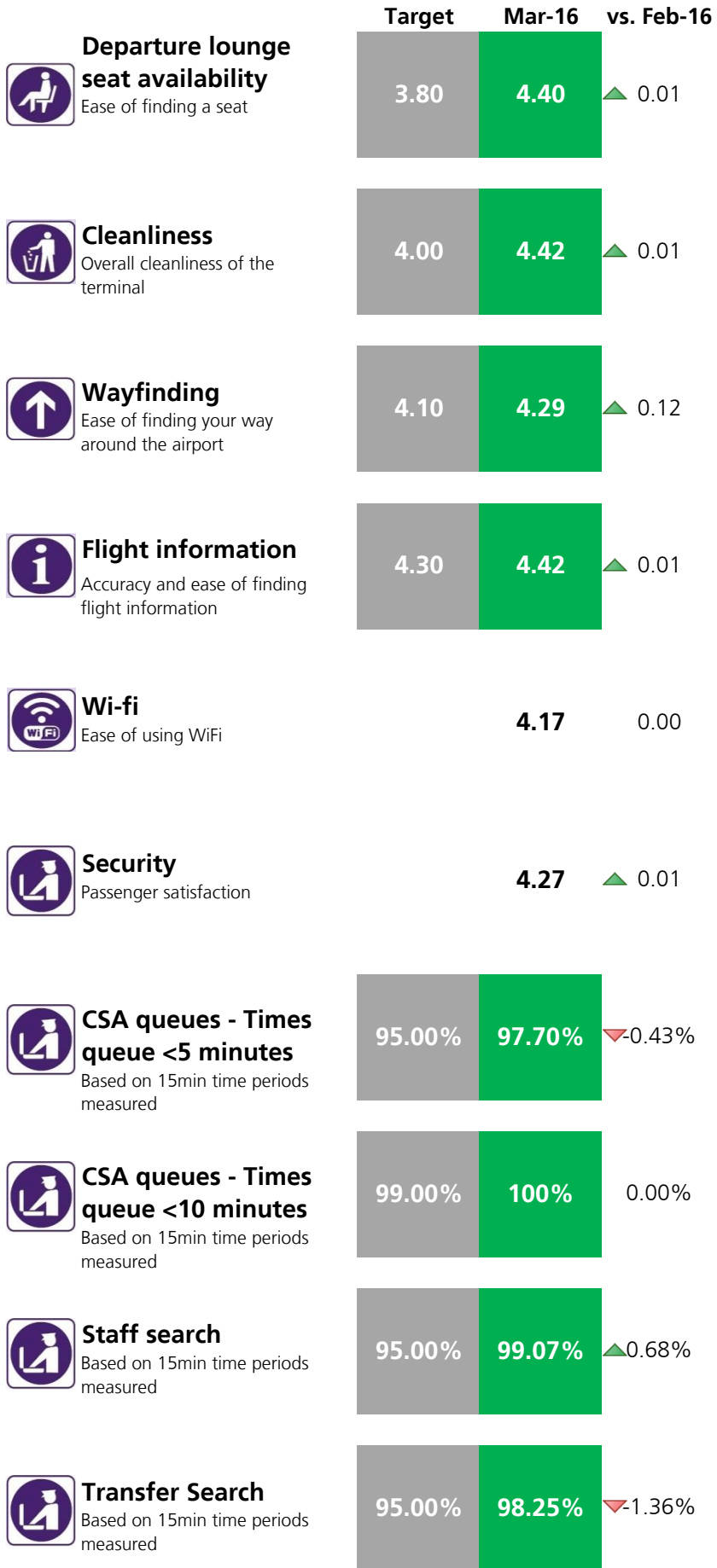
Financial year is from January 2016 - December 2016

**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.

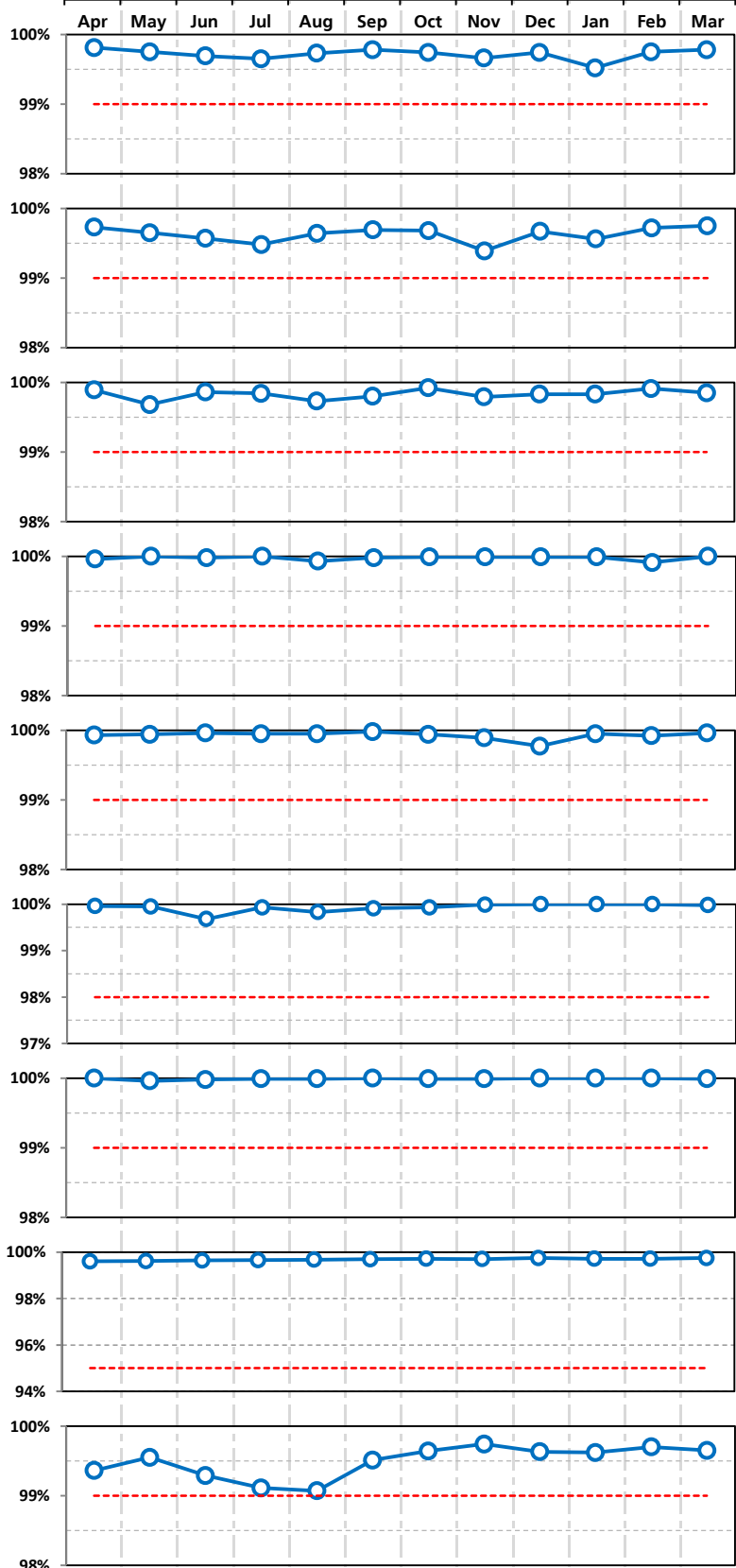
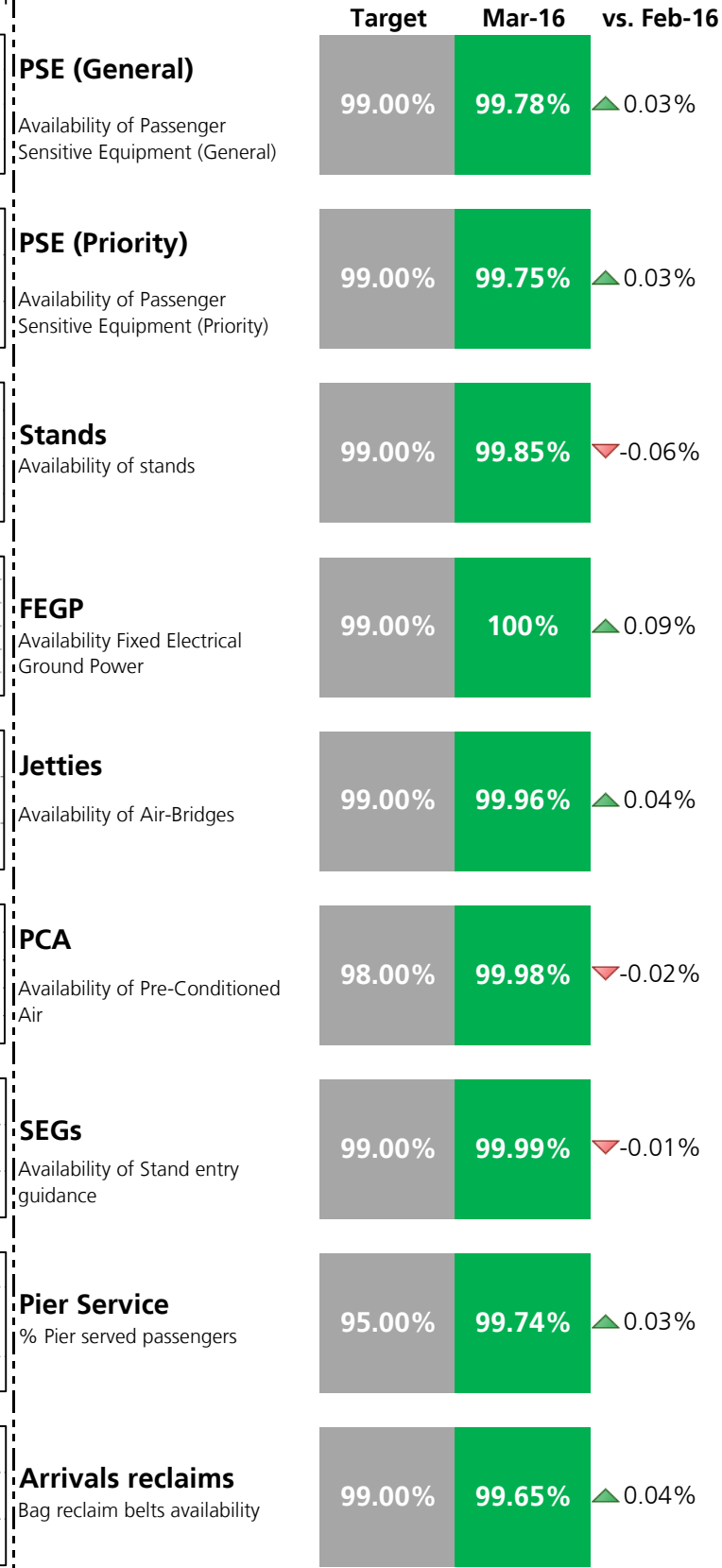


