



# Heathrow Performance Report

Service Quality Rebate and Bonus - October 2016

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Printed: 14 November 2016

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report October 2016

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability</b> Ease of finding a seat	4.43	4.11	4.35	4.04	
<b>Cleanliness</b> Overall cleanliness of the terminal	4.45	4.19	4.24	4.31	
<b>Wayfinding</b> Ease of finding your way around the airport	4.33	4.23	4.26	4.24	
<b>Flight information</b> Accuracy and ease of finding flight information	4.46	4.38	4.41	4.39	
<b>Wi-fi</b> Ease of using WiFi	4.23	4.13	4.22	4.09	
<b>Security</b> Passenger satisfaction	4.32	4.26	4.23	4.17	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	96.27%	98.62%	96.91%	96.06%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.86%	100%	100%	99.77%	
<b>Staff search</b> Based on 15min time periods measured	99.39%	100%	100%	95.29%	
<b>Transfer Search</b> Based on 15min time periods measured	99.45%	97.51%	98.53%	98.03%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	98.25%	95.48%	96.22%	98.00%	96.99%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.70%	99.66%	99.68%	99.52%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.58%	99.67%	99.56%	99.62%
<b>Stands</b> Availability of stands	99.86%	99.80%	99.80%	99.80%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.99%	99.99%	100%	99.97%
<b>Jetties</b> Availability of Air-Bridges	99.97%	99.93%	99.82%	99.75%
<b>PCA</b> Availability of Pre-conditioned Air	100%	100%		99.73%
<b>SEGs</b>	99.99%	99.99%	100%	99.96%
<b>Pier Service</b> % Pier served passengers	99.79%	97.27%	99.95%	90.62%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.74%	99.77%	99.78%	99.97%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				100.00%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.53%

	T2	T3	T4	T5	ALL
<b>PSE (General)</b>	99.70%	99.66%	99.68%	99.52%	
<b>PSE (Priority)</b>	99.58%	99.67%	99.56%	99.62%	
<b>Stands</b>	99.86%	99.80%	99.80%	99.80%	
<b>FEGP</b>	99.99%	99.99%	100%	99.97%	
<b>Jetties</b>	99.97%	99.93%	99.82%	99.75%	
<b>PCA</b>	100%	100%		99.73%	
<b>SEGs</b>	99.99%	99.99%	100%	99.96%	
<b>Pier Service</b>	99.79%	97.27%	99.95%	90.62%	
<b>Arrivals Reclaims</b>	99.74%	99.77%	99.78%	99.97%	
<b>TTS - One car</b>					100.00%
<b>TTS - Two cars</b>					99.53%

## Financial Report- Bonus and Rebates

	Rebates:					Campus	YTD		
	Oct - 2016						Estimated Rebate	Estimated Rebate	Total Failures
	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:		Oct - 2016				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.43	4.11	4.35	4.04	£ -	£ -	0
	4.20	4.50	4.45	4.19	4.24	4.31	£ -	£ -	0
	4.20	4.50	4.33	4.23	4.26	4.24	£ 50,420	£ 285,712	9
	4.40	4.70	4.46	4.38	4.41	4.39	£ -	£ -	0
<b>Total</b>							£ 50,420	£ 285,712	9

**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

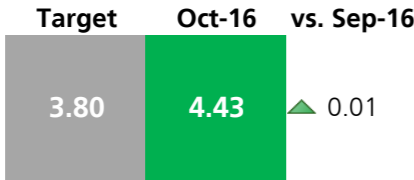
### Credit Notes:

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.

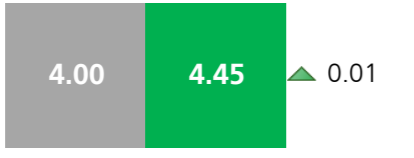
# Terminal 2 Performance Report October 2016

## Passenger Experience and Service Level Performance

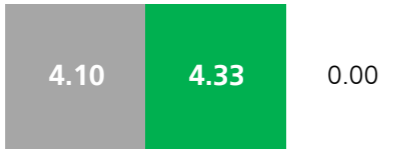
**Departure lounge seat availability**  
Ease of finding a seat



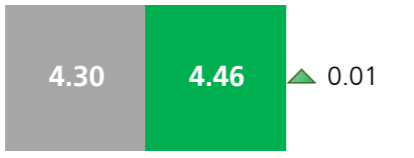
**Cleanliness**  
Overall cleanliness of the terminal



**Wayfinding**  
Ease of finding your way around the airport



**Flight information**  
Accuracy and ease of finding flight information



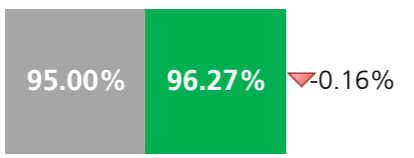
**Wi-fi**  
Ease of using WiFi



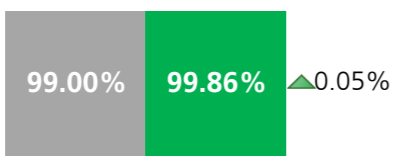
**Security**  
Passenger satisfaction



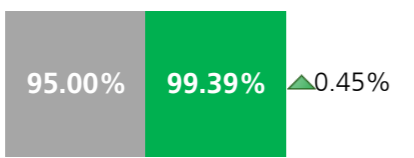
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



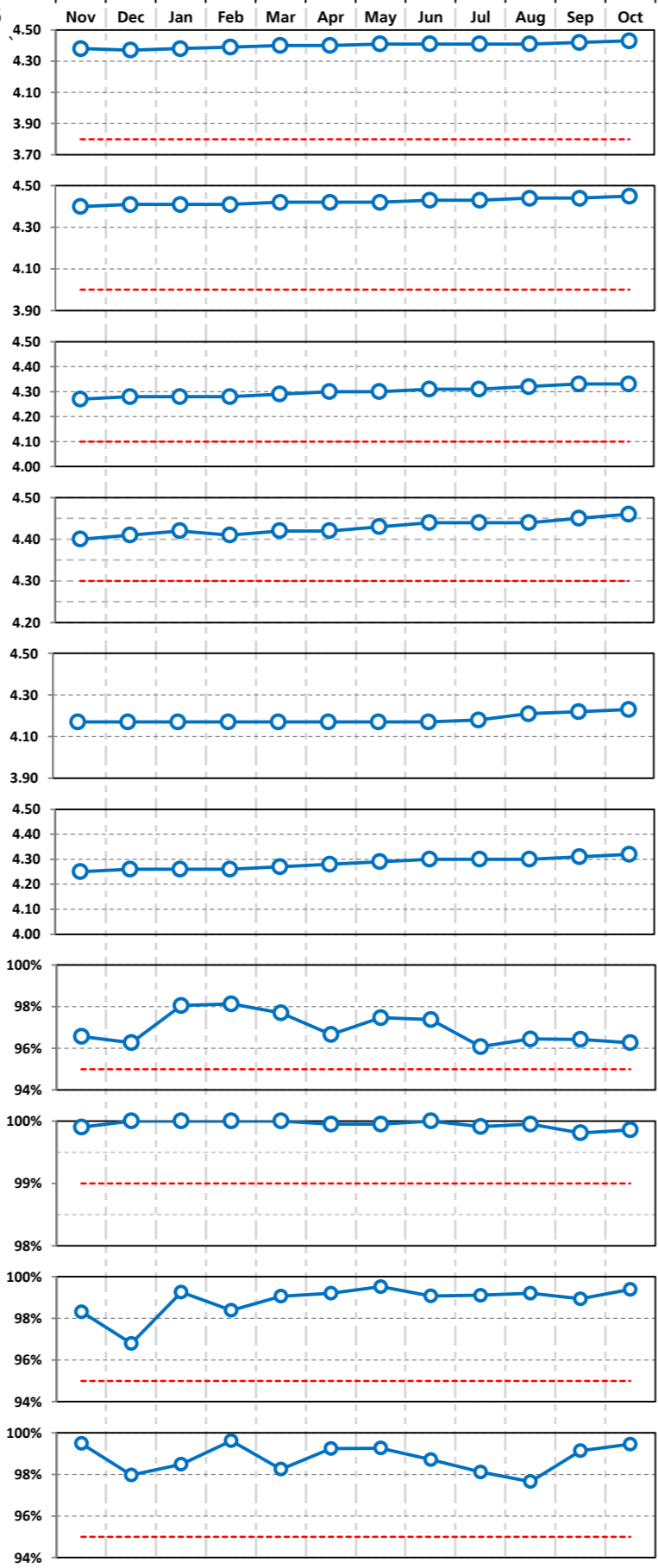
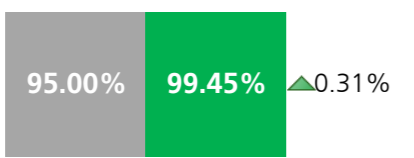
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured



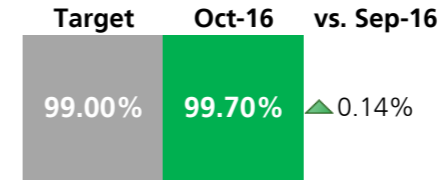
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

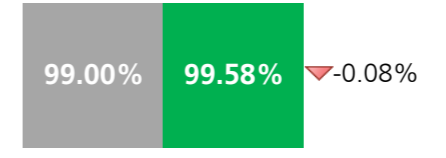
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



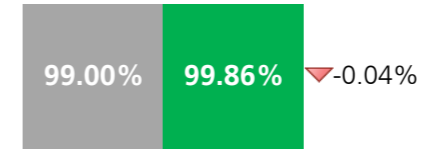
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



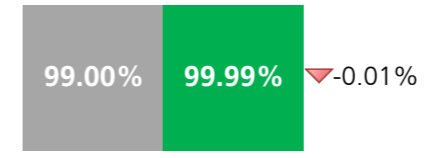
**Stands**

Availability of stands



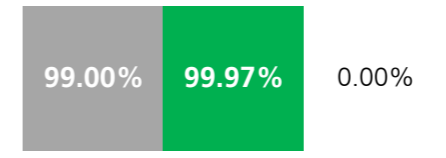
**FEGP**

Availability Fixed Electrical Ground Power



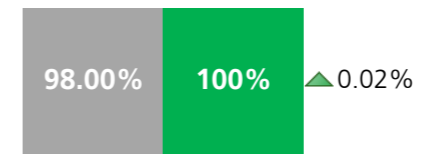
**Jetties**

Availability of Air-Bridges



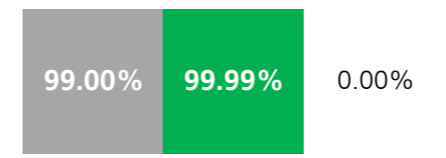
**PCA**

Availability of Pre-Conditioned Air



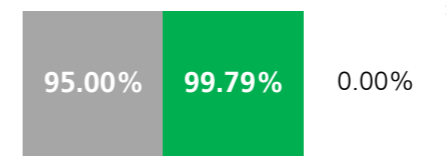
**SEGS**

Availability of Stand entry guidance



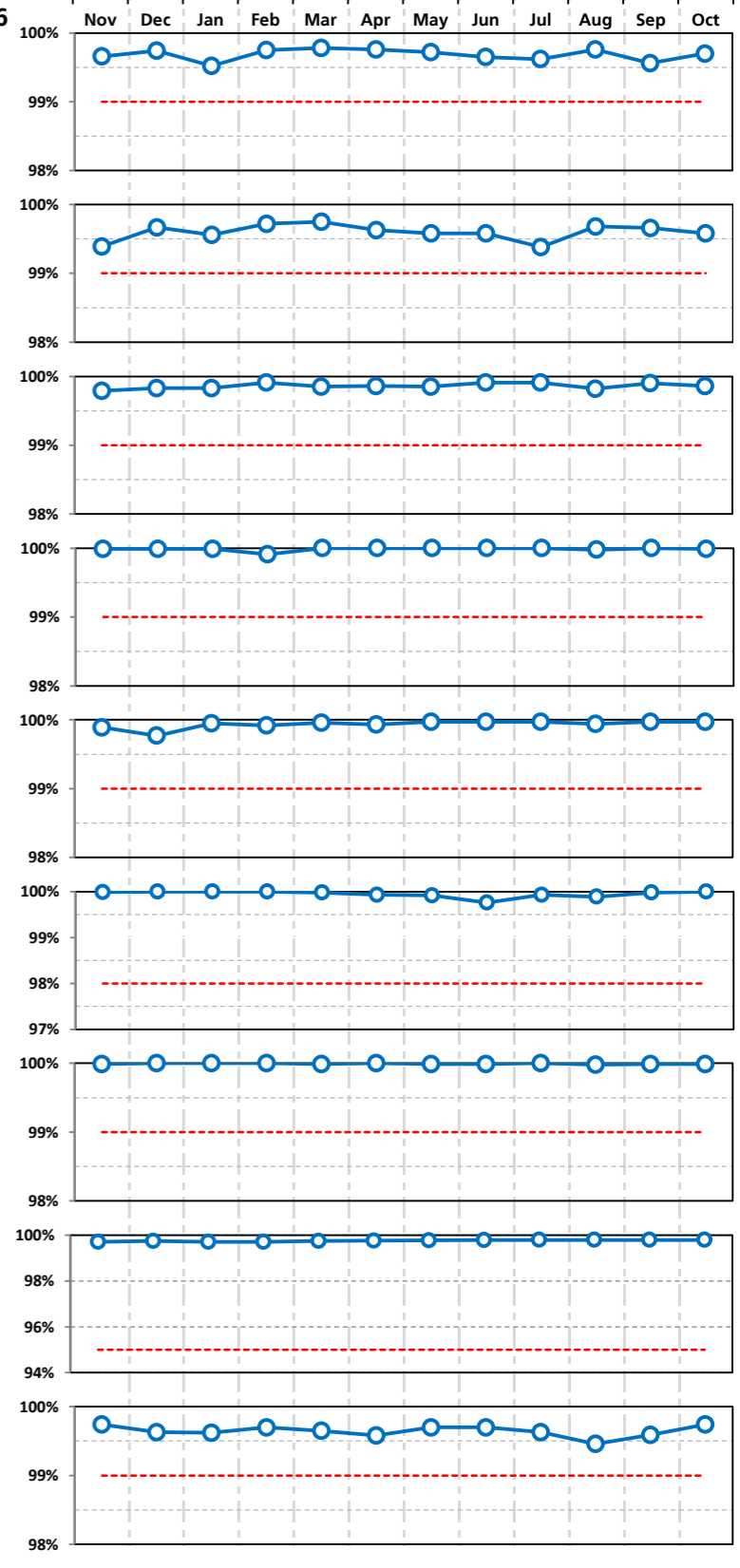
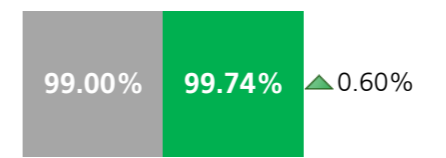
**Pier Service**

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**

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

**Rebates:**

	Oct - 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	Oct - 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	4.43	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.45	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.33	£ 50,420	£ 285,712	9	
Flight information	MAT	4.40	4.70	4.46	£ -	£ -	0	
					£ 50,420	£ 285,712	9	

**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.

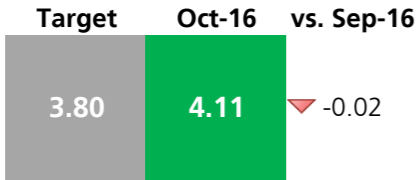
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAT

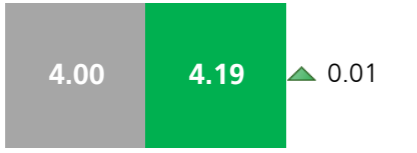
# Terminal 3 Performance Report October 2016

## Passenger Experience and Service Level Performance

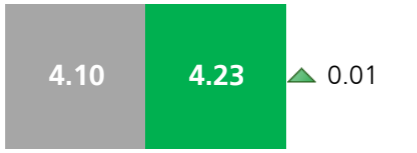
**Departure lounge seat availability**  
Ease of finding a seat



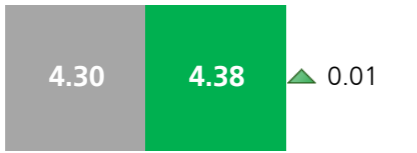
**Cleanliness**  
Overall cleanliness of the terminal



