



# Heathrow Performance Report

Service Quality Rebate and Bonus - November 2016

Manmohan Dhami

Integrated Planning and Performance Analyst - Airport Operations

Printed: 16 December 2016

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report November 2016

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability</b> Ease of finding a seat	4.43	4.10	4.34	4.05	
<b>Cleanliness</b> Overall cleanliness of the terminal	4.45	4.19	4.25	4.31	
<b>Wayfinding</b> Ease of finding your way around the airport	4.33	4.22	4.26	4.25	
<b>Flight information</b> Accuracy and ease of finding flight information	4.45	4.38	4.40	4.40	
<b>Wi-fi</b> Ease of using WiFi	4.23	4.14	4.21	4.11	
<b>Security</b> Passenger satisfaction	4.31	4.25	4.23	4.18	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.43%	96.57%	95.52%	95.43%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.90%	99.62%	99.86%	99.76%	
<b>Staff search</b> Based on 15min time periods measured	98.84%	100%	99.71%	95.61%	
<b>Transfer Search</b> Based on 15min time periods measured	98.10%	97.24%	99.07%	96.59%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	97.16%	95.18%	95.89%	97.50%	96.40%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.57%	99.63%	99.69%	99.45%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.51%	99.77%	99.84%	99.31%
<b>Stands</b> Availability of stands	99.83%	99.82%	99.72%	99.83%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	100%	99.97%	100%	100%
<b>Jetties</b> Availability of Air-Bridges	99.93%	99.81%	99.86%	99.80%
<b>PCA</b> Availability of Pre-conditioned Air	100%	100%		99.88%
<b>SEGs</b>	100%	100%	99.99%	99.99%
<b>Pier Service</b> % Pier served passengers	99.79%	97.09%	99.95%	90.64%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.69%	99.60%	99.81%	99.87%
<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				99.86%

## Financial Report- Bonus and Rebates

	Rebates:				Campus	Estimated Rebate	Estimated Rebate	Total Failures
	Nov - 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:		Nov - 2016				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.43	4.10	4.34	4.05	£ -	£ -	0
	4.20	4.50	4.45	4.19	4.25	4.31	£ -	£ -	0
	4.20	4.50	4.33	4.22	4.26	4.25	£ 33,613	£ 319,325	10
	4.40	4.70	4.45	4.38	4.40	4.40	£ -	£ -	0
<b>Total</b>							£ 33,613	£ 319,325	10

**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

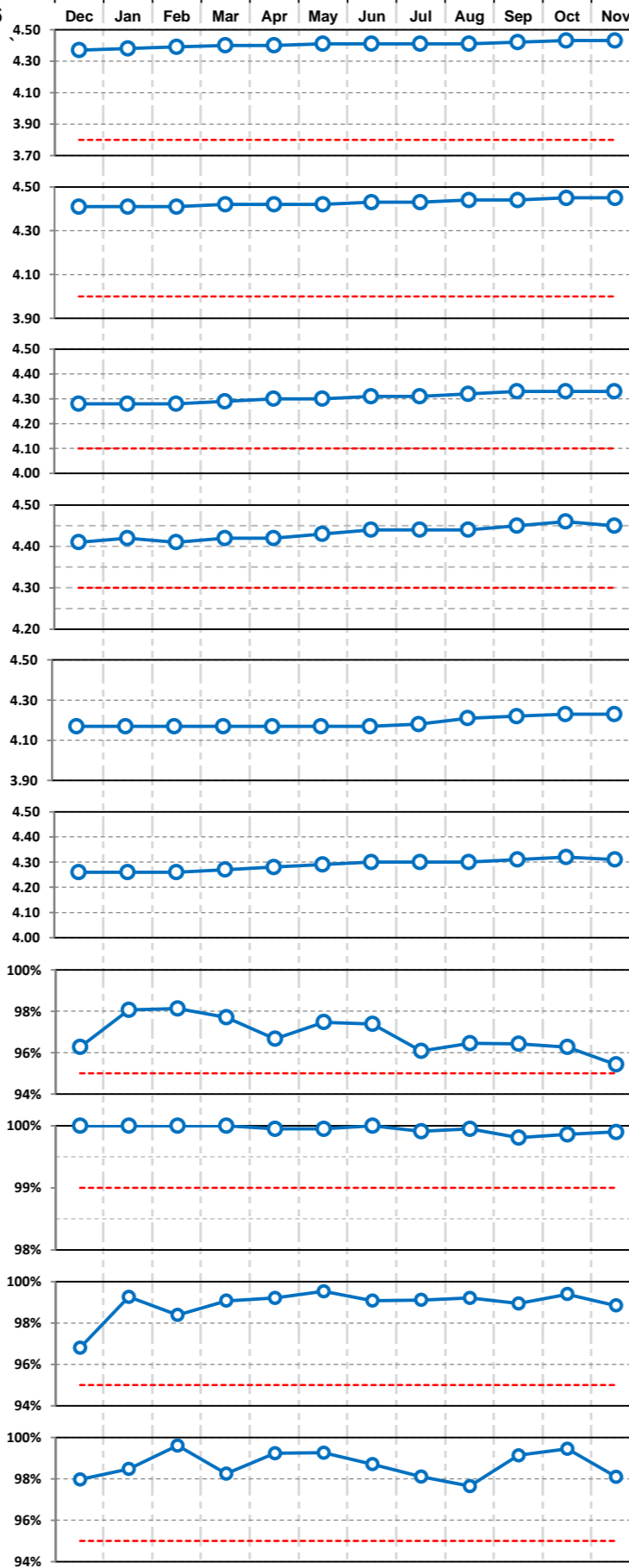
### Credit Notes:

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 November 2016

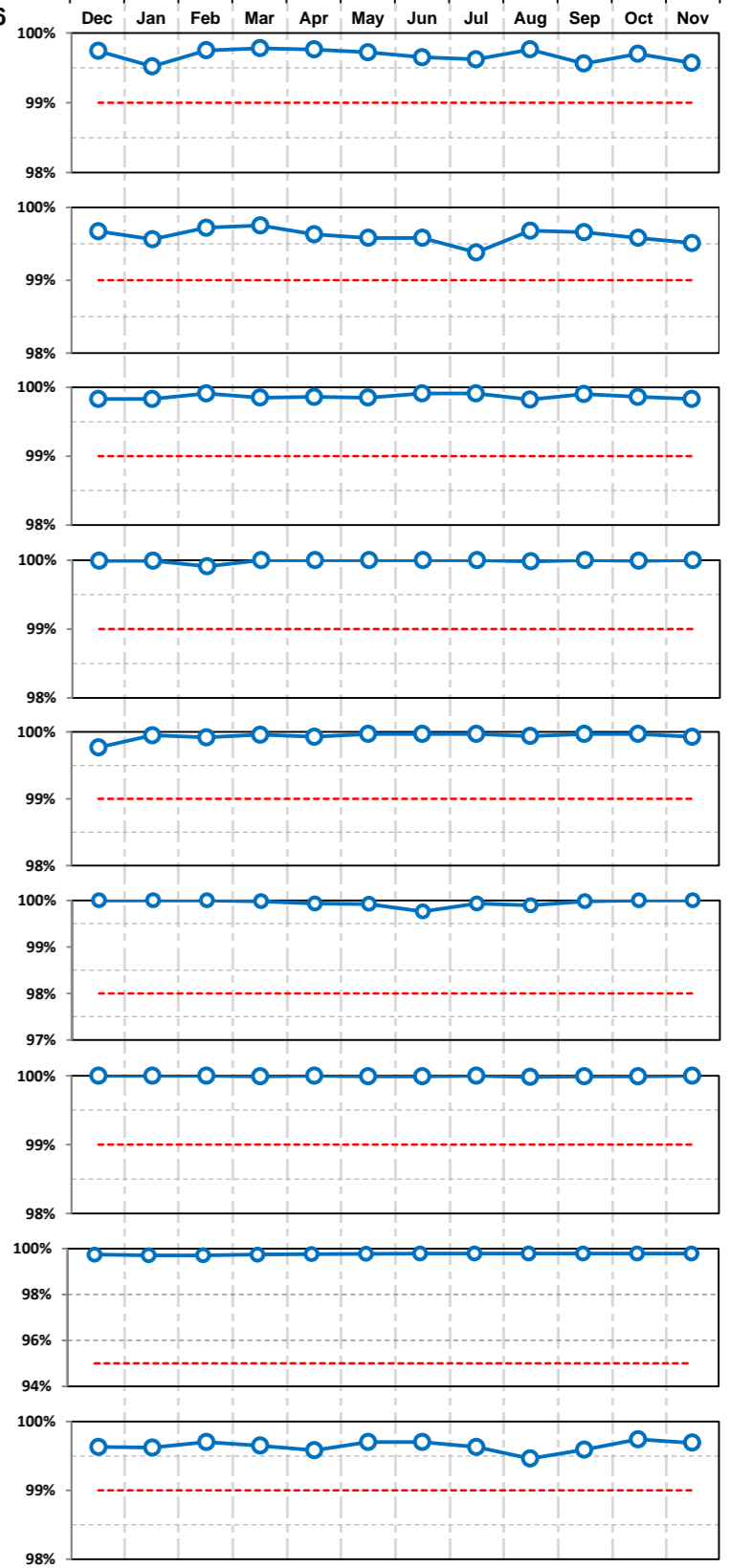
## Passenger Experience and Service Level Performance

