



# Heathrow Performance Report

Service Quality Rebate and Bonus - September 2016

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**Heathrow**  
*Making every journey better*

# Heathrow Performance Report September 2016

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability</b> Ease of finding a seat	4.42	4.13	4.37	4.05	
<b>Cleanliness</b> Overall cleanliness of the terminal	4.44	4.18	4.24	4.31	
<b>Wayfinding</b> Ease of finding your way around the airport	4.33	4.22	4.26	4.24	
<b>Flight information</b> Accuracy and ease of finding flight information	4.45	4.37	4.40	4.38	
<b>Wi-fi</b> Ease of using WiFi	4.22	4.13	4.22	4.10	
<b>Security</b> Passenger satisfaction	4.31	4.25	4.24	4.16	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	96.43%	97.38%	96.05%	96.17%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.81%	99.76%	100%	99.90%	
<b>Staff search</b> Based on 15min time periods measured	98.94%	99.90%	100%	95.51%	
<b>Transfer Search</b> Based on 15min time periods measured	99.14%	98.95%	99.02%	98.08%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	98.71%	95.87%	97.92%	98.48%	98.56%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.56%	99.69%	99.43%	99.50%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.66%	99.73%	99.42%	99.53%
<b>Stands</b> Availability of stands	99.90%	99.83%	99.84%	99.89%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	100%	99.98%	99.96%	100%
<b>Jetties</b> Availability of Air-Bridges	99.97%	99.79%	99.87%	99.82%
<b>PCA</b> Availability of Pre-conditioned Air	99.98%	99.87%		99.67%
<b>SEGs</b>	99.99%	99.97%	100%	99.96%
<b>Pier Service</b> % Pier served passengers	99.79%	97.48%	99.95%	90.65%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.59%	99.60%	99.86%	99.91%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.83%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.83%

## Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Sep - 2016					Estimated Rebate	Estimated Rebate	Total Failures
	T2	T3	T4	T5	Campus			
<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:		Sep - 2016				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.42	4.13	4.37	4.05	£ -	£ -	0
	4.20	4.50	4.44	4.18	4.24	4.31	£ -	£ -	0
	4.20	4.50	4.33	4.22	4.26	4.24	£ 33,613	£ 235,292	8
	4.40	4.70	4.45	4.37	4.40	4.38	£ -	£ -	0
<b>Total</b>							£ 33,613	£ 235,292	8

**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

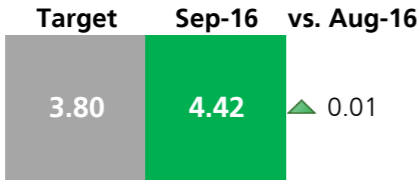
### Credit Notes:

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.

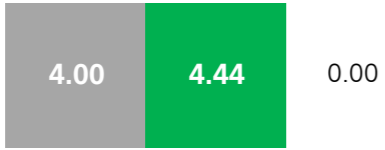
# Terminal 2 Performance Report September 2016

## Passenger Experience and Service Level Performance

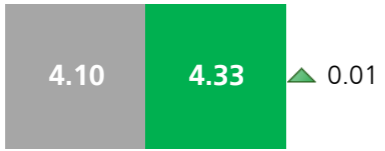
**Departure lounge seat availability**  
Ease of finding a seat



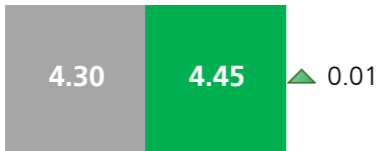
**Cleanliness**  
Overall cleanliness of the terminal



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



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



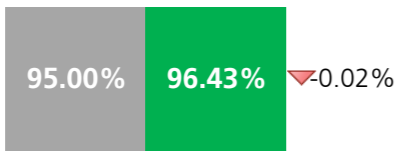
**Wi-fi**  
Ease of using WiFi



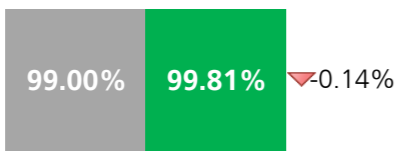
**Security**  
Passenger satisfaction



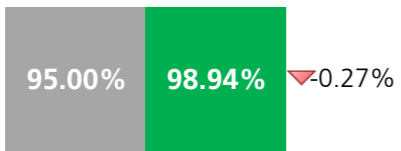
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