# Terminal 2 SQRB Performance Report March 2016

## Passenger Experience and Service Level Performance



## Service Level Performance



**Notes:**

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

## Financial Report - Bonus and Rebates

## Rebates:

	Mar - 2016		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Mar - 2016		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAT	4.10	4.50	4.40	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.42	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.29	£ 16,807	£ 33,613	2	
Flight information	MAT	4.40	4.70	4.42	£ -	£ -	0	
					£ 16,807	£ 33,613	2	

## 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

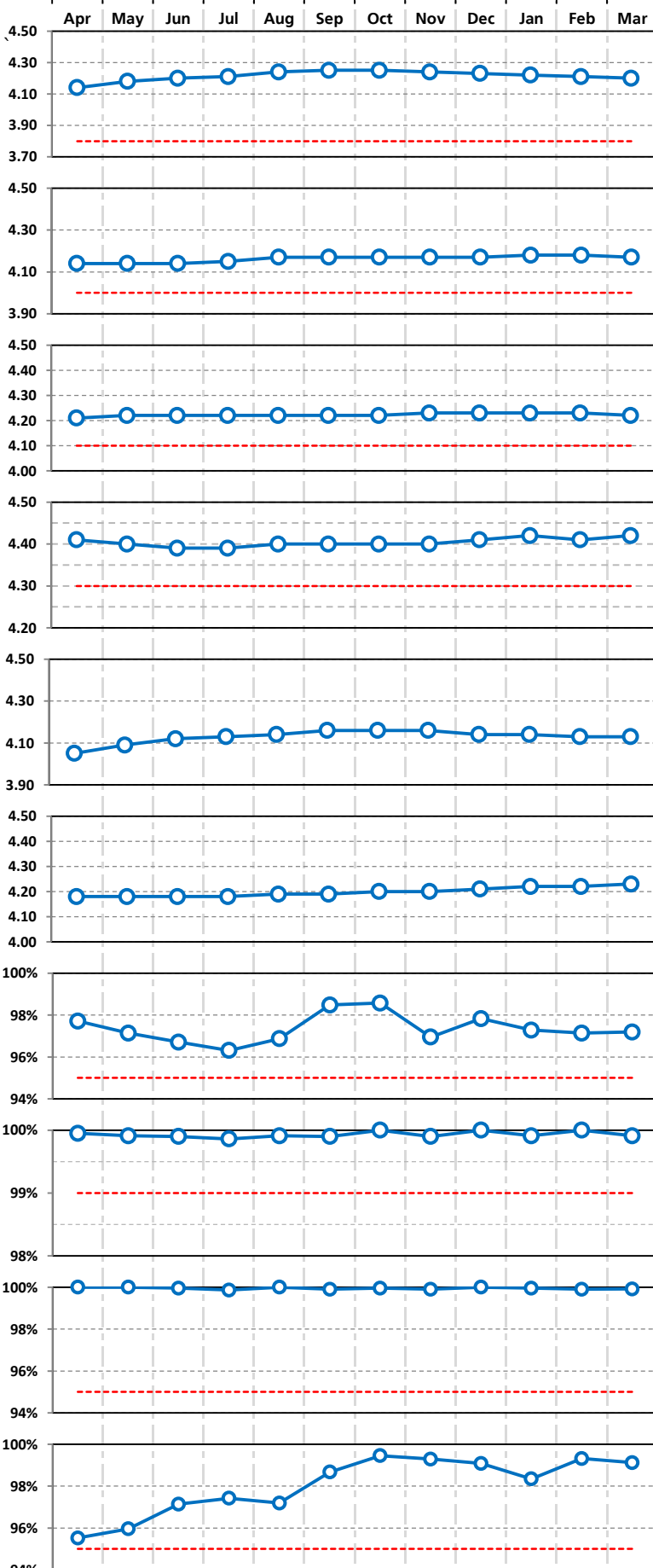
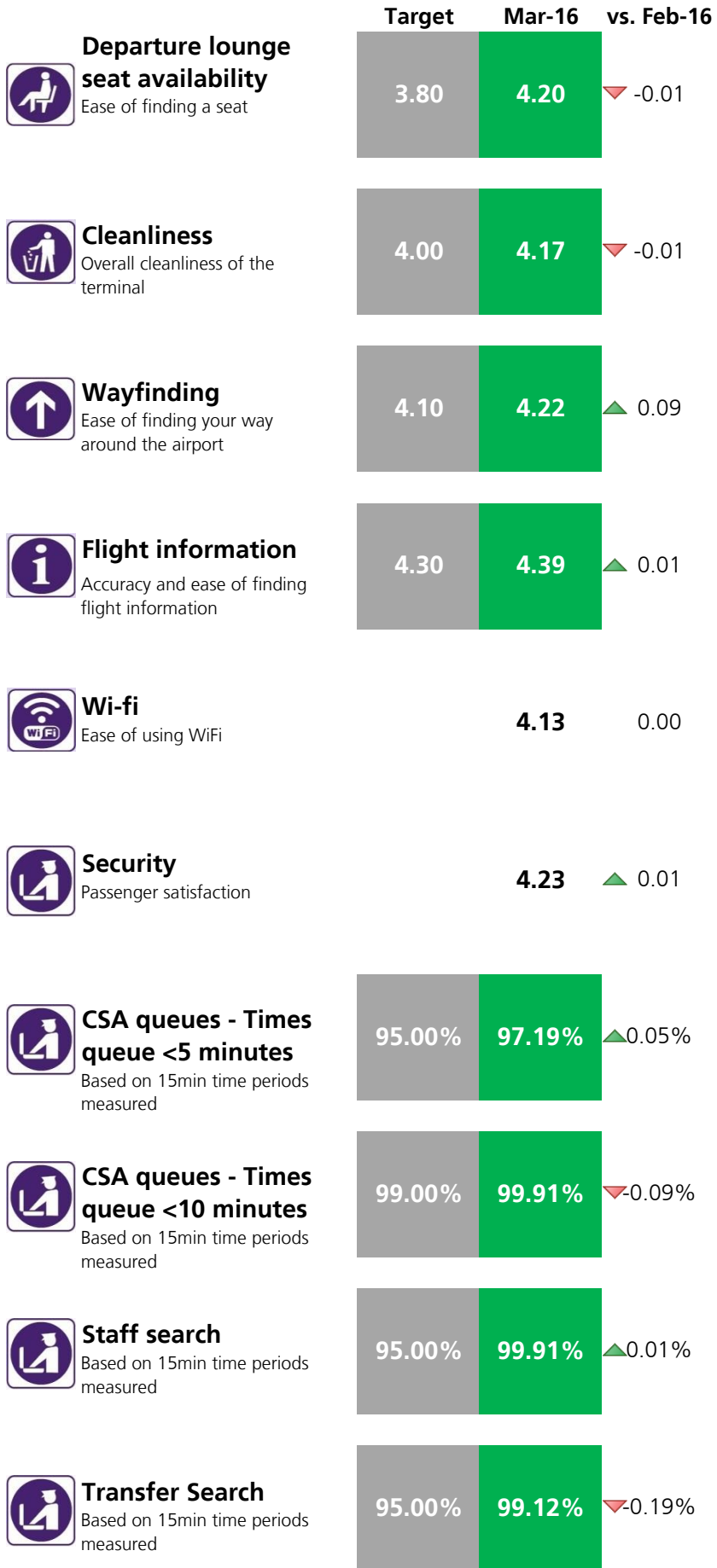
All bonus measures are based on MAT