**Wayfinding**  
Ease of finding your way around the airport



**Flight information**  
Accuracy and ease of finding flight information



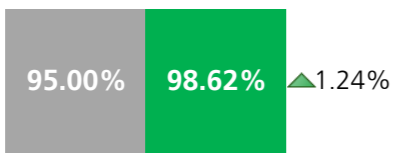
**Wi-fi**  
Ease of using WiFi



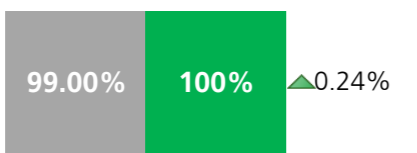
**Security**  
Passenger satisfaction



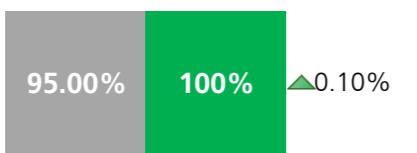
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



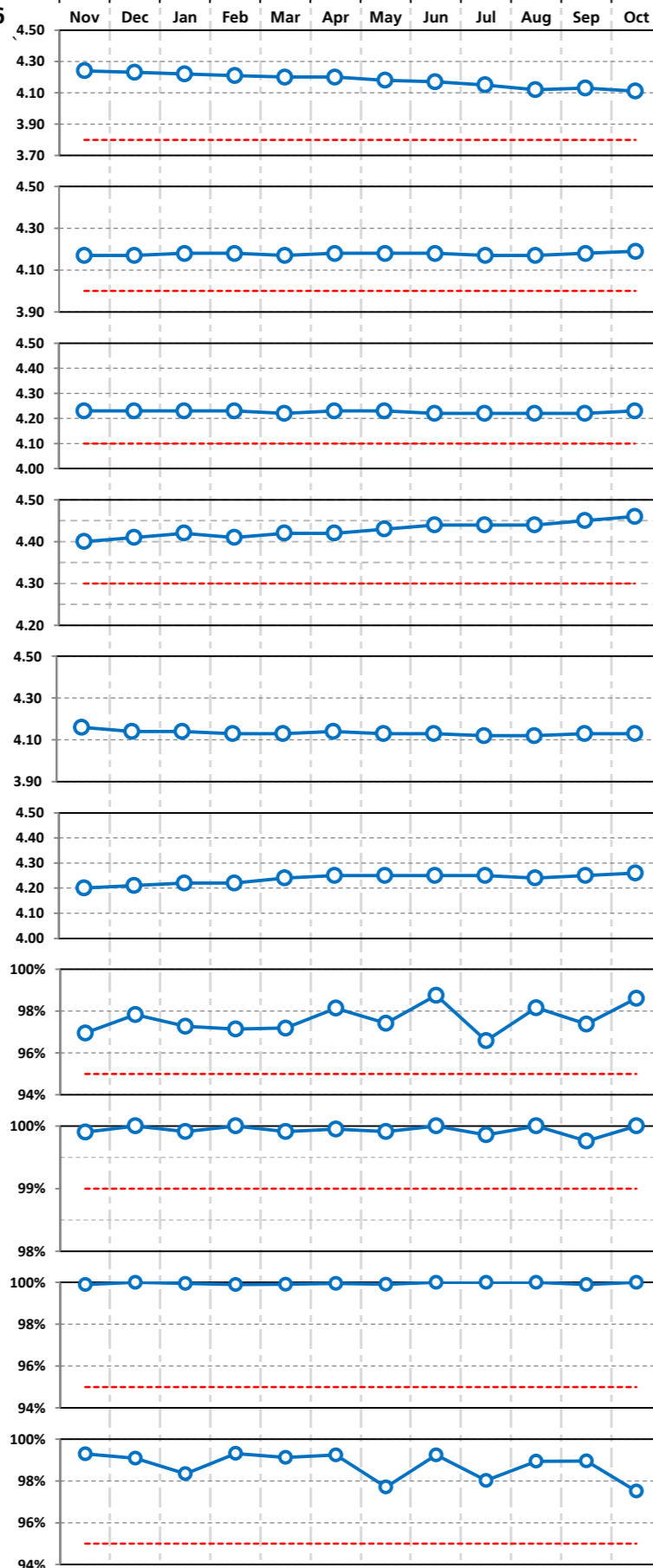
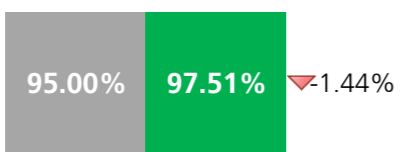
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured

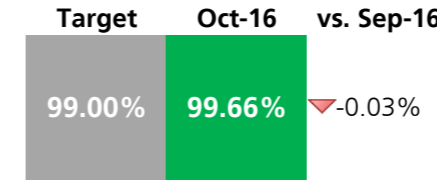


**Transfer Search**  
Based on 15min time periods measured

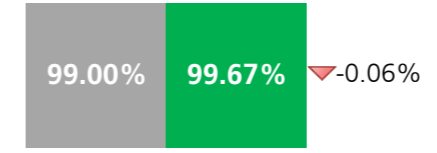


## Service Level Performance

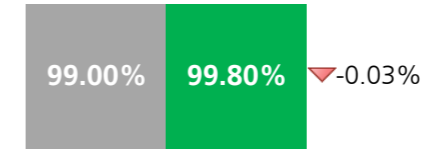
**PSE (General)**  
Availability of Passenger Sensitive Equipment (General)



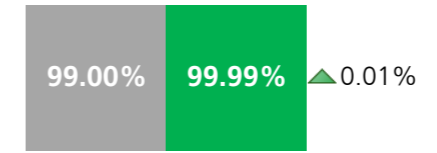
**PSE (Priority)**  
Availability of Passenger Sensitive Equipment (Priority)



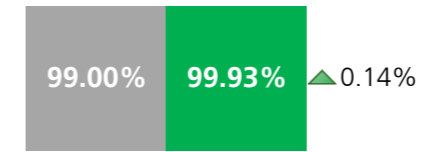
**Stands**  
Availability of stands



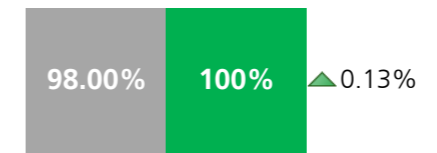
**FEGP**  
Availability Fixed Electrical Ground Power



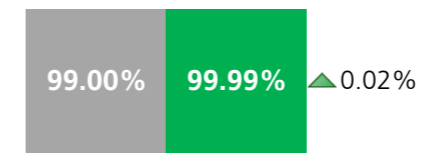
**Jetties**  
Availability of Air-Bridges



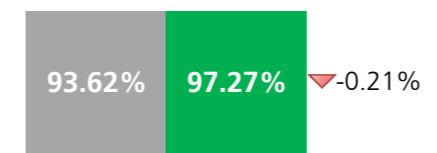
**PCA**  
Availability of Pre-Conditioned Air