	Target	Nov-16	vs. Oct-16
<b>Departure lounge seat availability</b> Ease of finding a seat	3.80	4.43	0.00
<b>Cleanliness</b> Overall cleanliness of the terminal	4.00	4.45	0.00
<b>Wayfinding</b> Ease of finding your way around the airport	4.10	4.33	0.00
<b>Flight information</b> Accuracy and ease of finding flight information	4.30	4.45	-0.01
<b>Wi-fi</b> Ease of using WiFi		4.23	0.00
<b>Security</b> Passenger satisfaction		4.31	-0.01
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	95.43%	-0.84%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.90%	0.04%
<b>Staff search</b> Based on 15min time periods measured	95.00%	98.84%	-0.55%
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	98.10%	-1.35%



## Service Level Performance

	Target	Nov-16	vs. Oct-16
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.57%	-0.13%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.51%	-0.07%
<b>Stands</b> Availability of stands	99.00%	99.83%	-0.03%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	100%	0.01%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.93%	-0.04%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	100%	0.00%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	100%	0.01%
<b>Pier Service</b> % Pier served passengers	95.00%	99.79%	0.00%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.69%	0.24%



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

## Financial Report - Bonus and Rebates

### Rebates:

	Nov - 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	Nov - 2016		Year-to-Date	
				Actual	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	£ 33,613	£ 319,325	10
Flight information	MAT	4.40	4.70	4.45	£ -	£ -	0
					£ 33,613	£ 319,325	10

### 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

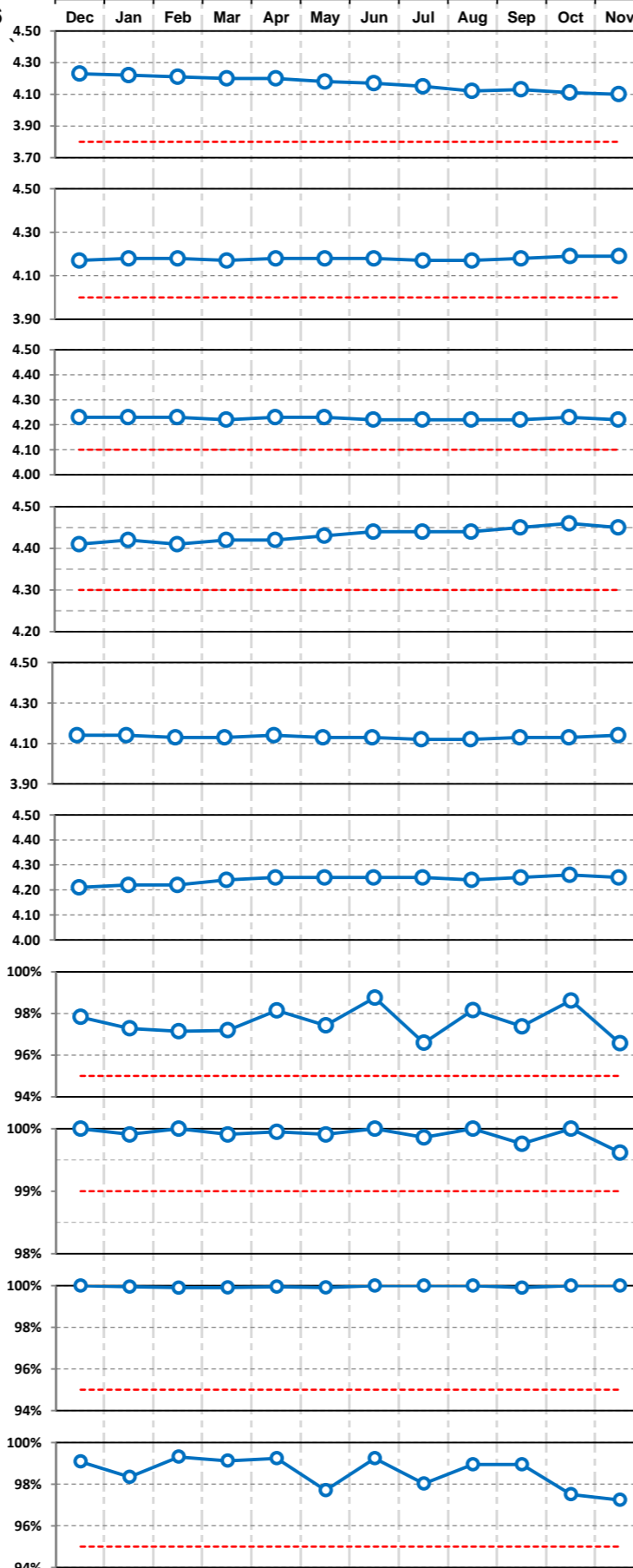
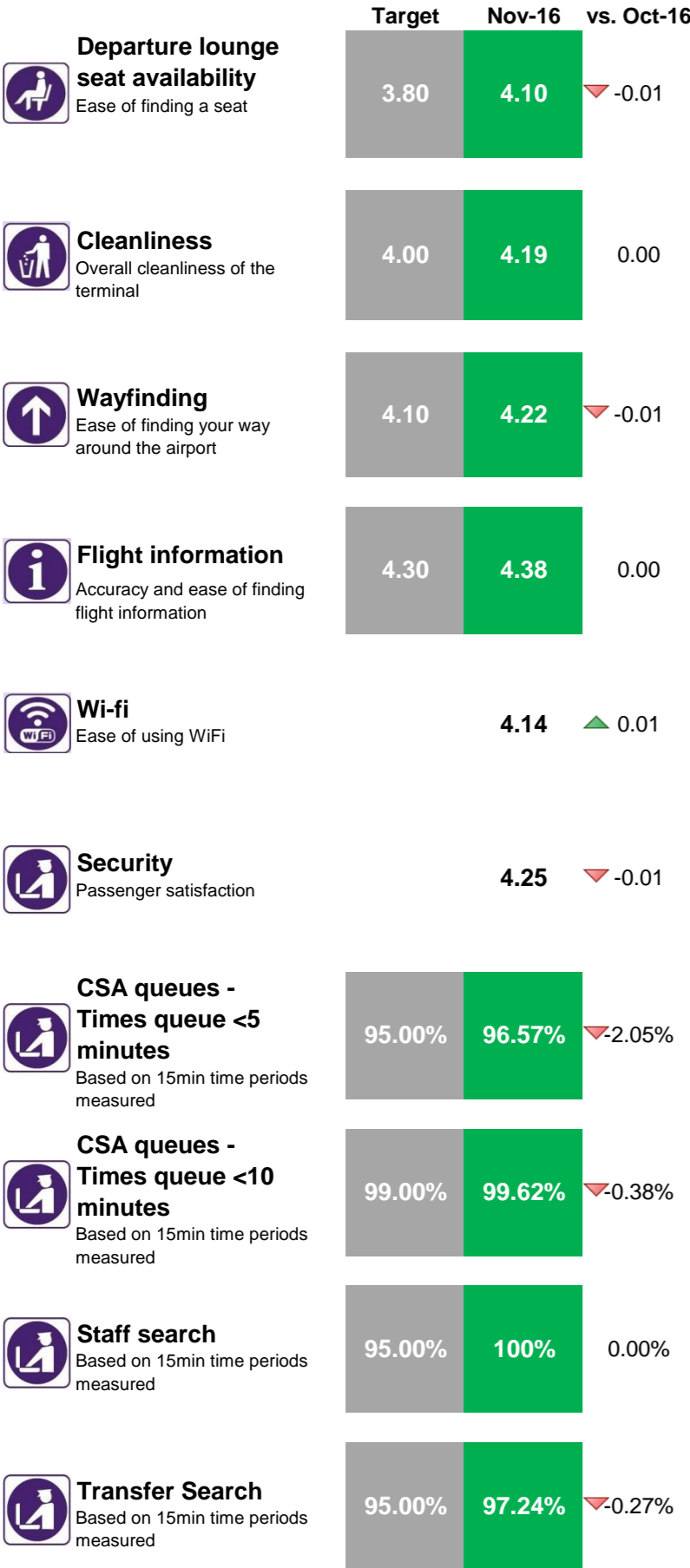
**Bonus:** All business units must exceed Lower Threshold.