Printed: 20 Apr 2016 at 11:32. For further information please click here

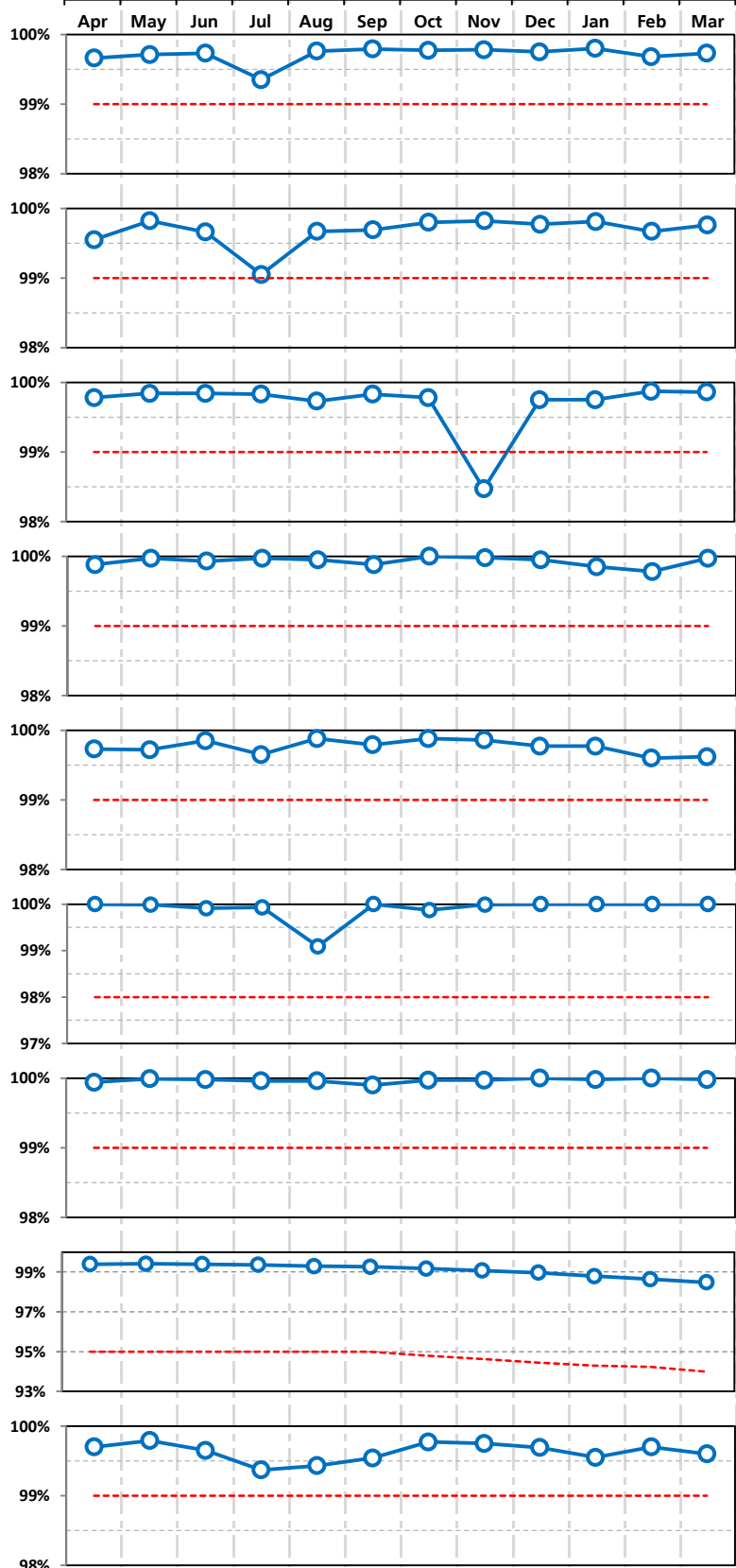
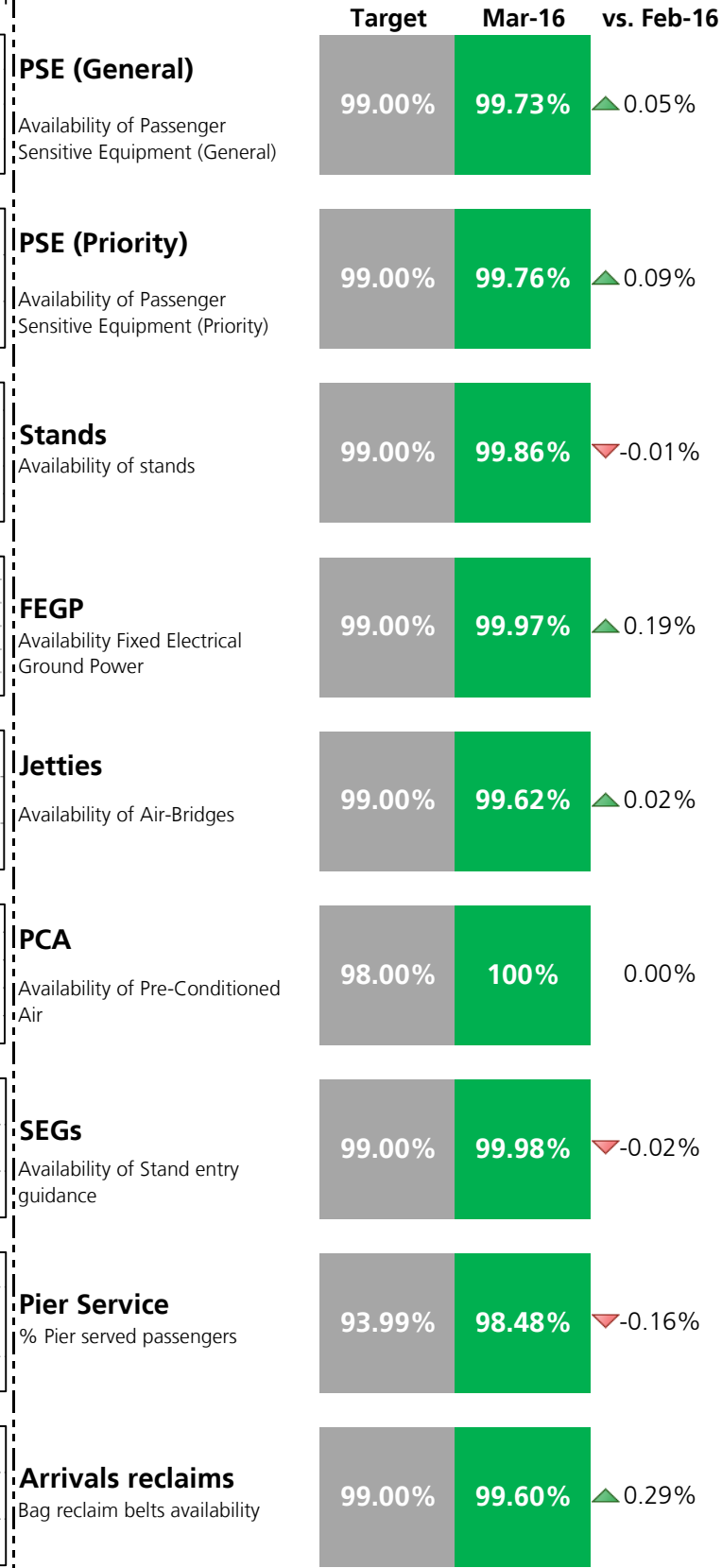
Or contact: [Integrated\\_Planning@heathrow.com](mailto:Integrated_Planning@heathrow.com)

