



Heathrow - Service Quality Rebate and bonus report Workbook December

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APOC

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Heathrow
Making every journey better

Service quality rebate

Heathrow Terminal 2	Dec-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.37	3.80	Yes	0	0	0
Cleanliness	4.41	4.00	Yes	0	0	0
Wayfinding	4.28	4.10	Yes	0	0	0
Flight information	4.41	4.30	Yes	0	0	0
Security	4.26	n/a		n/a	n/a	n/a
Wi-fi	4.17	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.27%	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)	99.67%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.63%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.77%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.97%	95.00%	Yes	0	0	0
Staff search	96.80%	95.00%	Yes	0	0	0
Control posts search	97.69%	95.00%	Yes	0	0	0
Pier service +	99.71%	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.

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

Service quality rebate

Heathrow Terminal 3	Dec-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.23	3.80	Yes	0	0	0
Cleanliness	4.17	4.00	Yes	0	0	0
Wayfinding	4.23	4.10	Yes	0	0	0
Flight information	4.37	4.30	Yes	0	0	0
Security	4.21	n/a		n/a	n/a	n/a
Wi-fi	4.14	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)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.69%	99.00%	Yes	0	0	0
Stands	99.75%	99.00%	Yes	0	129,648	1
Jetties	99.77%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.08%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.69%	95.00%	Yes	0	0	0
Pier service	98.96%	94.45%	Yes	0	0	0
Total				0	129,648	1

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.

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Service quality rebate

Heathrow Terminal 4	Dec-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.33	3.80	Yes	0	0	0
Cleanliness	4.18	4.00	Yes	0	0	0
Wayfinding	4.27	4.10	Yes	0	0	0
Flight information	4.33	4.30	Yes	0	840,630	6
Security	4.14	n/a		n/a	n/a	n/a
Wi-fi	4.23	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.42%	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)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.67%	99.00%	Yes	0	0	0
Stands	99.69%	99.00%	Yes	0	0	0
Jetties	99.77%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	98.62%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	97.69%	95.00%	Yes	0	0	0
Pier service	99.95%	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.

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Service quality rebate

Heathrow Terminal 5	Dec-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	4.28	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.32	4.30	Yes	0	2,366,820	6
Security	4.09	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	96.66%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.56%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.46%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.95%	99.00%	Yes	0	0	0
Stands	99.85%	99.00%	Yes	0	0	0
Jetties	99.68%	99.00%	Yes	0	0	0
FEGP	99.98%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	97.25%	95.00%	Yes	0	0	0
Staff search	95.50%	95.00%	Yes	0	0	0
Control posts search	97.69%	95.00%	Yes	0	0	0
Transit system - % time one car available	100.00%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.71%	97.00%	Yes	0	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.

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Service quality rebate

Aerodrome Congestion Term	Dec-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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Service quality rebate

Control Post Groups	Dec-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.16%	95.00%	Yes			
Cargo	97.70%	95.00%	Yes			
Eastside	98.94%	95.00%	Yes			
Southside	97.69%	95.00%	Yes			
Terminal 5	98.21%	95.00%	Yes			
Control Post Groups - lowest actual result	97.69%	95.00%	Yes	0	0	0

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Cleanliness - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	4.00	4.26	4.24	4.37	4.18	4.31	4.17	0.00	0.00	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	4.46	4.49
T3	4.00	4.11	4.24	4.28	4.14	4.16	4.14	4.18	4.19	4.13	4.14	4.15	4.20
T4	4.00	4.17	4.23	4.22	4.07	4.20	4.18	4.21	4.08	4.14	4.17	4.23	4.28
T5	4.00	4.31	4.26	4.31	4.29	4.33	4.30	4.24	4.24	4.19	4.28	4.26	4.30

Wayfinding - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	4.10	4.04	4.04	4.17	4.11	4.21	3.96	0.00	0.00	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	4.35	4.27
T3	4.10	4.19	4.34	4.32	4.19	4.24	4.16	4.24	4.23	4.15	4.18	4.28	4.27
T4	4.10	4.16	4.25	4.25	4.19	4.28	4.23	4.30	4.27	4.36	4.25	4.24	4.36
T5	4.10	4.25	4.16	4.21	4.17	4.19	4.23	4.16	4.19	4.22	4.21	4.22	4.22