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

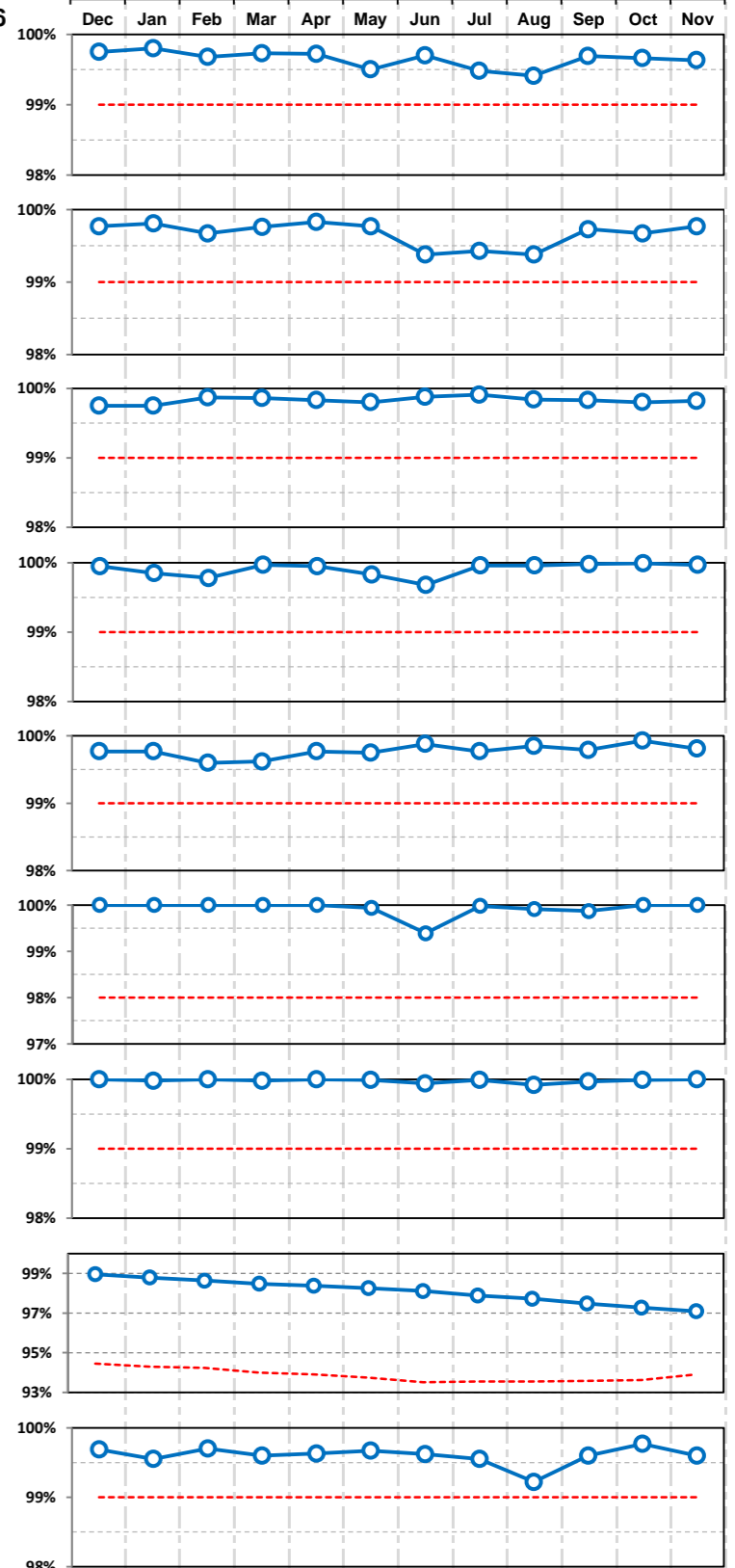
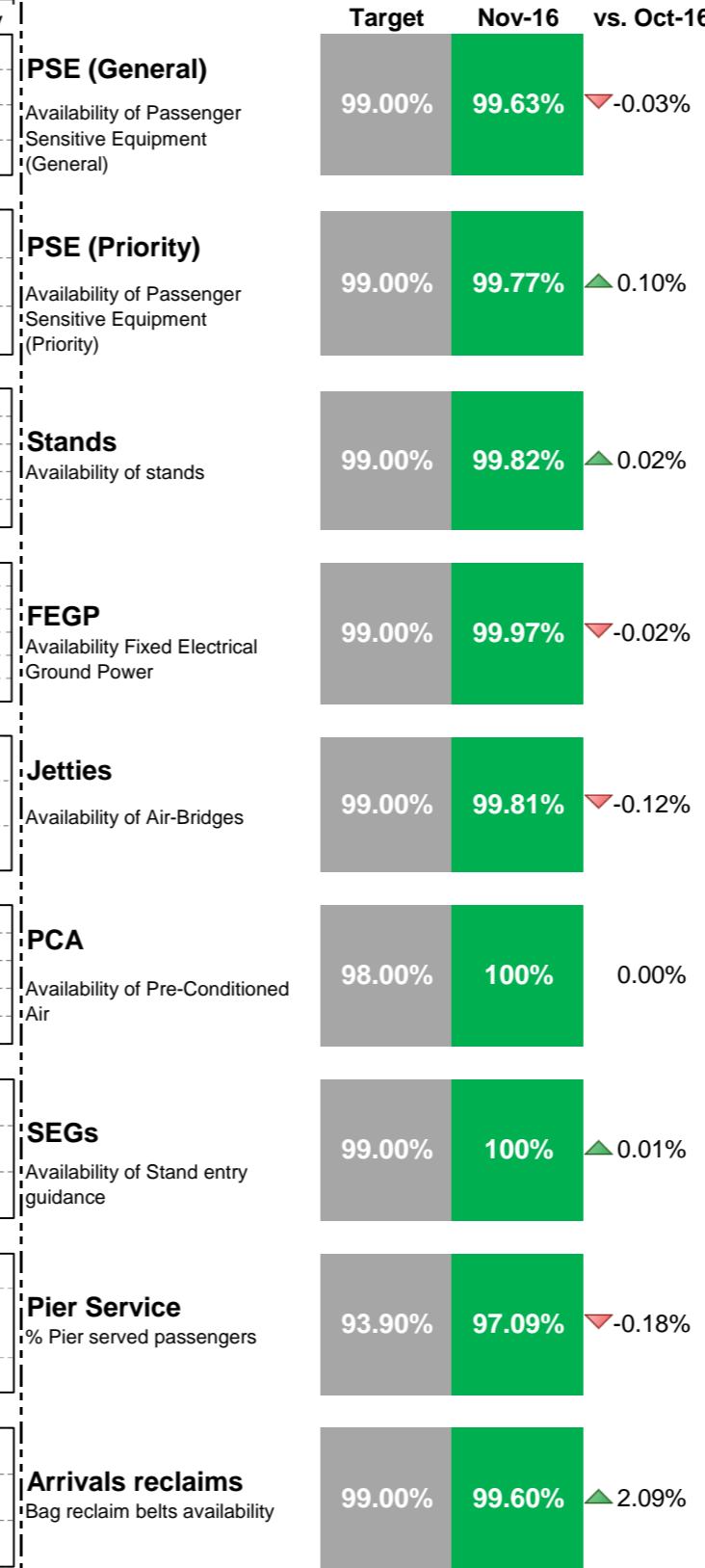
All bonus measures are based on MAT