# Terminal 3 SQRB Performance Report March 2016

## Passenger Experience and Service Level Performance



## Service Level Performance



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

### Rebates:

	Mar - 2016		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Mar - 2016		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAT	4.10	4.50	4.20	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.17	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.22	£ 16,807	£ 33,613	2	
Flight information	MAT	4.40	4.70	4.39	£ -	£ -	0	
					£ 16,807	£ 33,613	2	

### 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

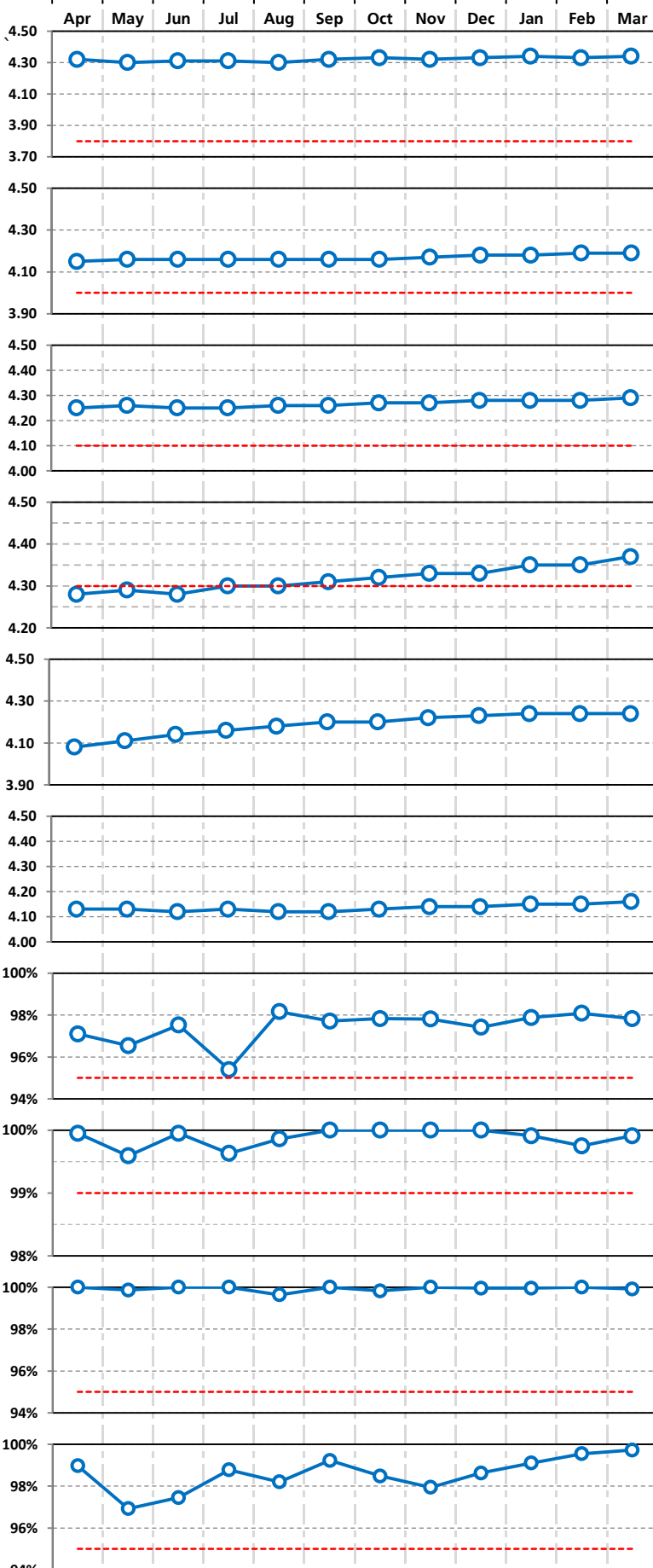
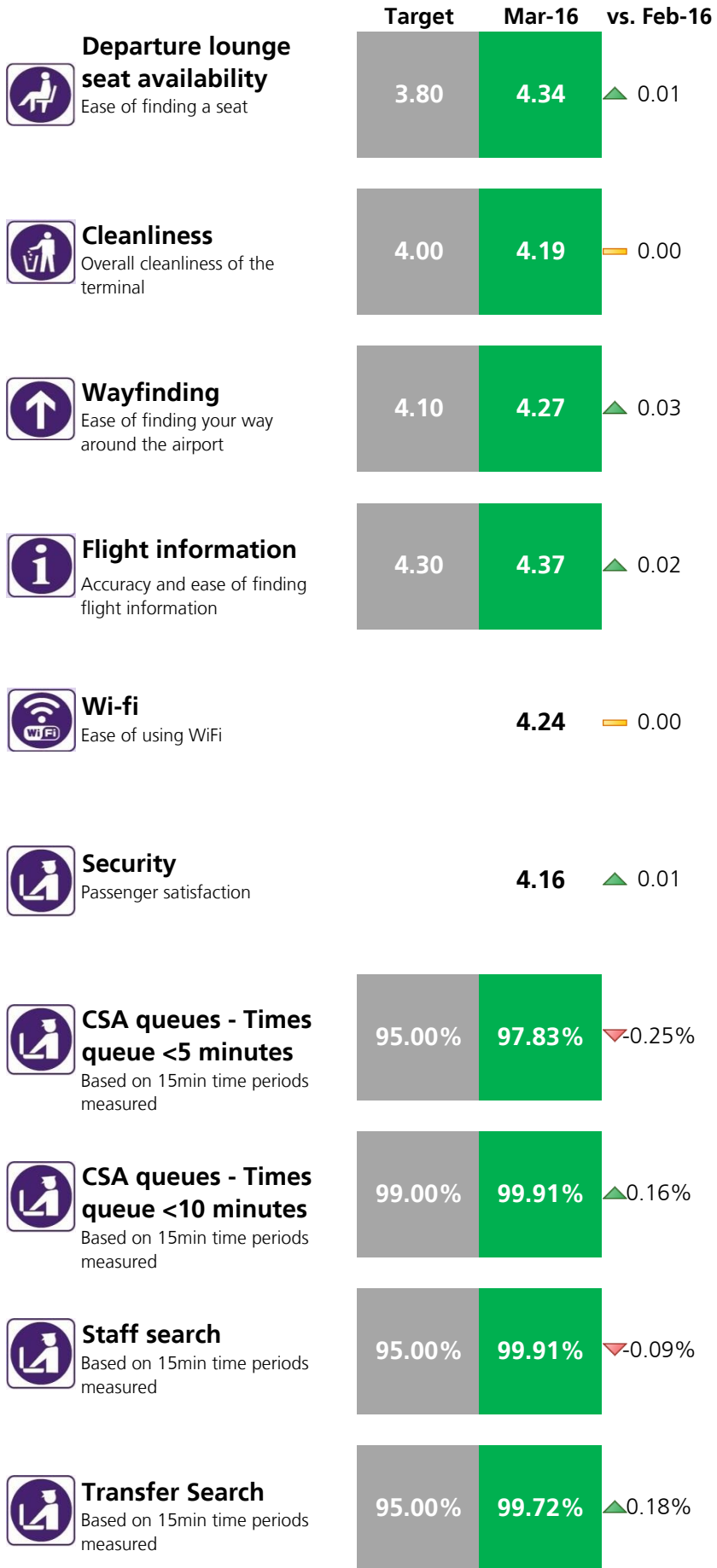
**Bonus:** All business units must exceed Lower Threshold.