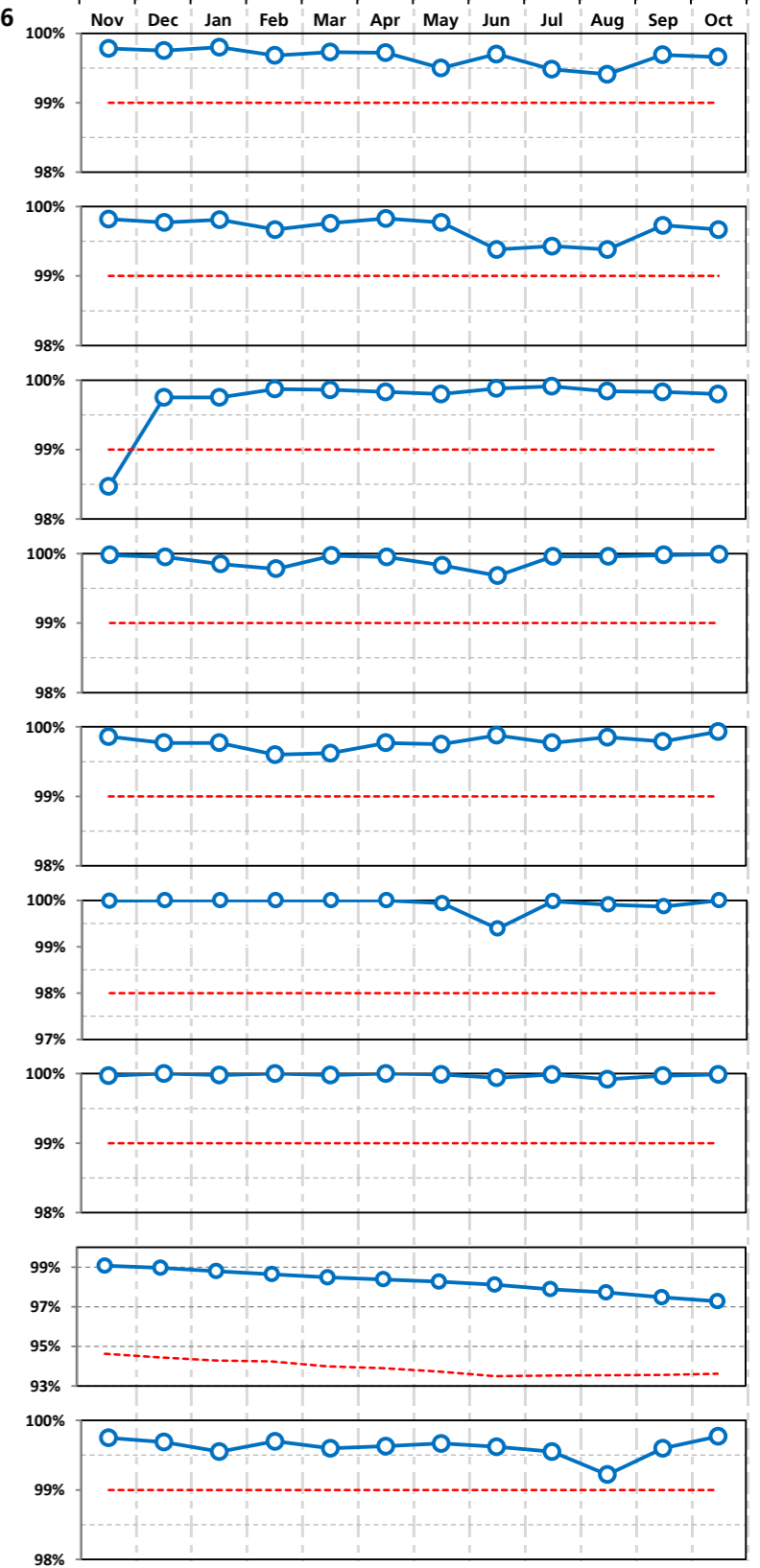
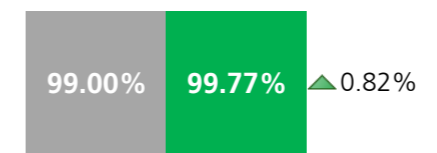
**SEGS**  
Availability of Stand entry guidance



**Pier Service**  
% Pier served passengers



**Arrivals reclaims**  
Bag reclaim belts availability



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

## Rebates:

	Oct - 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	Oct - 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	4.11	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.19	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.23	£ 50,420	£ 285,712	9	
Flight information	MAT	4.40	4.70	4.38	£ -	£ -	0	
					£ 50,420	£ 285,712	9	

## 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.

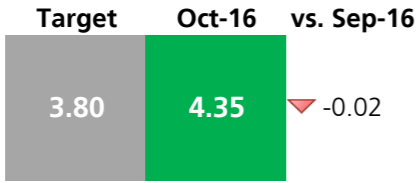
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAT

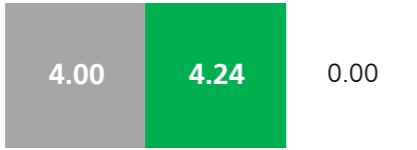
# Terminal 4 Performance Report October 2016

## Passenger Experience and Service Level Performance

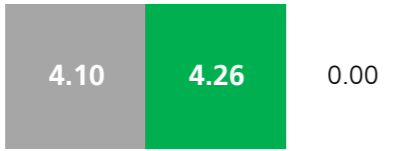
**Departure lounge seat availability**  
Ease of finding a seat



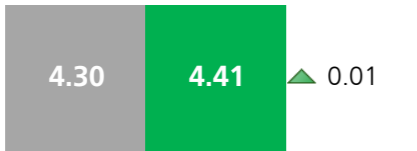
**Cleanliness**  
Overall cleanliness of the terminal



**Wayfinding**  
Ease of finding your way around the airport



**Flight information**  
Accuracy and ease of finding flight information



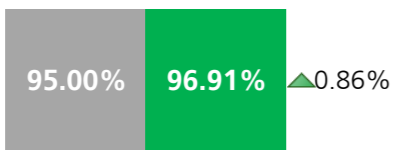
**Wi-fi**  
Ease of using WiFi



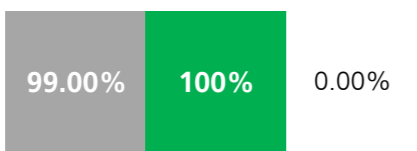
**Security**  
Passenger satisfaction



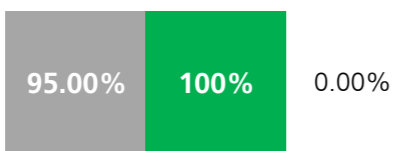
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



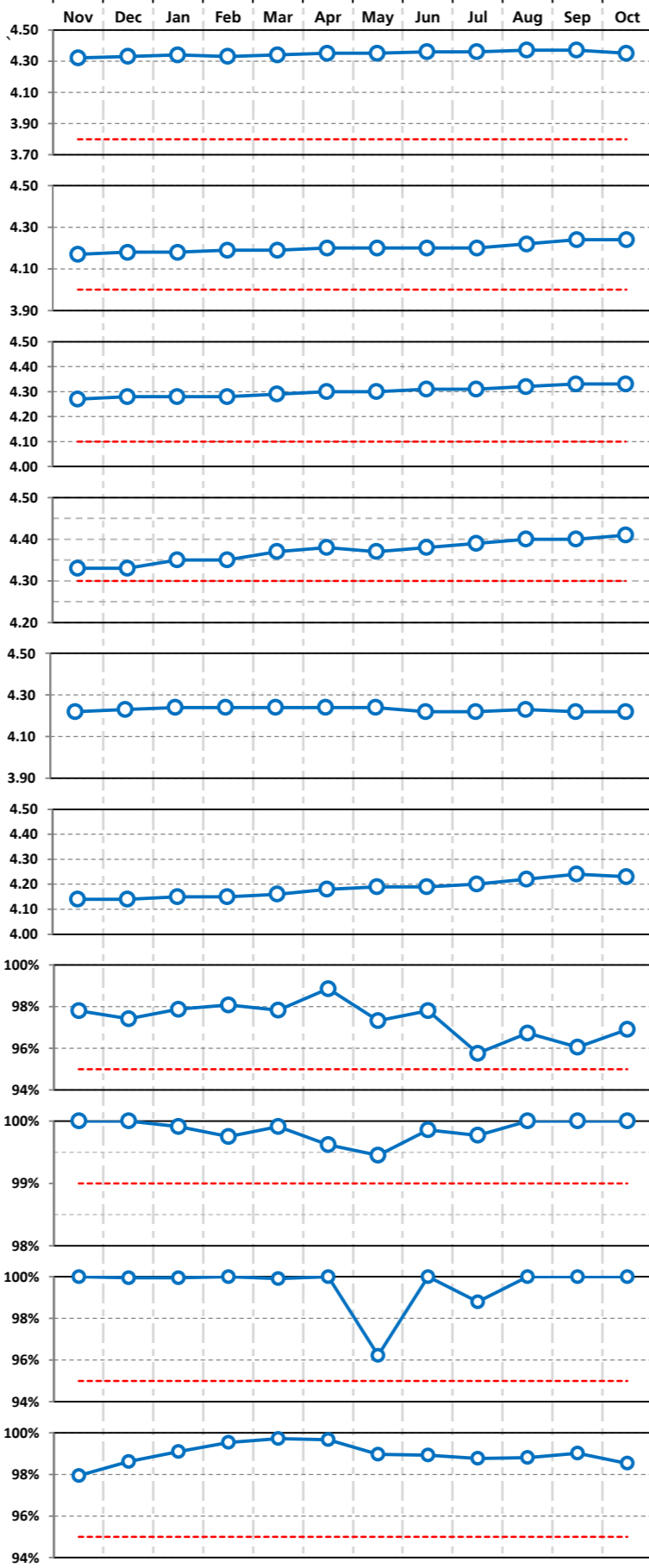
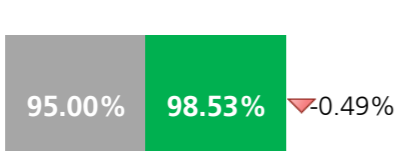
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured

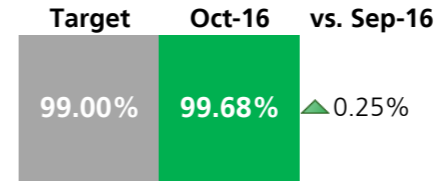


**Transfer Search**  
Based on 15min time periods measured

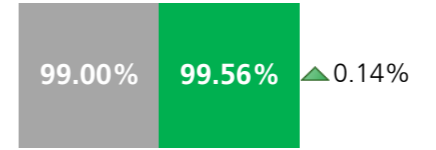


## Service Level Performance

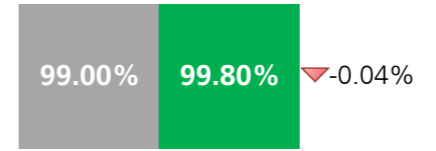
**PSE (General)**  
Availability of Passenger Sensitive Equipment (General)



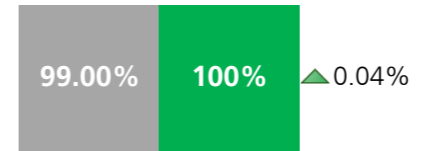
**PSE (Priority)**  
Availability of Passenger Sensitive Equipment (Priority)



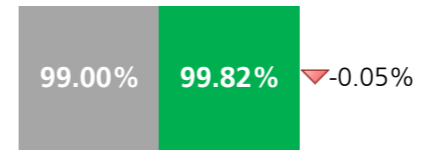
**Stands**  
Availability of stands



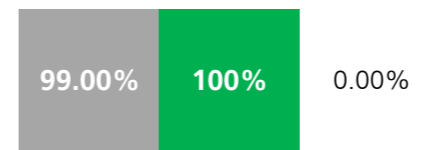
**FEGP**  
Availability Fixed Electrical Ground Power



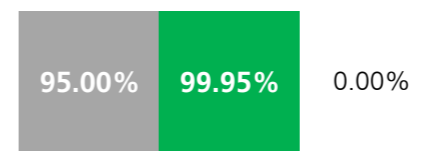
**Jetties**  
Availability of Air-Bridges



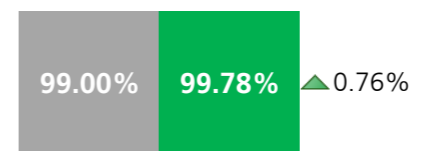
**PCA**  
Availability of Pre-Conditioned Air



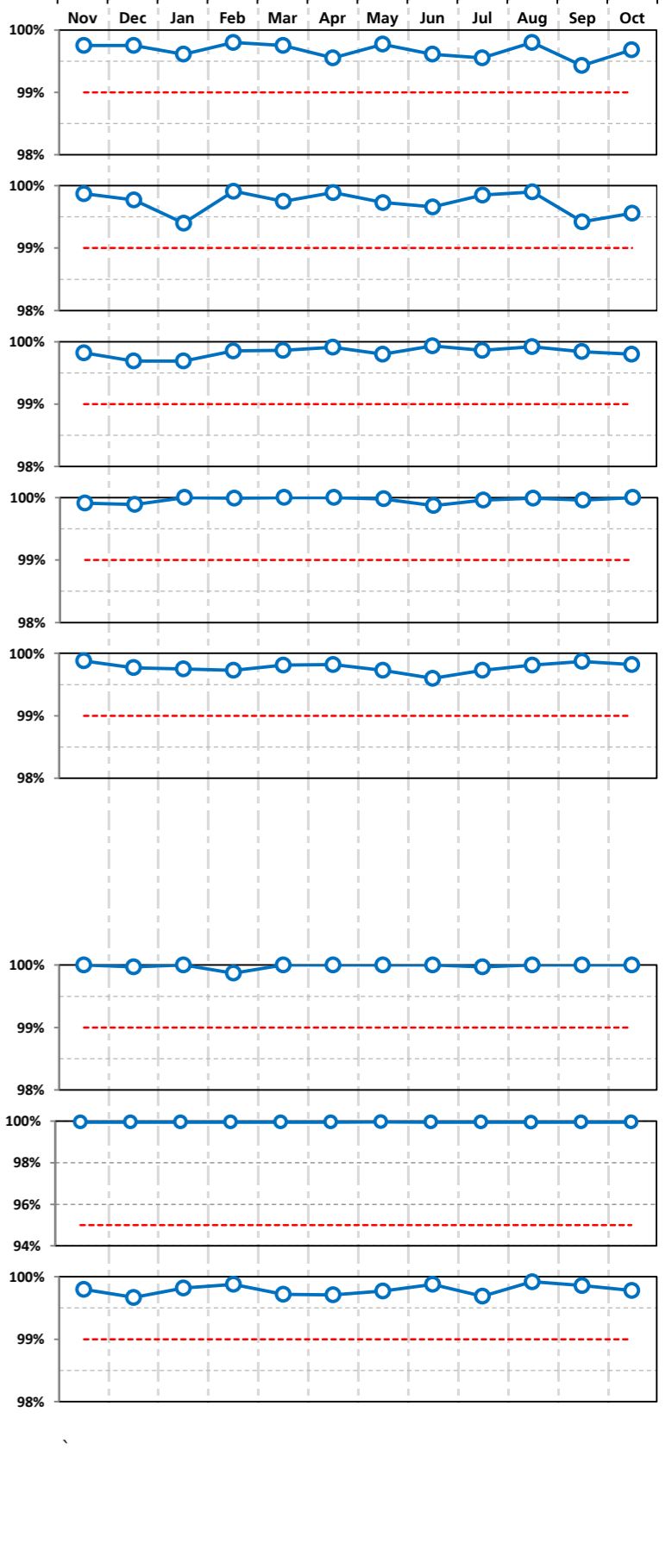
**SEGS**  
Availability of Stand entry guidance



**Pier Service**  
% Pier served passengers



**Arrivals reclaims**  
Bag reclaim belts availability



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

**Rebates:**

	Oct - 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	Oct - 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	4.35	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.24	£ -	£ -	0
<b>Wayfinding</b>	MAT	4.20	4.50	4.26	£ 50,420	£ 285,712	9
Flight information	MAT	4.40	4.70	4.41	£ -	£ -	0
					£ 50,420	£ 285,712	9

**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

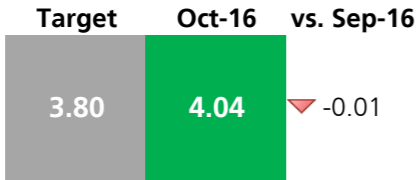
All bonus measures are based on MAT



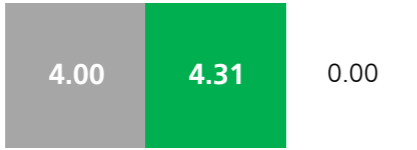
# Terminal 5 Performance Report October 2016

## Passenger Experience and Service Level Performance

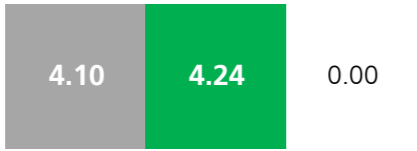
**Departure lounge seat availability**  
Ease of finding a seat



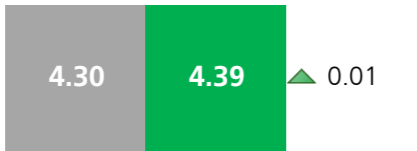
**Cleanliness**  
Overall cleanliness of the terminal