# Terminal 3 Performance Report November 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:

	Nov - 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	Nov - 2016		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
<b>Departure lounge seat availability</b>	MAT	4.10	4.50	4.10	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.19	£ -	£ -	0
<b>Wayfinding</b>	MAT	4.20	4.50	4.22	£ 33,613	£ 319,325	10
Flight information	MAT	4.40	4.70	4.38	£ -	£ -	0
					£ 33,613	£ 319,325	10

### 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

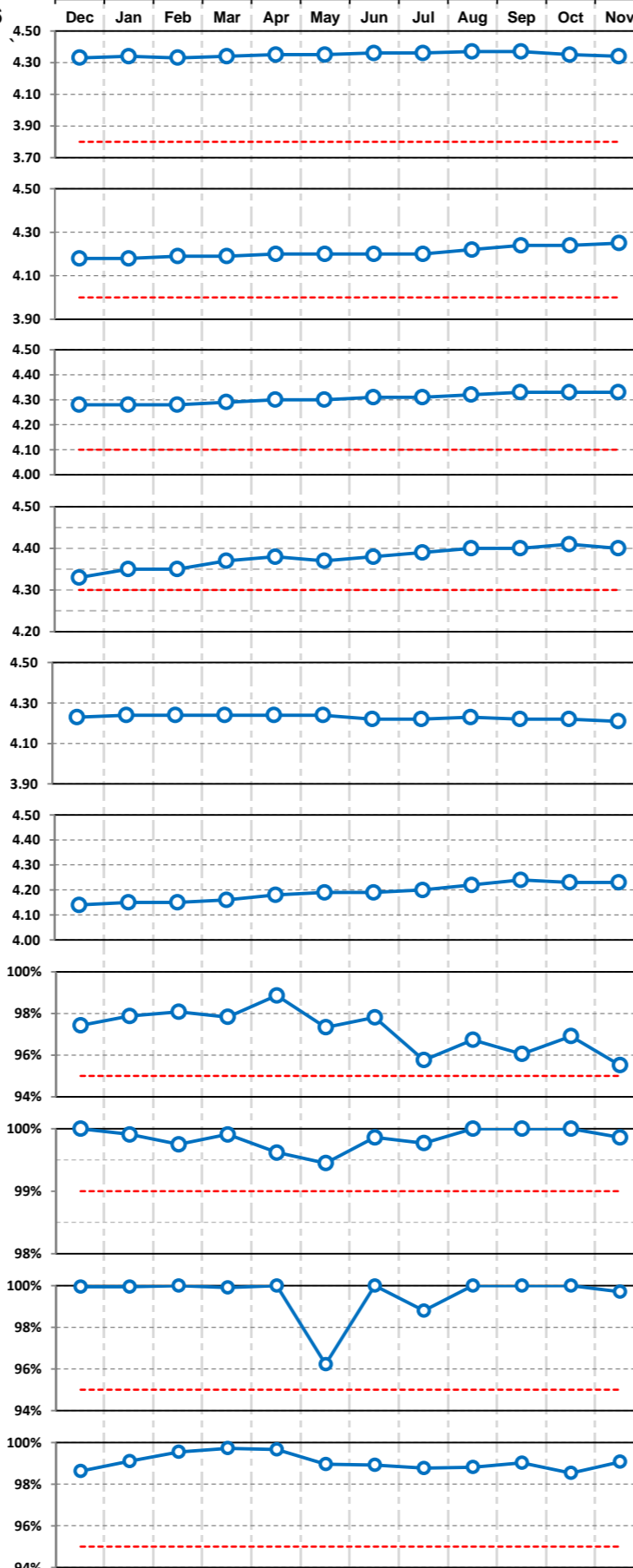
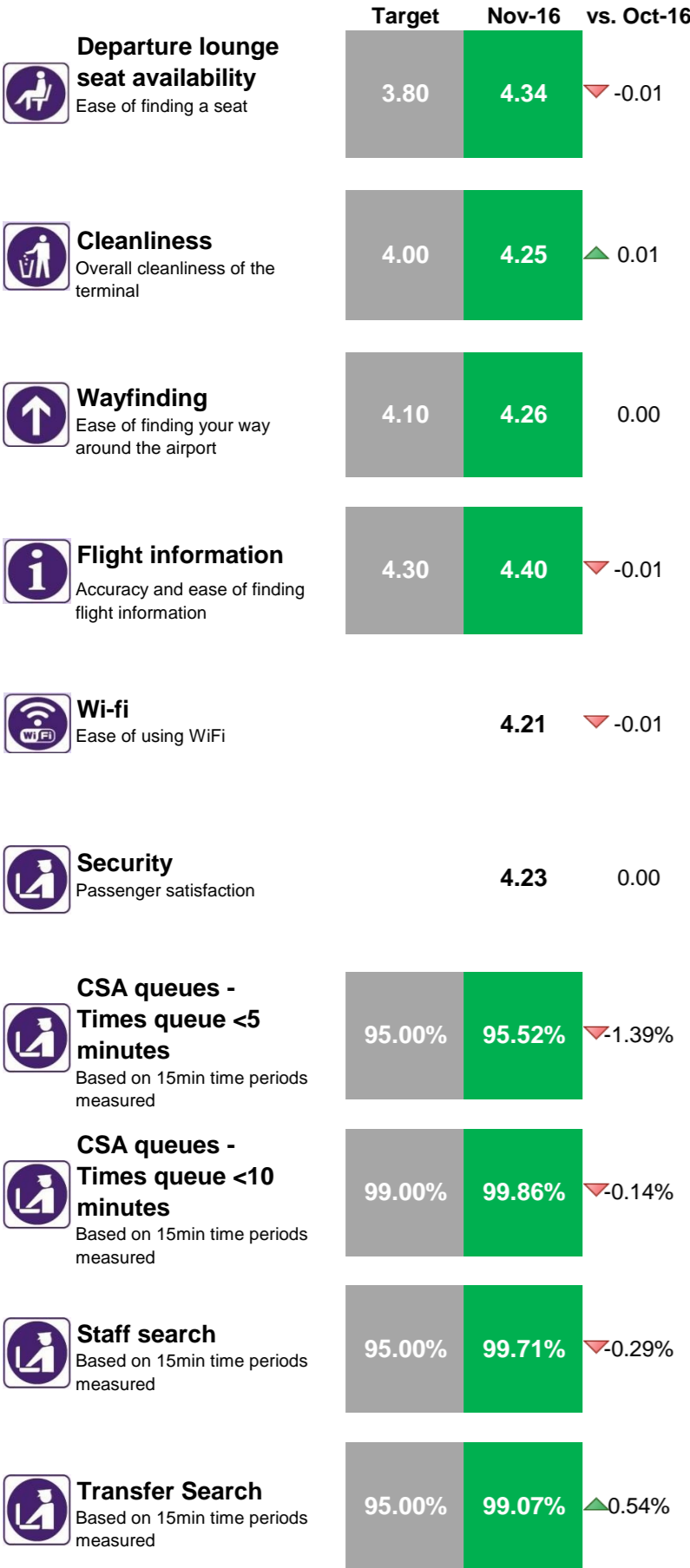
**Bonus:** All business units must exceed Lower Threshold.