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

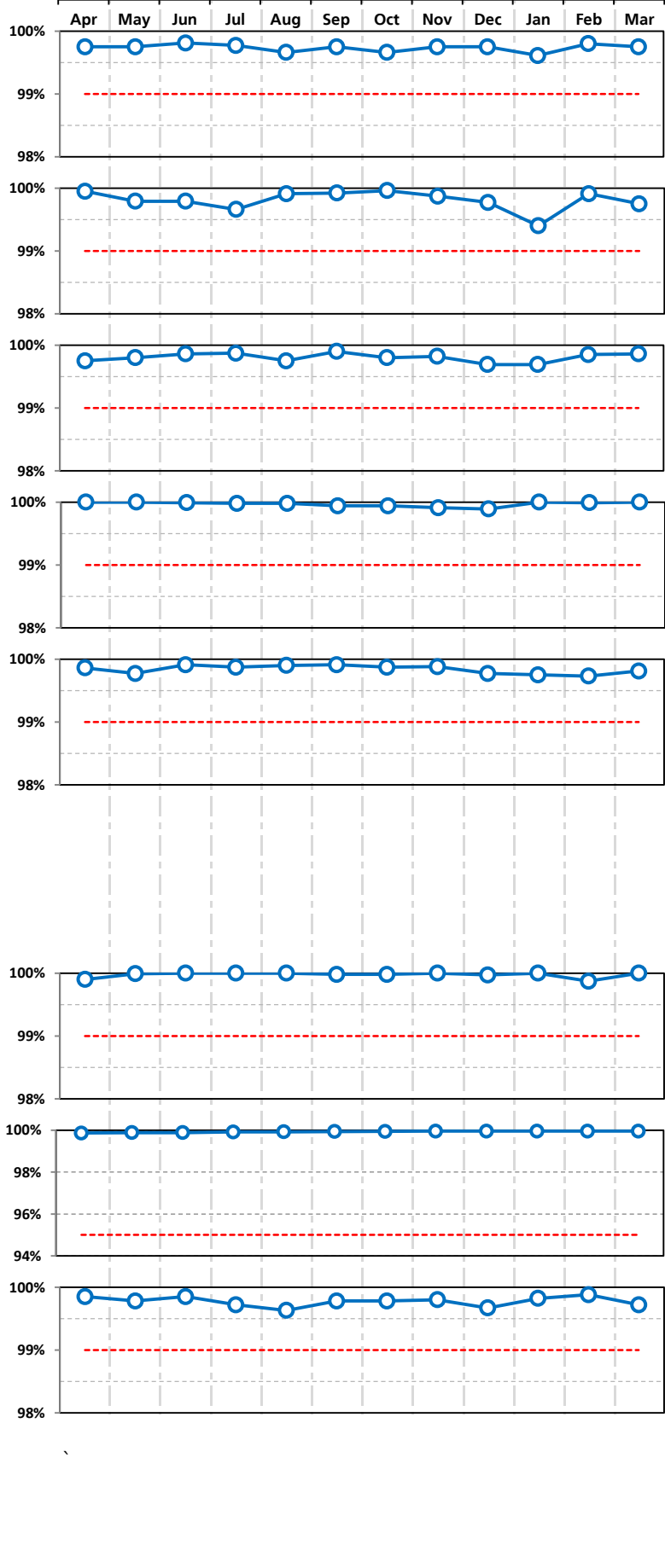
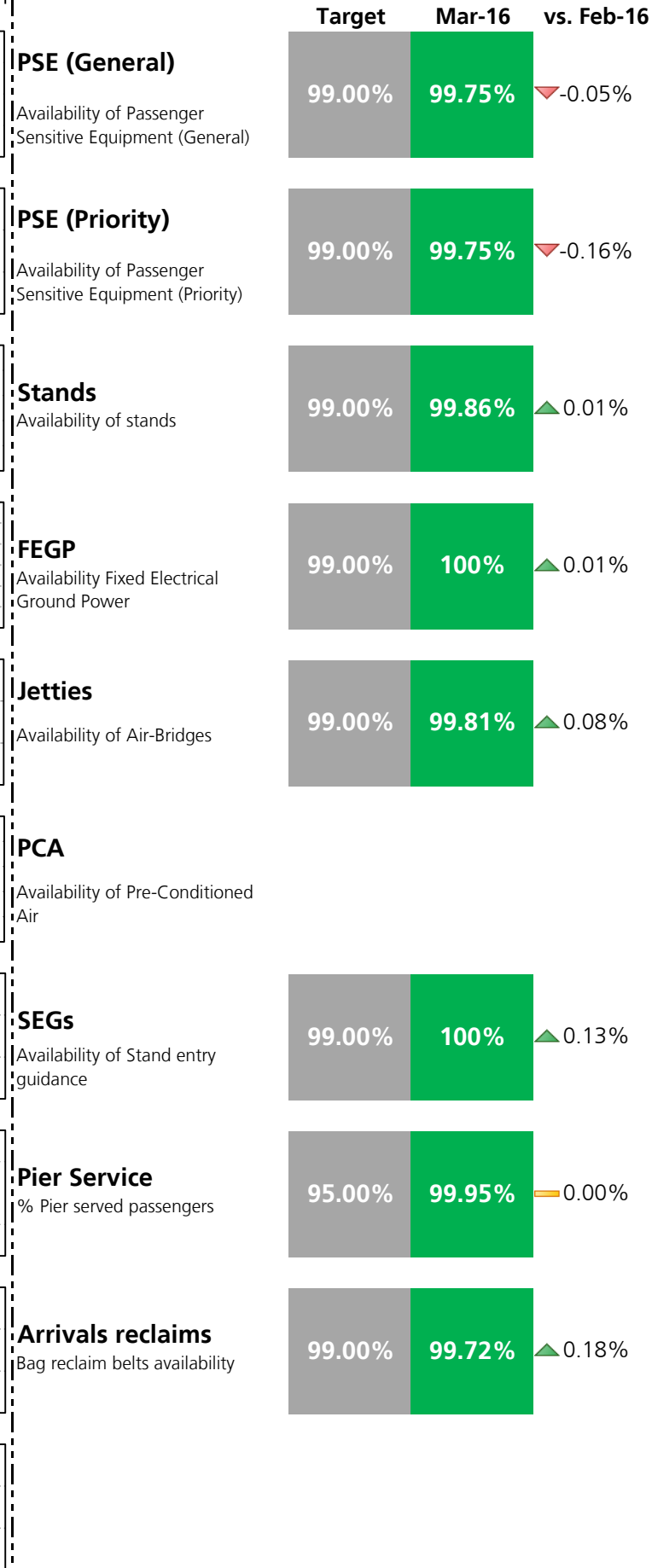
All bonus measures are based on MAT

# Terminal 4 SQRB Performance Report March 2016

## Passenger Experience and Service Level Performance



## Service Level Performance



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



## Financial Report - Bonus and Rebates

## Rebates:

	Mar - 2016		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>				
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Mar - 2016		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
<b>Departure lounge seat availability</b>	MAT	4.10	4.50	4.34	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.19	£ -	£ -	0
<b>Wayfinding</b>	MAT	4.20	4.50	4.27	£ 16,807	£ 33,613	2
Flight information	MAT	4.40	4.70	4.37	£ -	£ -	0
					£ 16,807	£ 33,613	2