**Wayfinding**  
Ease of finding your way around the airport



**Flight information**  
Accuracy and ease of finding flight information



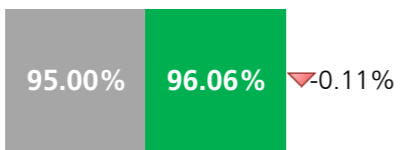
**Wi-fi**  
Ease of using WiFi



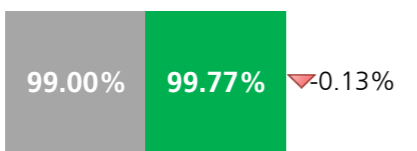
**Security**  
Passenger satisfaction



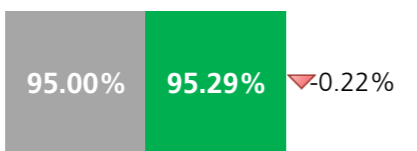
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



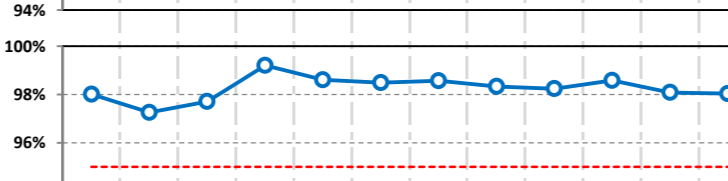
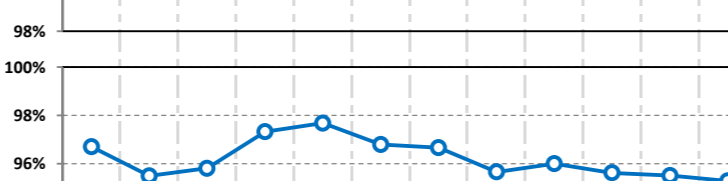
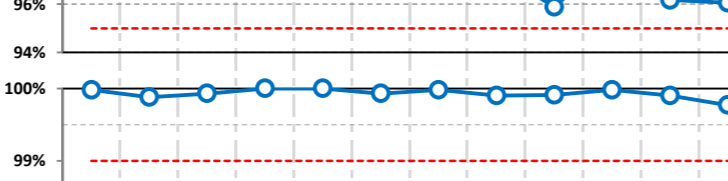
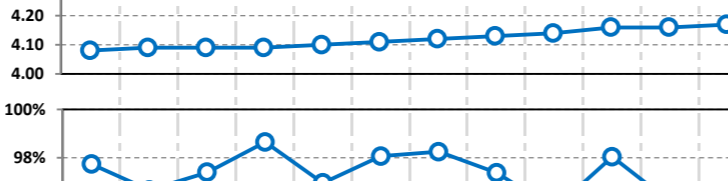
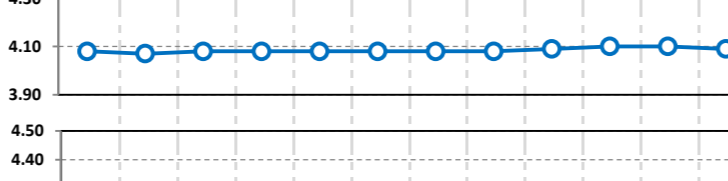
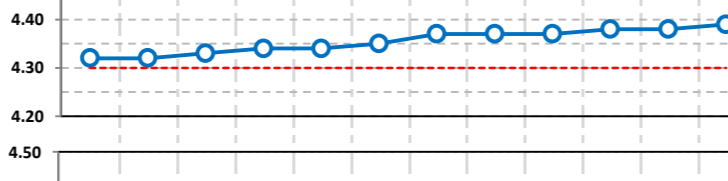
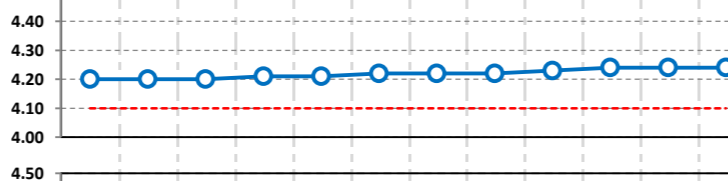
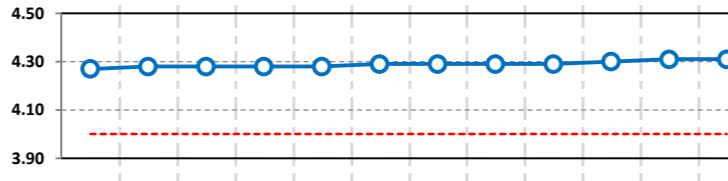
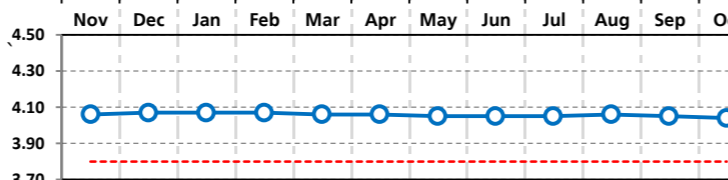
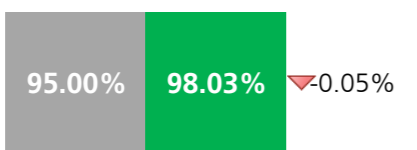
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured



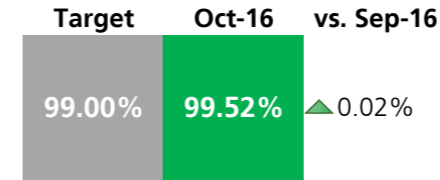
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

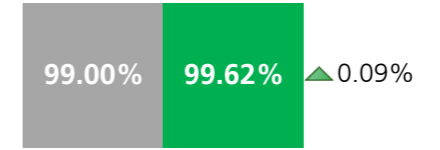
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



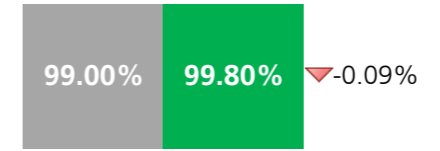
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