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

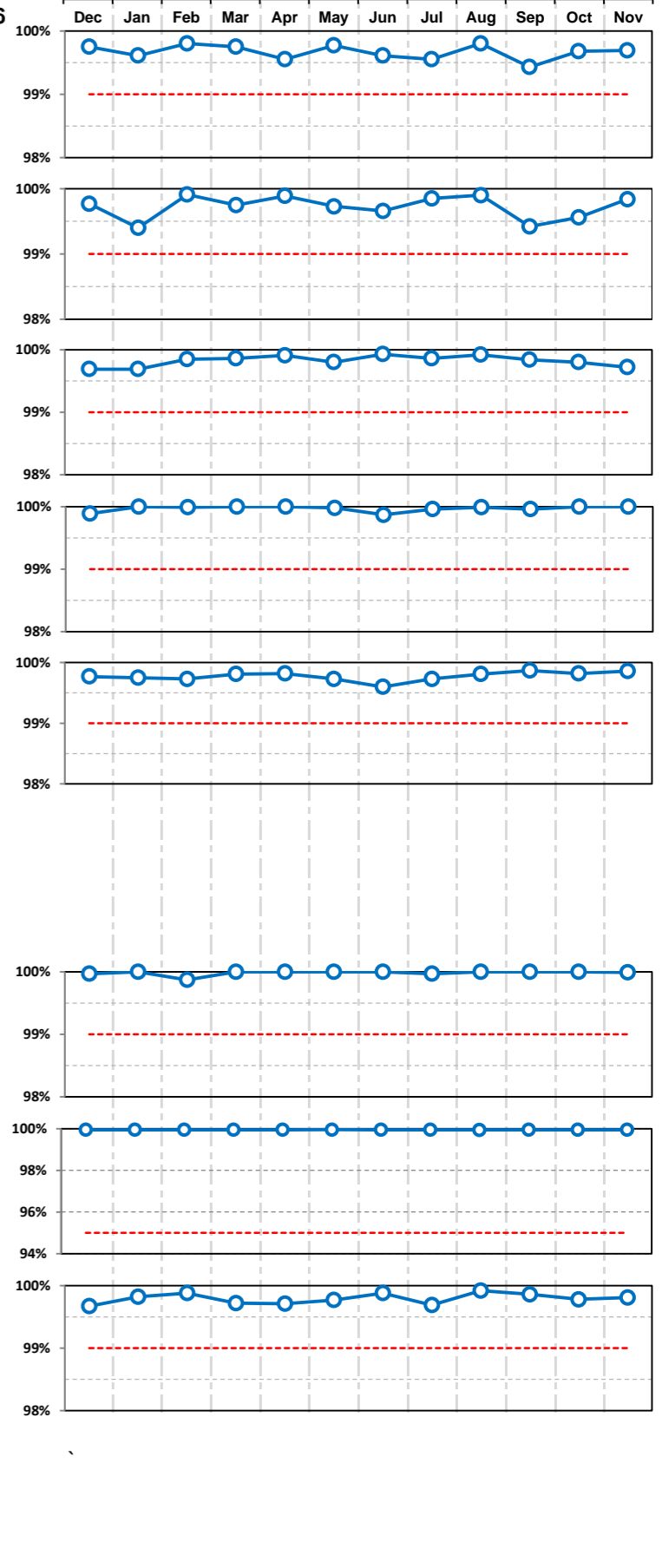
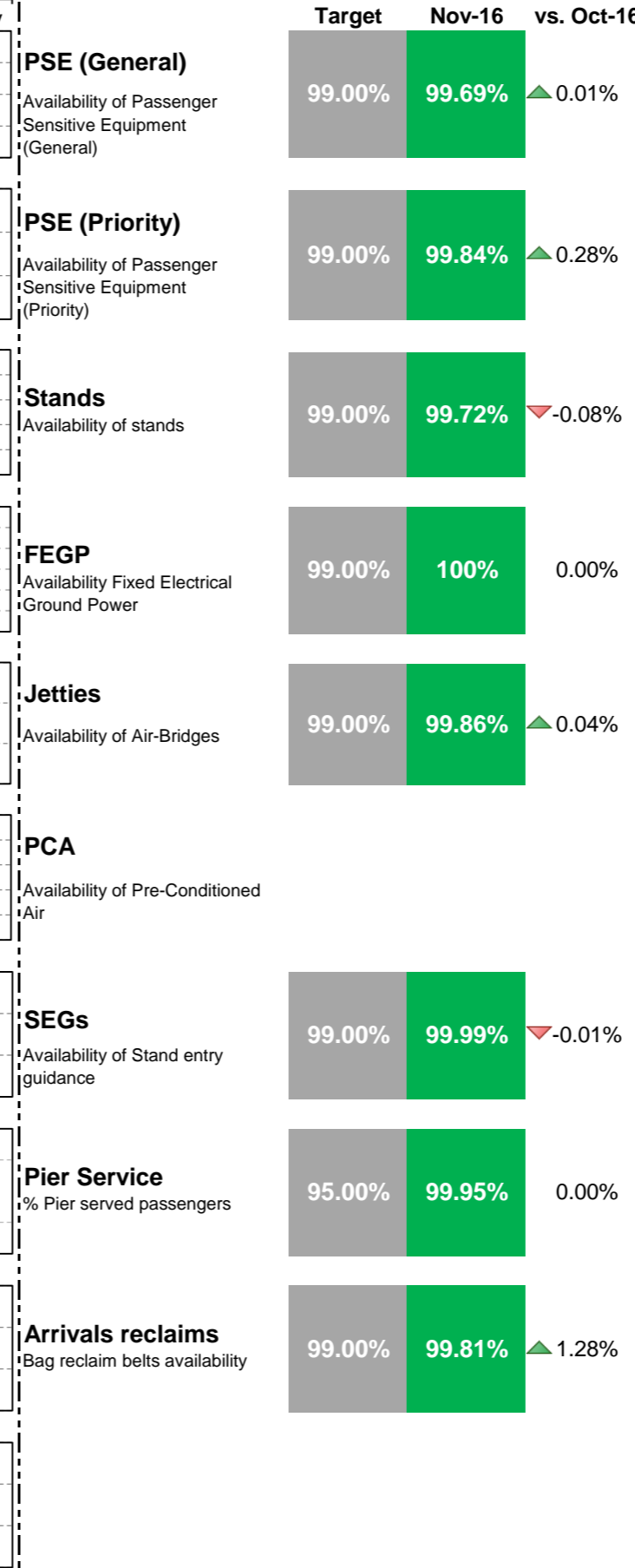
All bonus measures are based on MAT