## 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.

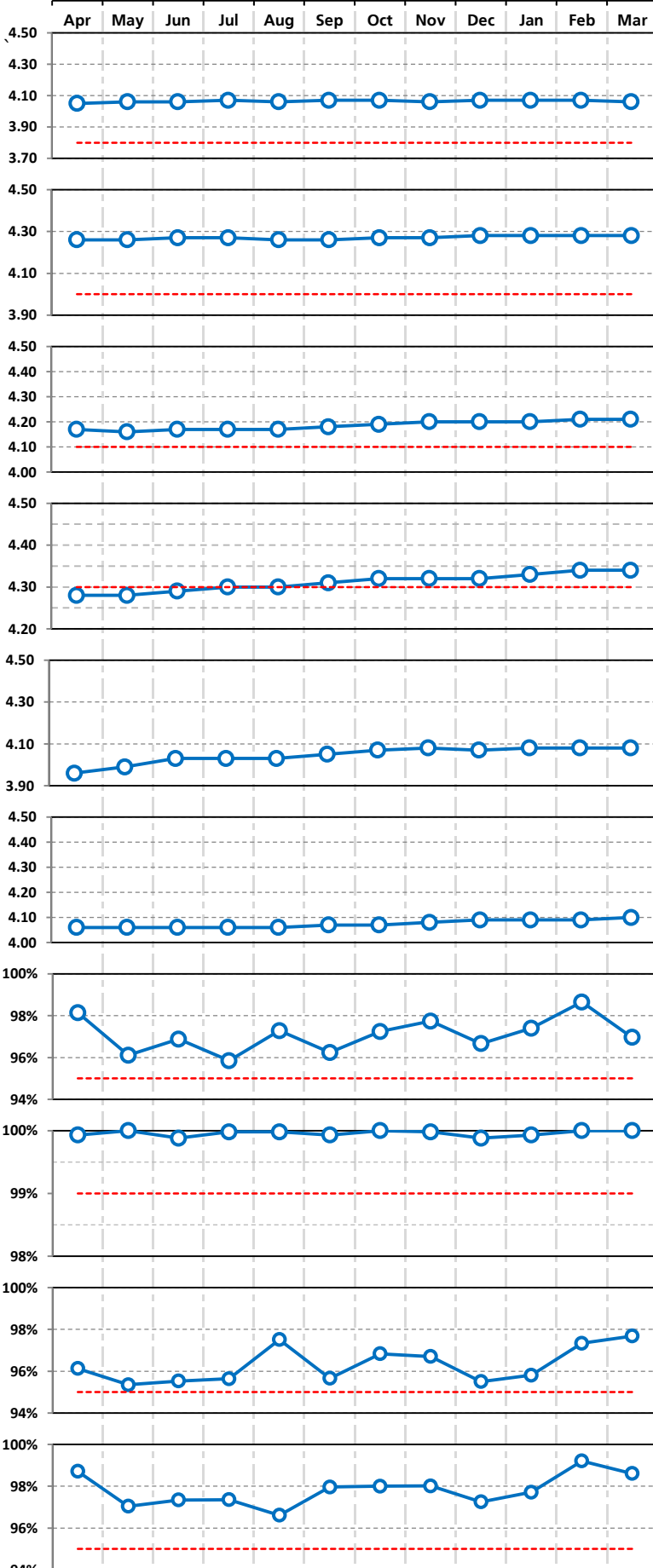
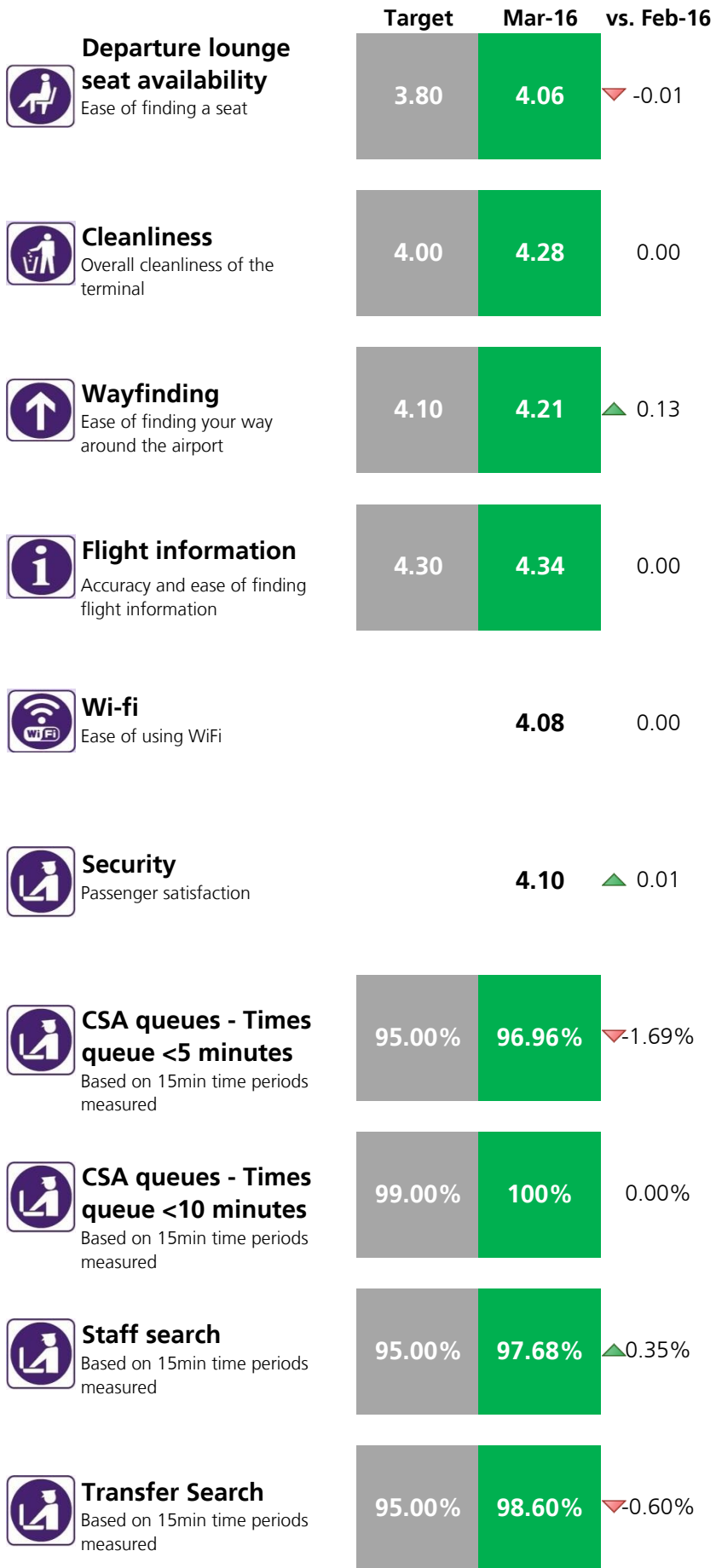
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAT