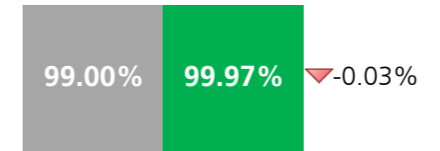
**Stands**

Availability of stands



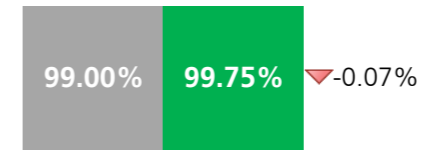
**FEGP**

Availability Fixed Electrical Ground Power



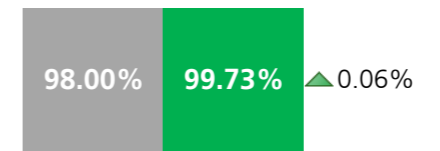
**Jetties**

Availability of Air-Bridges



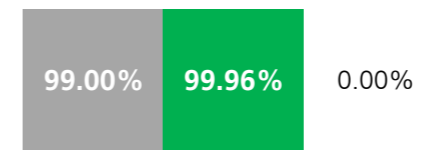
**PCA**

Availability of Pre-Conditioned Air



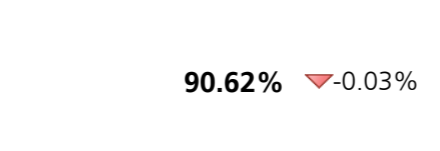
**SEGS**

Availability of Stand entry guidance



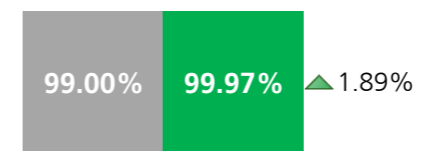
**Pier Service**

% Pier served passengers



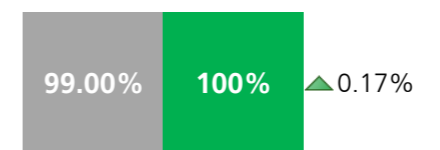
**Arrivals reclaims**

Bag reclaim belts availability



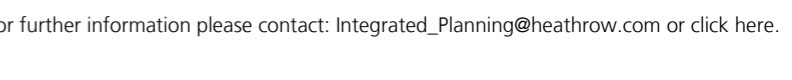
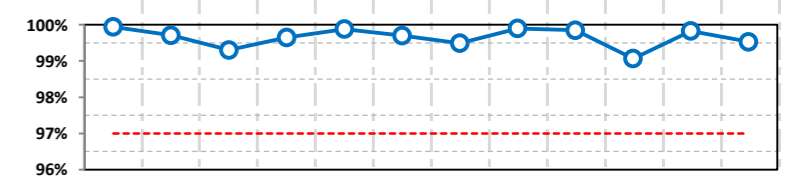
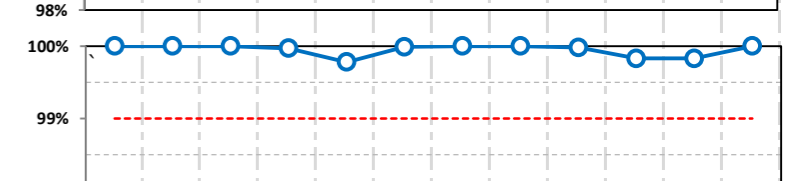
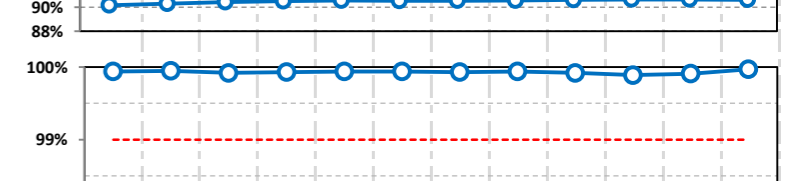
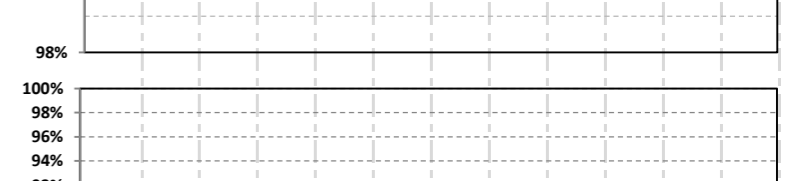
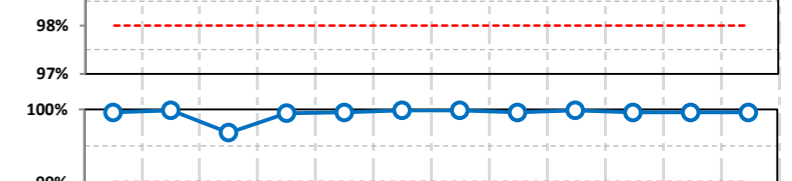
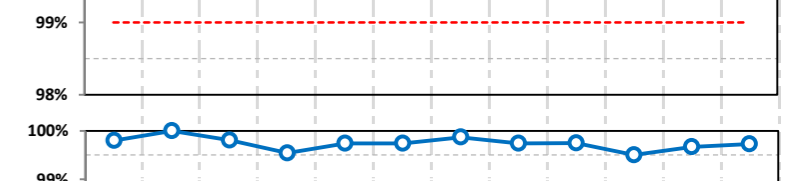
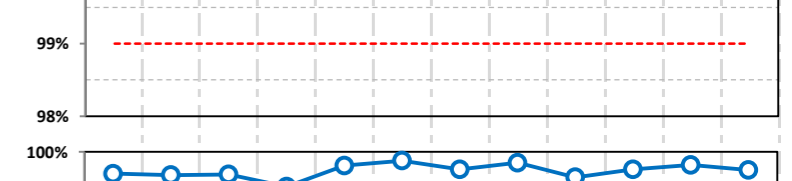
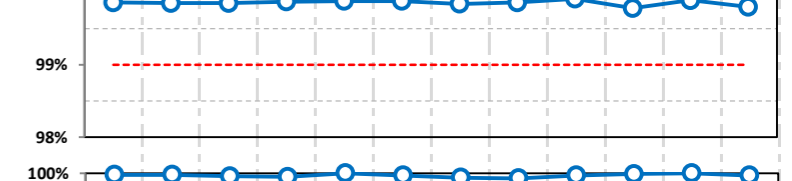
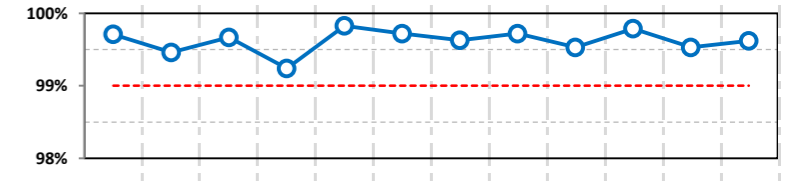
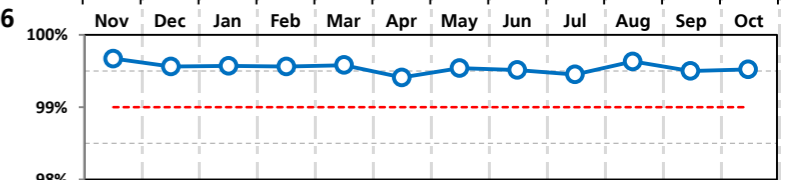
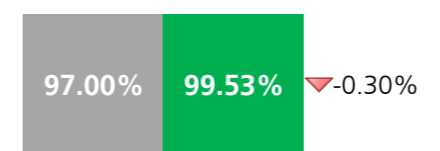
**TTS - One car**

Track Transit System - one car availability



**TTS - Two cars**

Track Transit System - % time two cars available



**Notes:**

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

## Rebates:

	Oct - 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	Oct - 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	4.04	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.31	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.24	£ 50,420	£ 285,712	9	
Flight information	MAT	4.40	4.70	4.39	£ -	£ -	0	
					£ 50,420	£ 285,712	9	