# Terminal 4 Performance Report November 2016

## Passenger Experience and Service Level Performance



## Service Level Performance



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

### Rebates:

	Nov - 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	Nov - 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	4.25	£ -	£ -	0
<b>Wayfinding</b>	MAT	4.20	4.50	4.26	£ 33,613	£ 319,325	10
Flight information	MAT	4.40	4.70	4.40	£ -	£ -	0
					£ 33,613	£ 319,325	10

### 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.

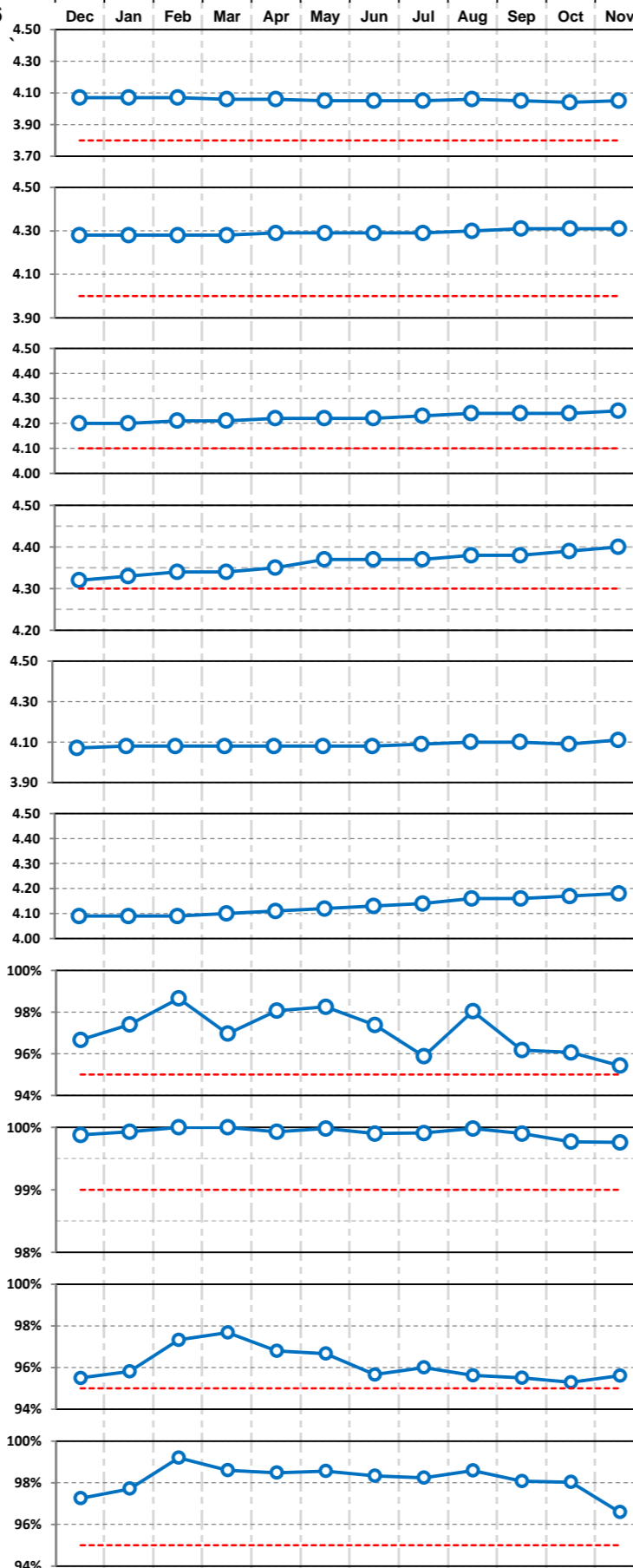
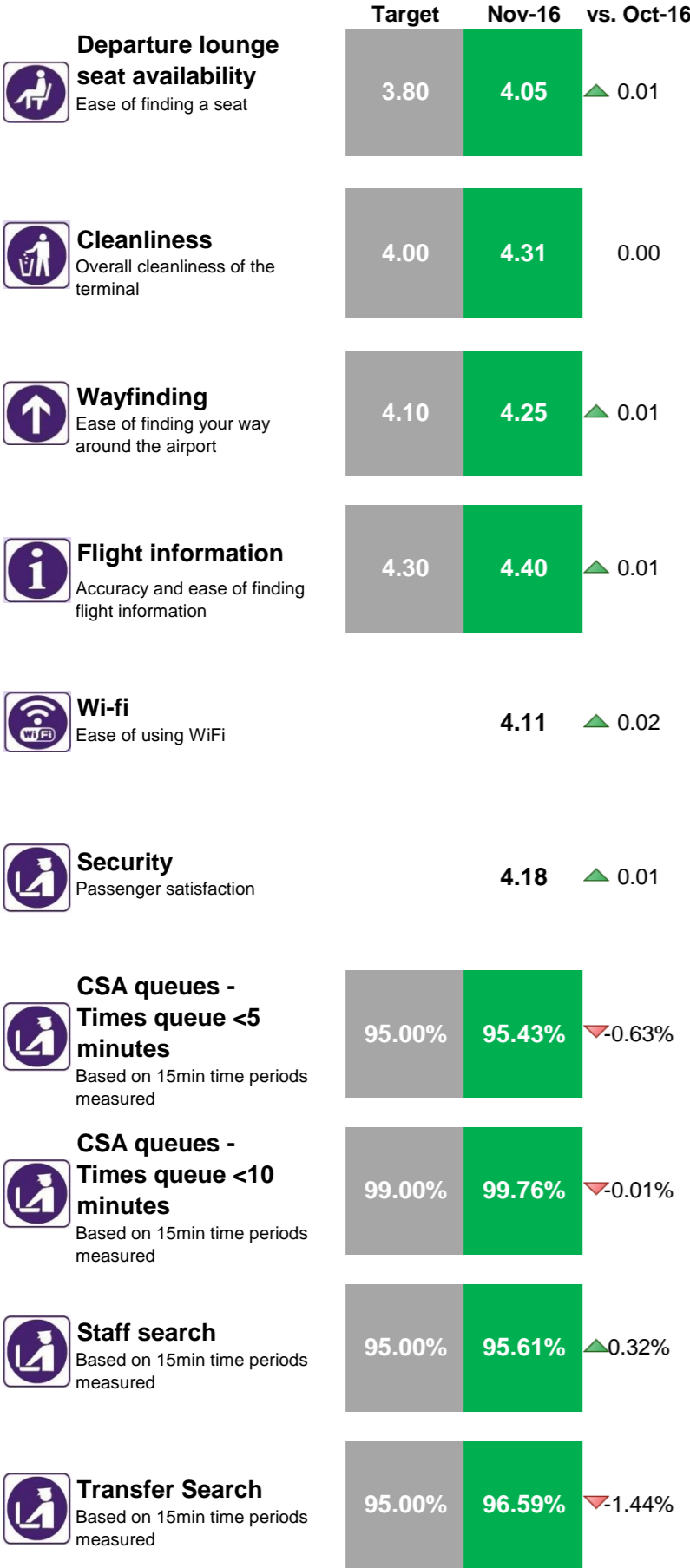
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAT

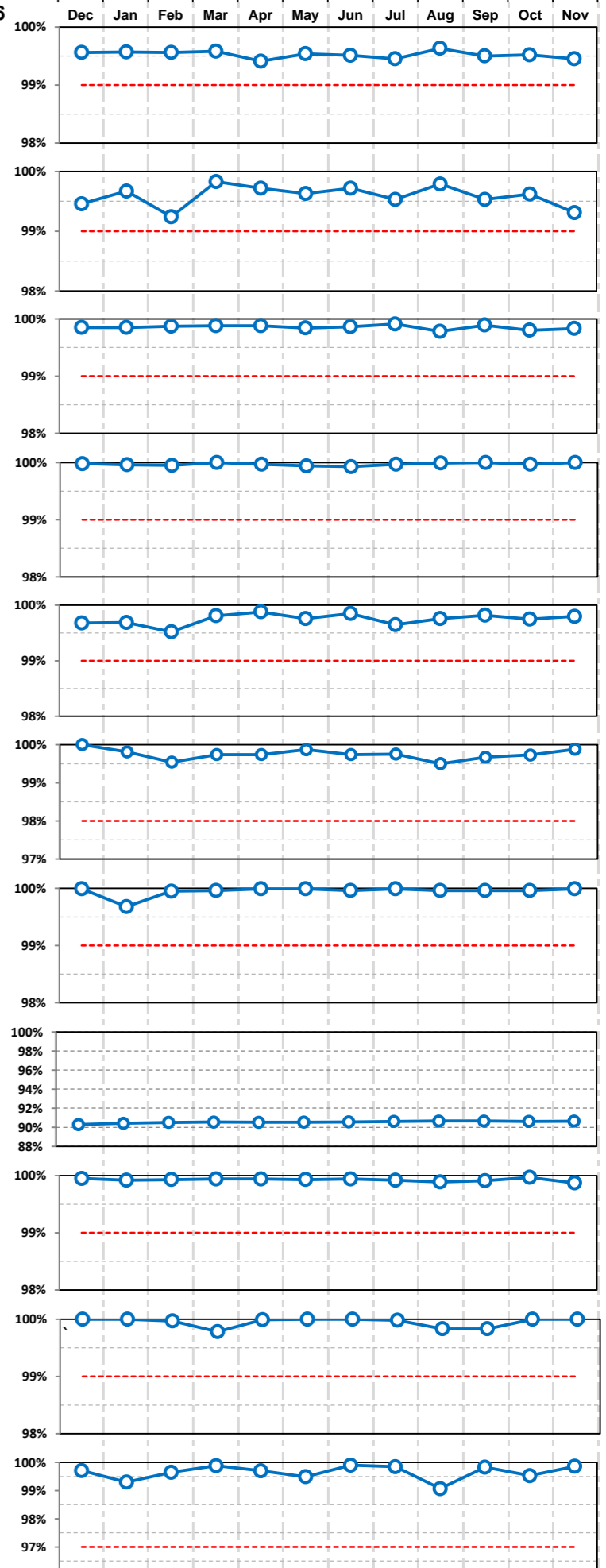
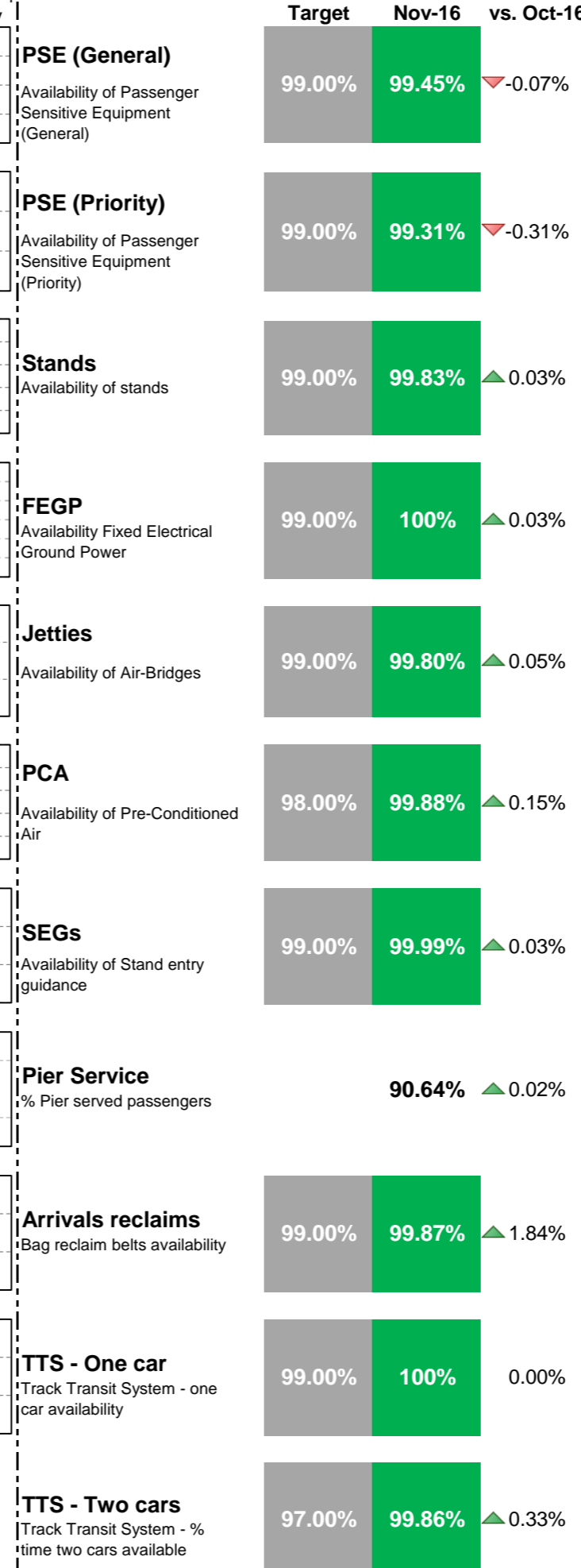


# Terminal 5 Performance Report November 2016

## 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 November 2016

## Financial Report - Bonus and Rebates

### Rebates:

	Nov - 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	Nov - 2016		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
<b>Departure lounge seat availability</b>	MAT	4.10	4.50	4.05	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.31	£ -	£ -	0
<b>Wayfinding</b>	MAT	4.20	4.50	4.25	£ 33,613	£ 319,325	10
Flight information	MAT	4.40	4.70	4.40	£ -	£ -	0
					£ 33,613	£ 319,325	10