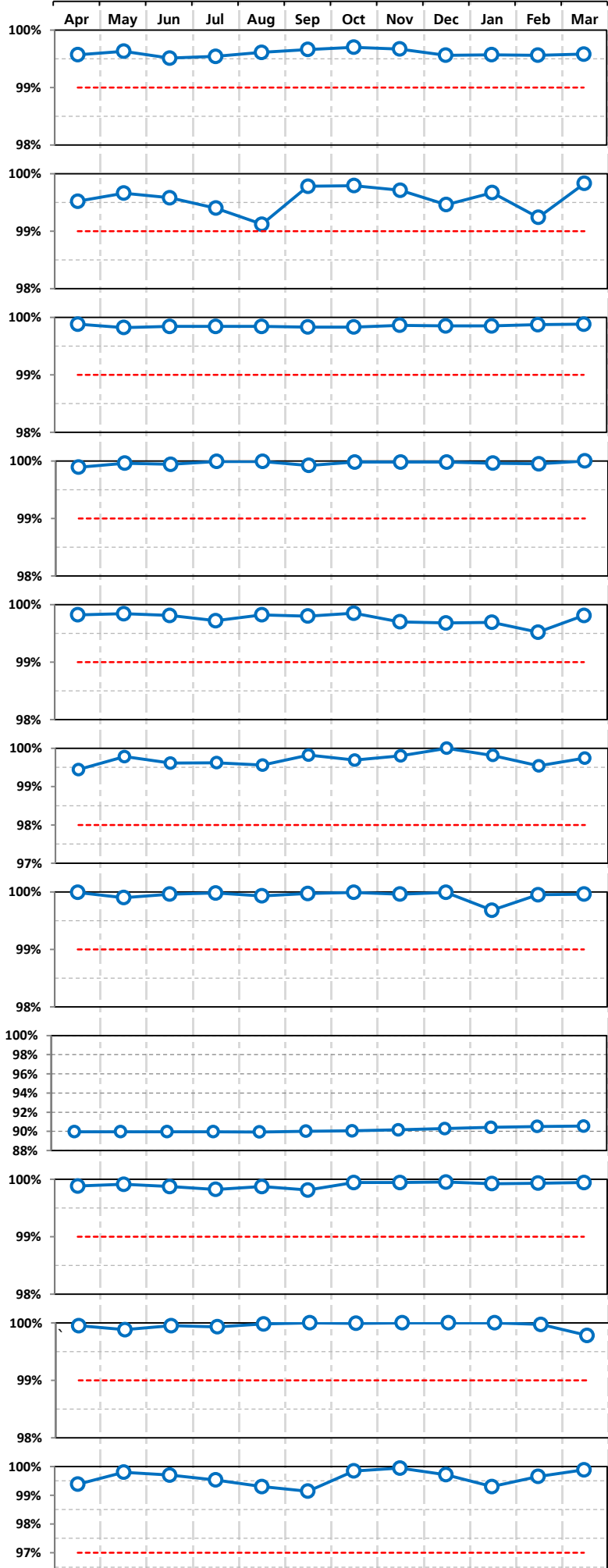
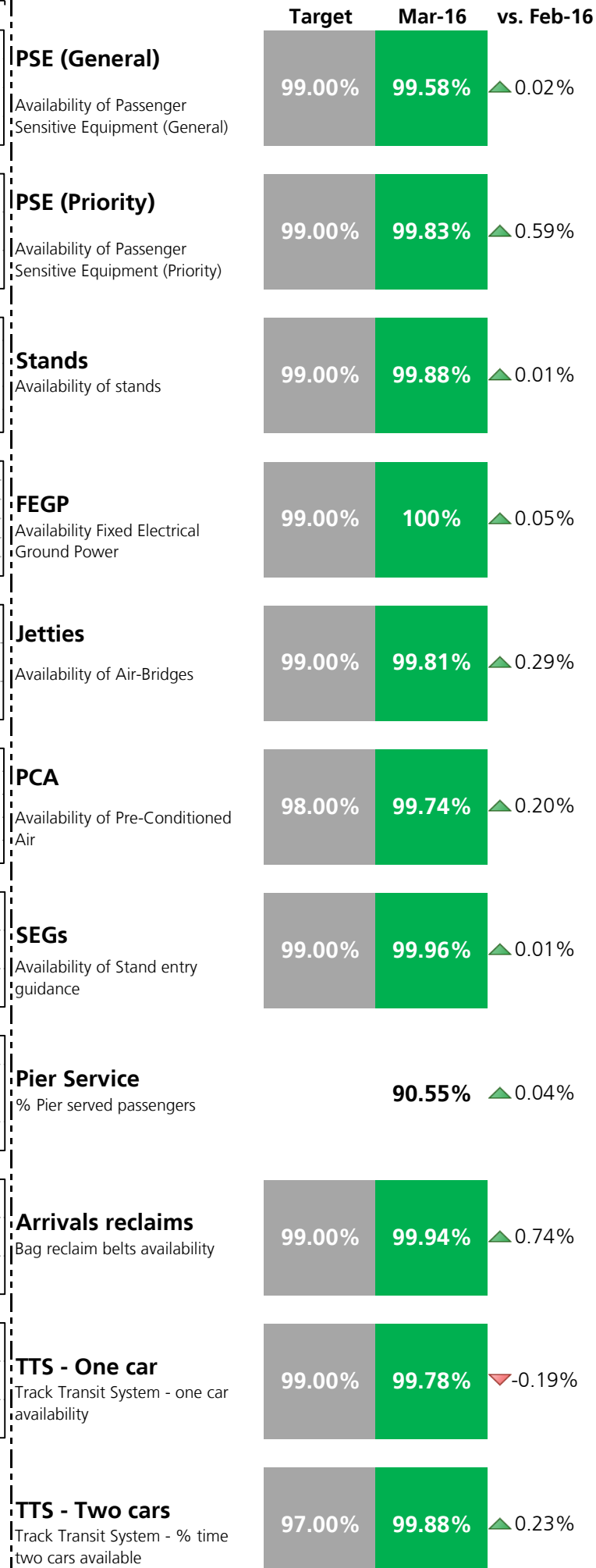


# Terminal 5 SQRB Performance Report March 2016

## Passenger Experience and Service Level Performance



## Service Level Performance



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

## Financial Report - Bonus and Rebates

## Rebates:

	Mar - 2016		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>				
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Mar - 2016		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAT	4.10	4.50	4.06	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.28	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.21	£ 16,807	£ 33,613	2	
Flight information	MAT	4.40	4.70	4.34	£ -	£ -	0	
					£ 16,807	£ 33,613	2	

## 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

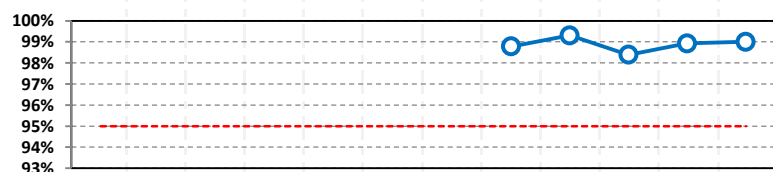
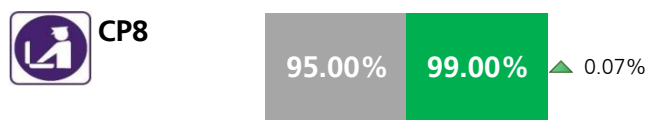
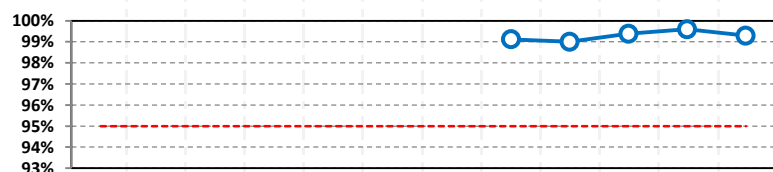
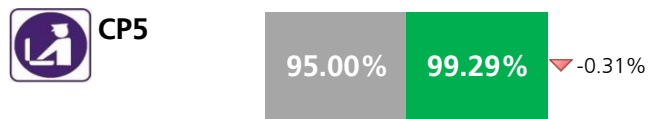
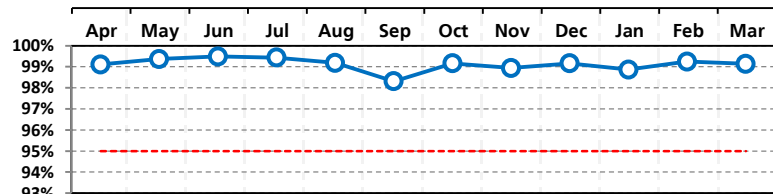
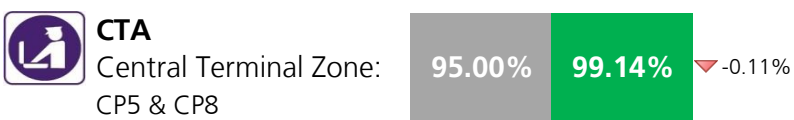
All bonus measures are based on MAT