## 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

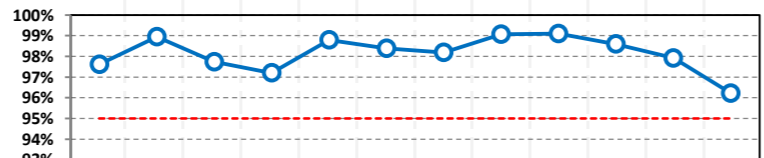
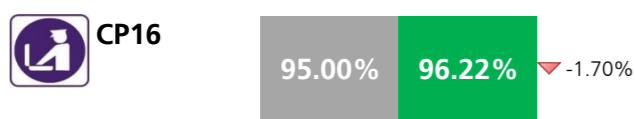
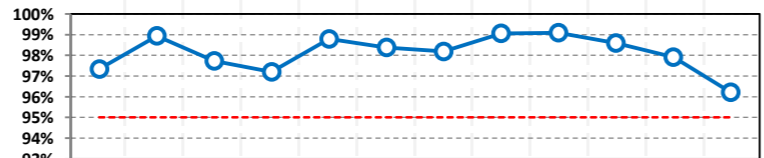
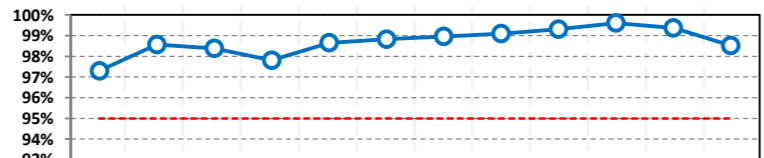
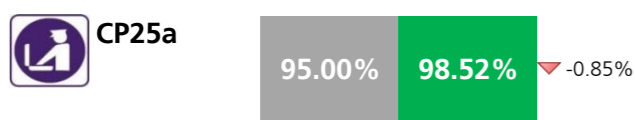
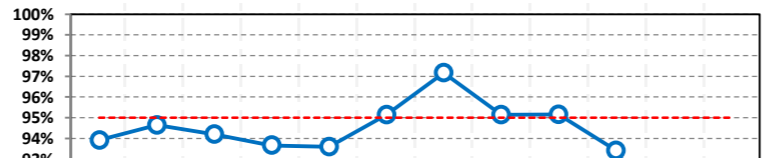
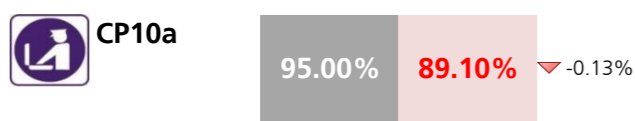
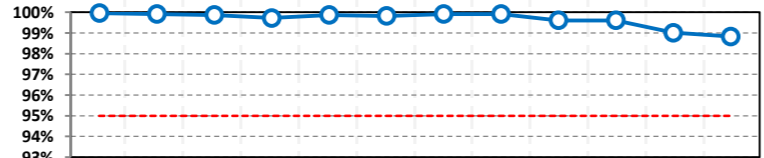
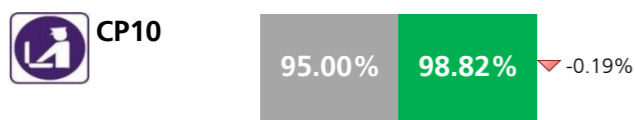
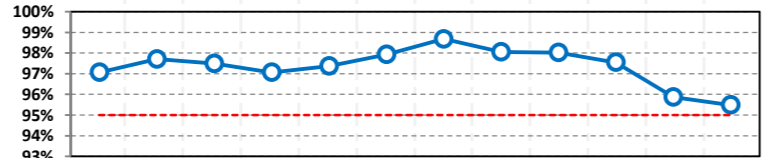
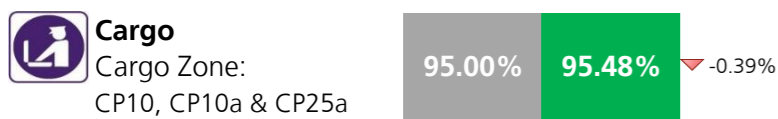
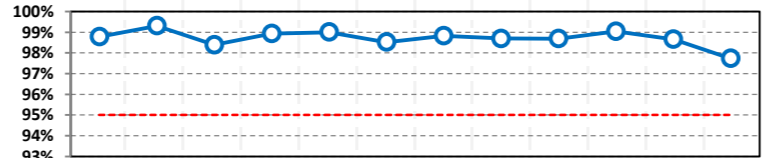
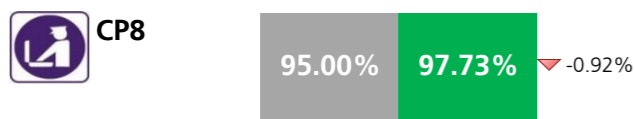
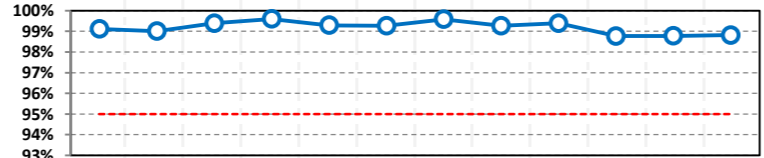
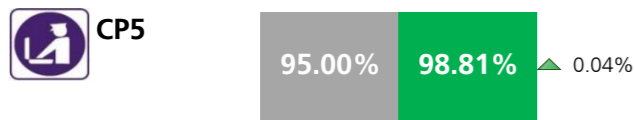
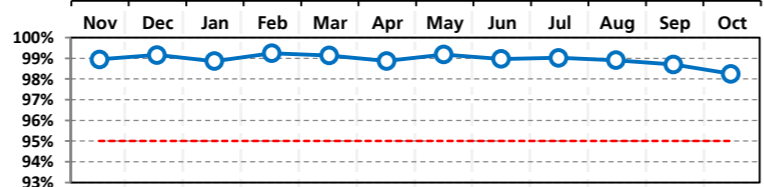
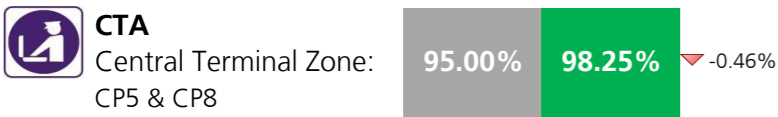
All bonus measures are based on MAT

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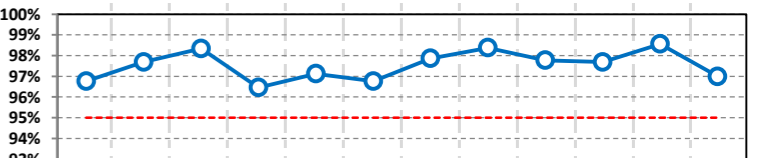
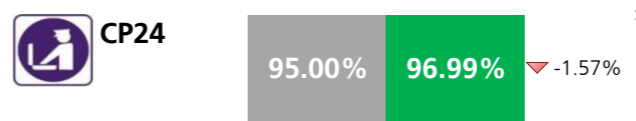
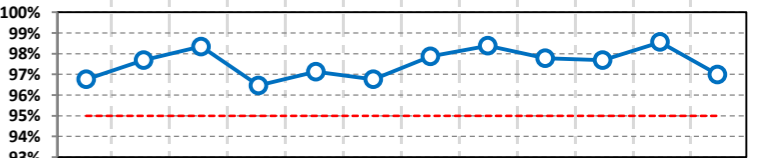
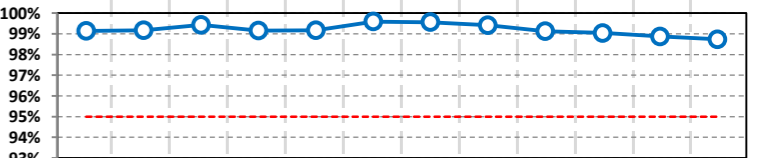
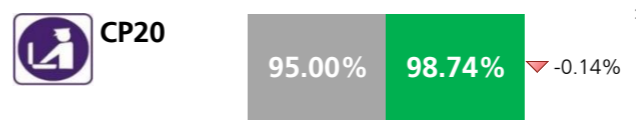
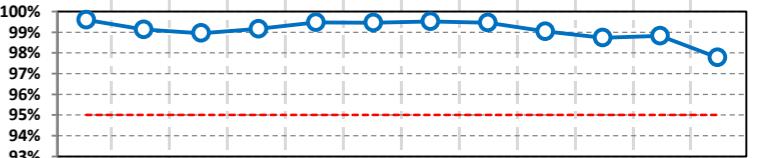
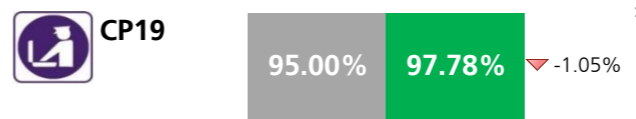
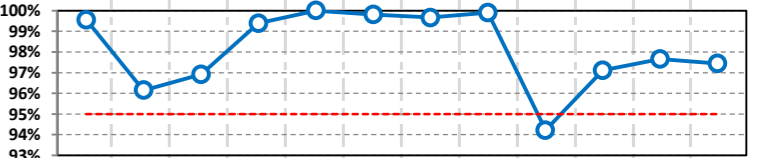
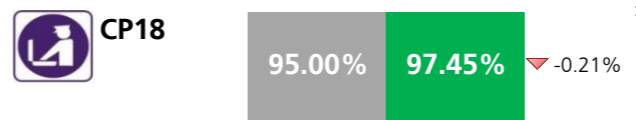
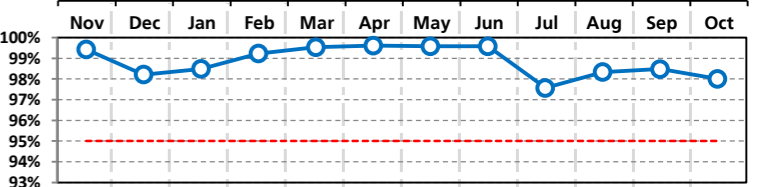
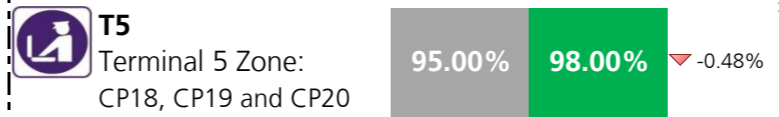
## Financial Report - Bonus and Rebates

### Service Level Performance

#### Control Post Security Search



### Service Level Performance



### Financial Report

#### Rebates:

	Oct - 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*