#### 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.

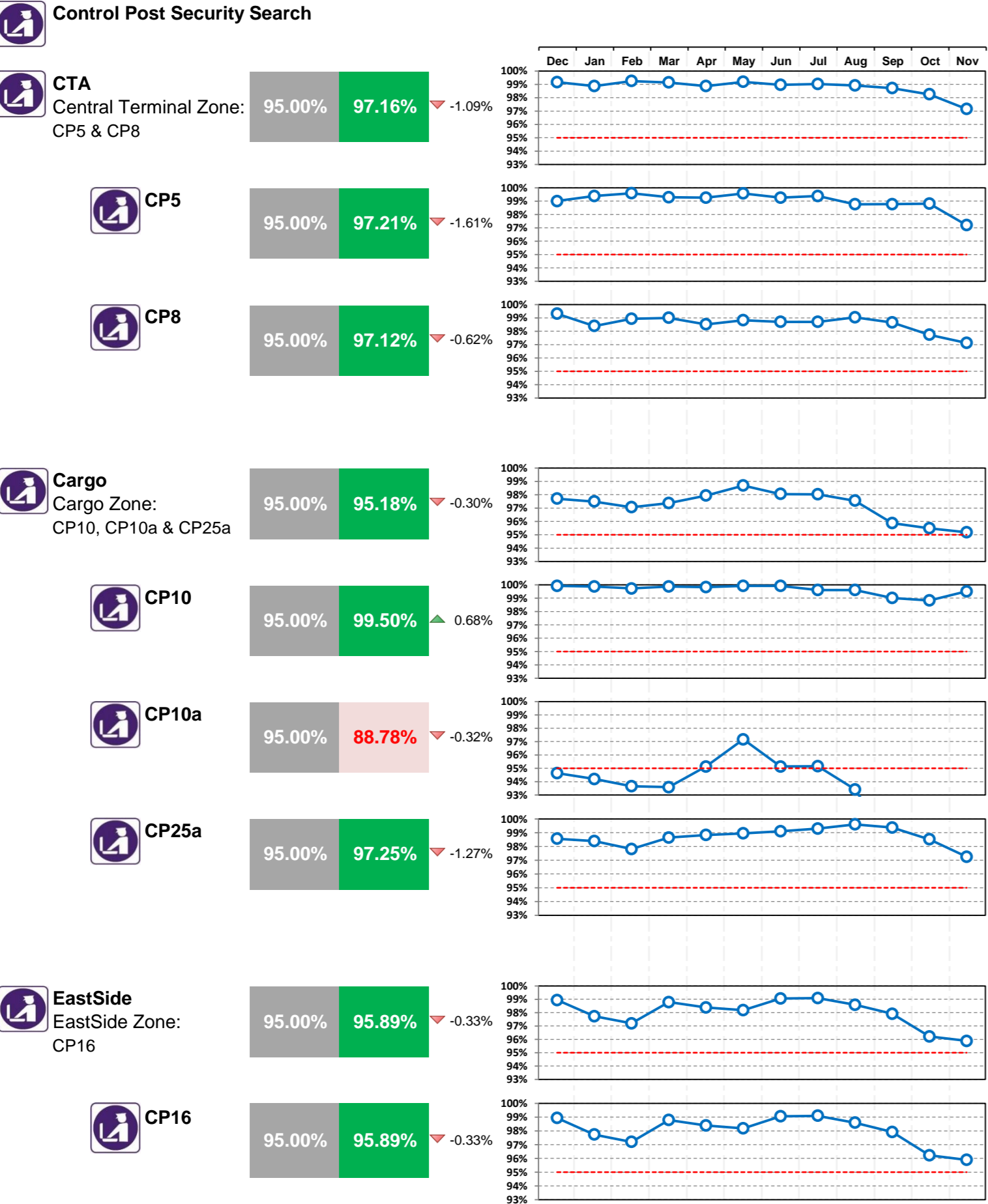
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAT

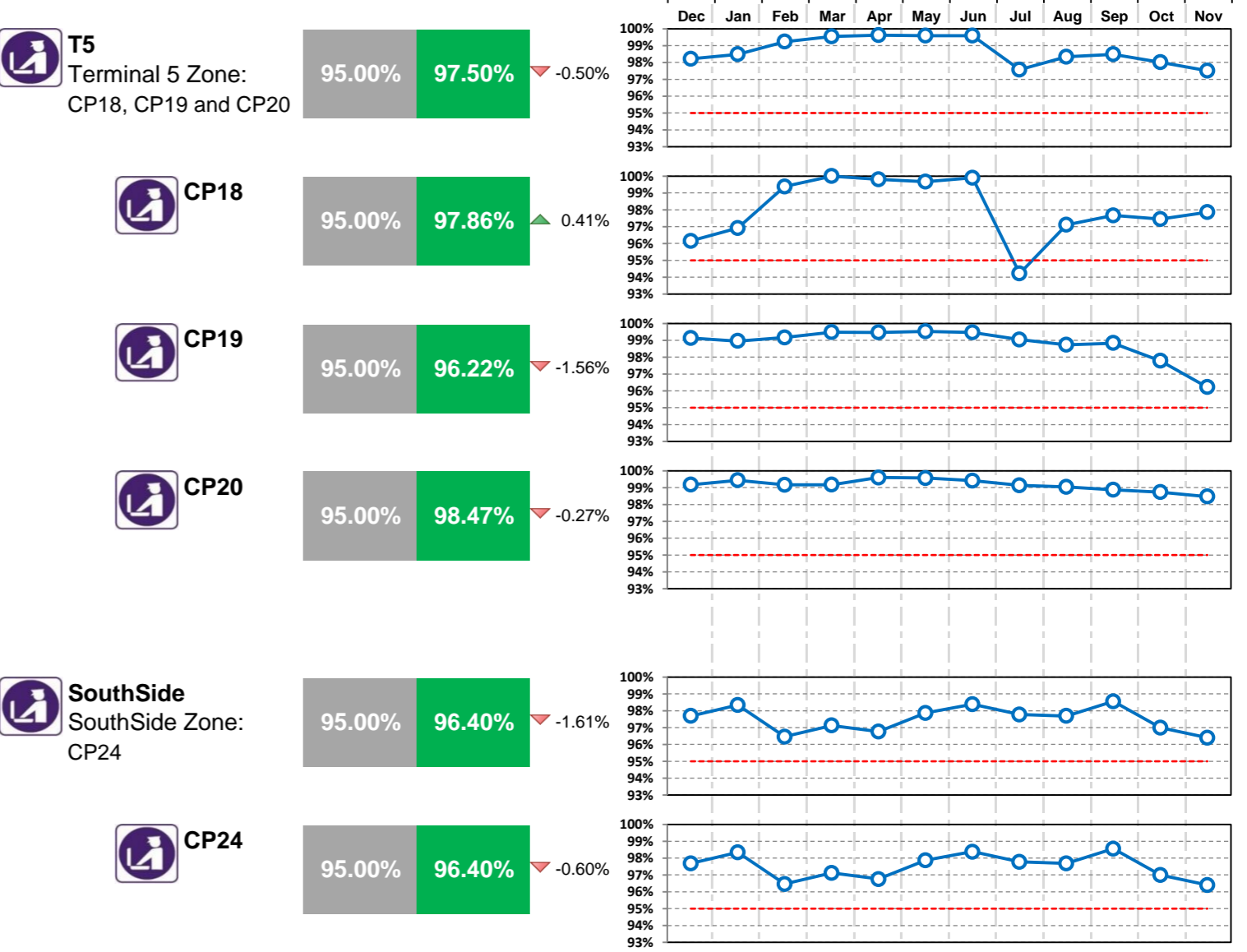
# Campus Performance Report November 2016

## Financial Report - Bonus and Rebates

### Service Level Performance



### Service Level Performance



### Rebates:

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

### Financial Report

# Heathrow

*Making every journey better*