Flight information - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	4.30	4.34	4.48	4.23	4.13	4.14	4.18	0.00	0.00	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	4.45	4.48
T3	4.30	4.37	4.48	4.37	4.36	4.39	4.36	4.32	4.42	4.29	4.34	4.40	4.44
T4	4.30	4.24	4.43	4.26	4.25	4.38	4.27	4.38	4.28	4.37	4.38	4.36	4.39
T5	4.30	4.32	4.33	4.31	4.25	4.30	4.35	4.35	4.29	4.34	4.32	4.36	4.35

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	Nov-15	Dec-15
T1	3.80	4.33	4.48	4.36	4.30	4.37	4.30	0.00	0.00	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	4.44	4.37
T3	3.80	4.26	4.39	4.32	4.27	4.26	4.10	4.20	4.23	4.21	4.22	4.19	4.17
T4	3.80	4.37	4.42	4.42	4.29	4.26	4.30	4.27	4.22	4.48	4.36	4.32	4.33
T5	3.80	4.15	4.09	4.13	4.12	4.02	4.04	3.89	4.00	4.08	4.15	4.12	4.09

Security - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	0.00	4.25	4.25	4.19	4.18	4.13	4.21	0.00	0.00	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	4.34	4.27
T3	0.00	4.19	4.25	4.23	4.21	4.19	4.16	4.17	4.24	4.19	4.21	4.26	4.27
T4	0.00	4.13	4.21	4.13	4.10	4.12	4.10	4.12	4.06	4.15	4.19	4.23	4.21
T5	0.00	4.13	4.21	4.06	4.06	4.06	4.07	4.05	4.04	4.09	4.09	4.12	4.18

Wi-fi - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	0.00	4.19	4.23	4.20	4.22	3.54	3.96	0.00	0.00	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	4.21	4.24
T3	0.00	4.19	4.19	4.22	4.18	4.23	4.14	4.18	4.12	4.09	4.11	4.07	4.06
T4	0.00	4.13	4.23	4.26	4.30	4.18	4.28	4.27	4.20	4.19	4.20	4.23	4.26
T5	0.00	4.05	4.23	4.08	4.09	4.09	4.06	3.98	4.03	4.14	4.13	4.03	4.01

Pier service - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-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%	99.60%	99.87%
T3	0.0	99.25%	99.30%	99.01%	99.51%	99.45%	99.44%	99.49%	99.17%	99.52%	98.37%	97.79%	97.55%
T4	0.0	100.00%	99.95%	100.00%	99.94%	99.88%	99.99%	99.99%	99.93%	99.88%	99.94%	100.00%	99.96%

Heathrow SQR Bonus Performance Dashboard

	December 2015									Year To Date*
	Measure Type	Lower Performance Threshold	Terminal 2 Performance	Terminal 3 Performance	Terminal 4 Performance	Terminal 5 Performance	Upper Performance Threshold	Estimated Bonus Term £ (Current Month)		Estimated Bonus Term £ (Year To Date)
Departure lounge seating availability	MAT	4.10	4.37	4.23	4.33	4.07	4.50	£	-	£ -
Cleanliness	MAT	4.20	4.41	4.17	4.18	4.28	4.50	£	-	£ -
Way finding	MAT	4.20	4.28	4.23	4.27	4.20	4.50	£	-	£ -
Flight information	MAT	4.40	4.41	4.37	4.33	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.

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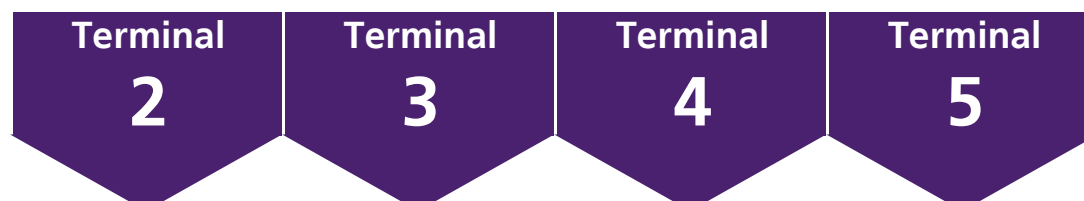
How are we performing?

December 2015

KEY TO PERFORMANCE



As rated by 1=Extremely Poor and 5=Excellent



How are we performing?

December 2015

KEY TO PERFORMANCE



As rated by 1=Extremely Poor and 5=Excellent