# Campus SQRB Performance Report March 2016

## Financial Report - Bonus and Rebates

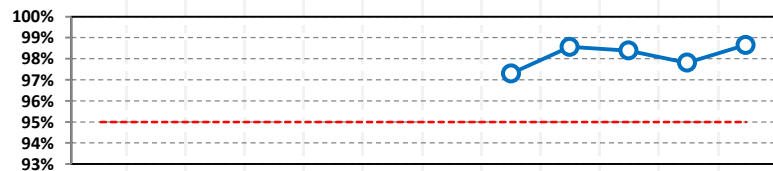
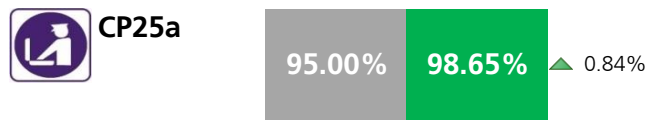
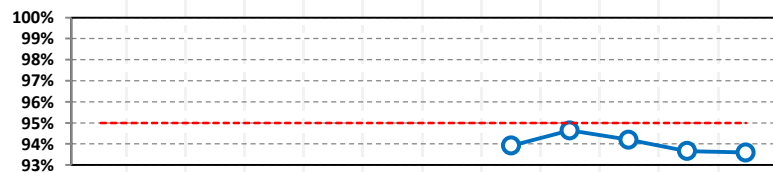
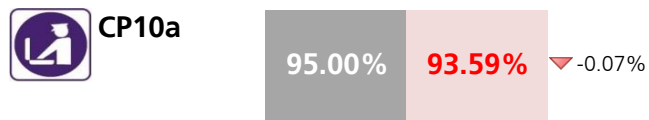
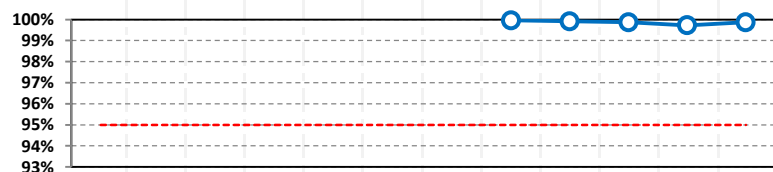
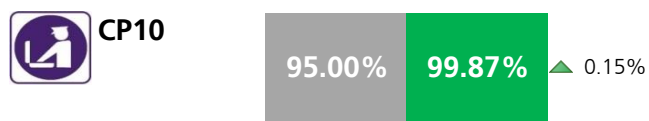
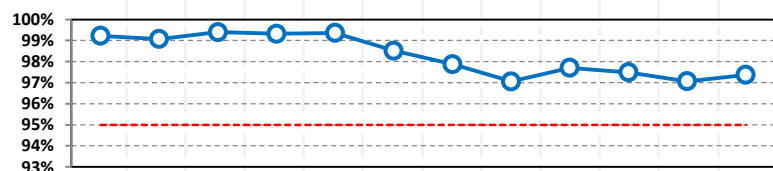
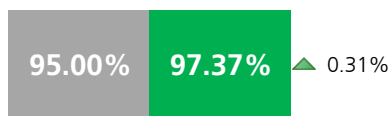
### Service Level Performance

#### Control Post Security Search



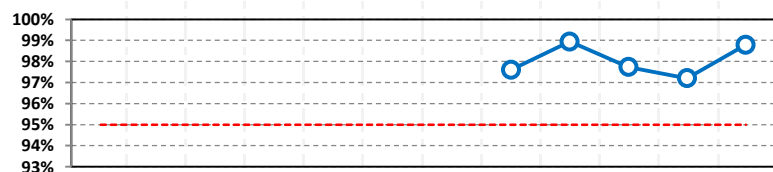
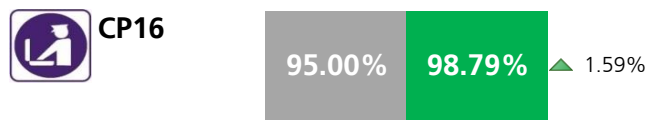
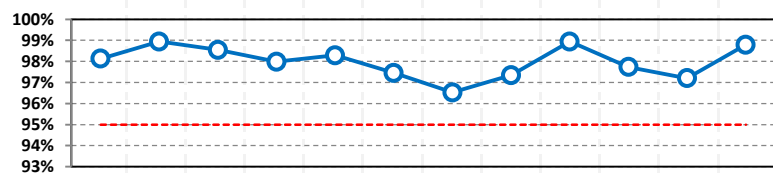
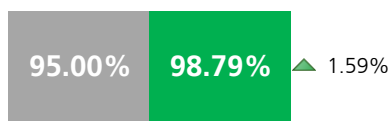
#### Cargo

Cargo Zone:  
CP10, CP10a & CP25a

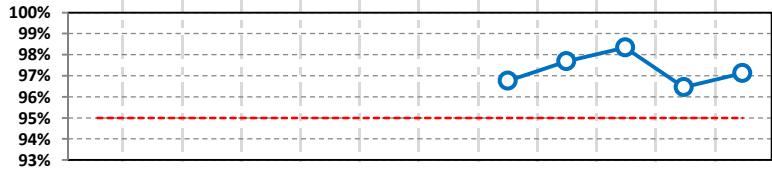
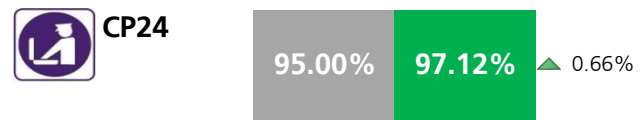
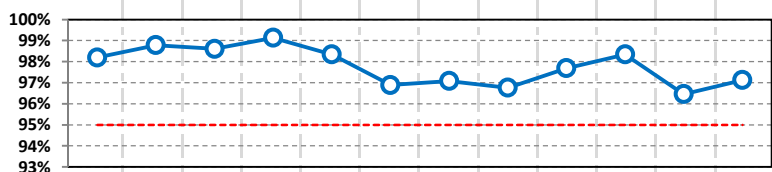
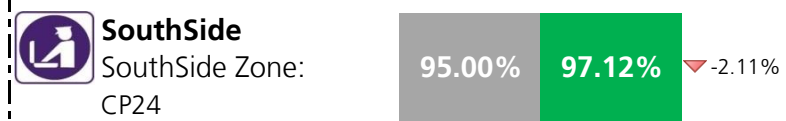
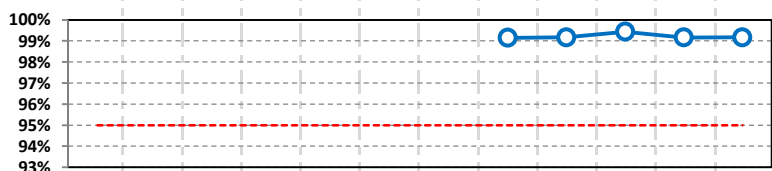
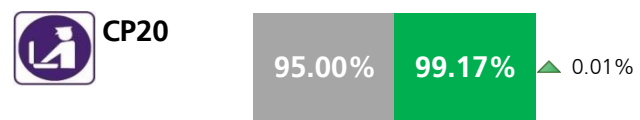
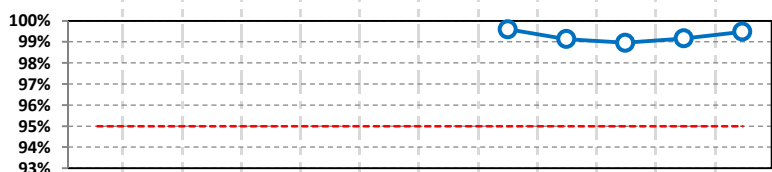
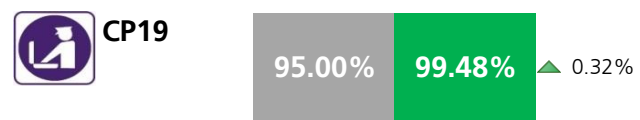
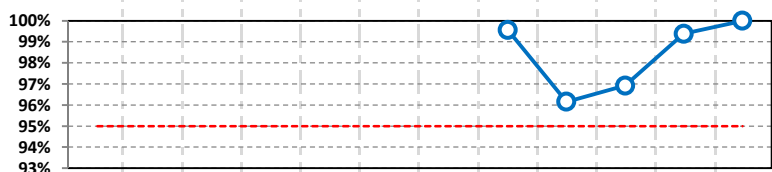
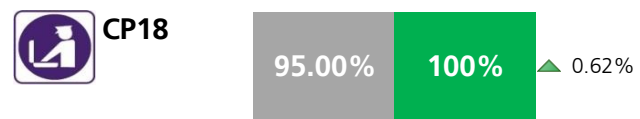
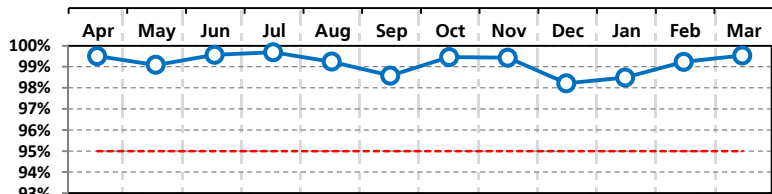
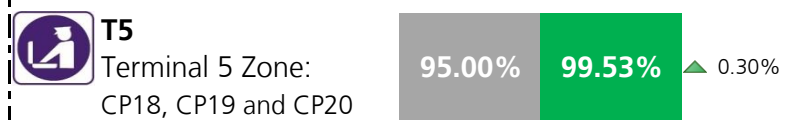


#### EastSide

EastSide Zone:  
CP16



### Service Level Performance



### Financial Report

#### Rebates:

	Mar - 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*