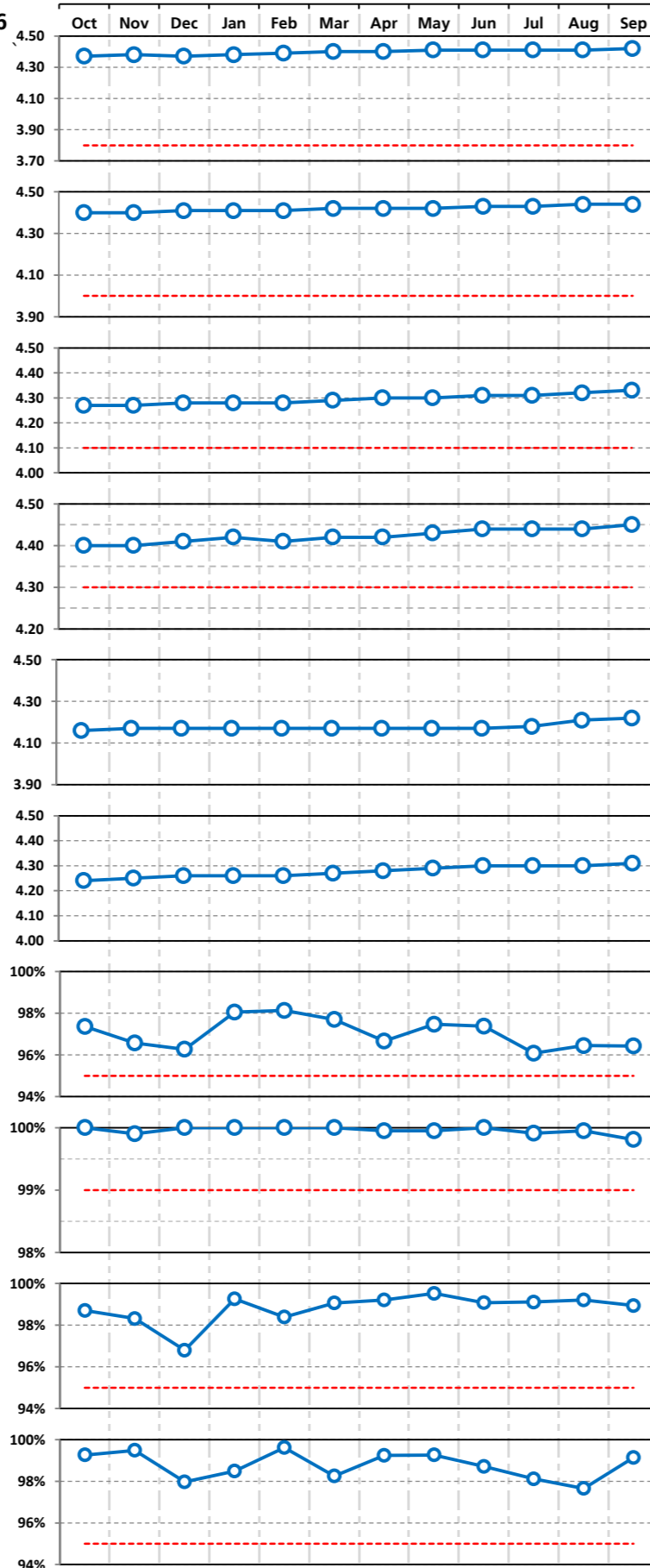
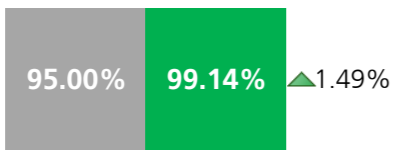
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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

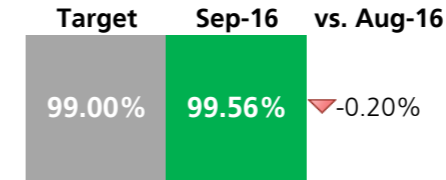


**Transfer Search**  
Based on 15min time periods measured

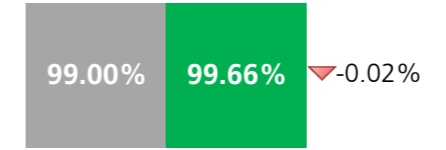


## Service Level Performance

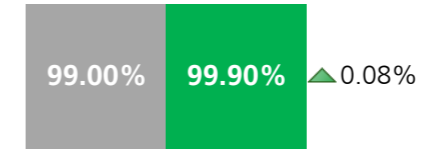
**PSE (General)**  
Availability of Passenger Sensitive Equipment (General)



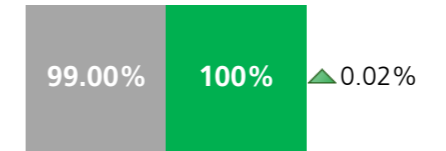
**PSE (Priority)**  
Availability of Passenger Sensitive Equipment (Priority)



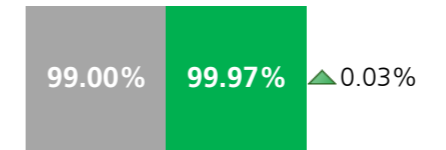
**Stands**  
Availability of stands



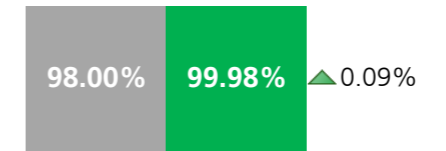
**FEGP**  
Availability Fixed Electrical Ground Power



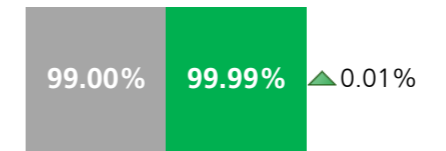
**Jetties**  
Availability of Air-Bridges



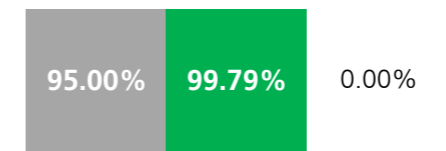
**PCA**  
Availability of Pre-Conditioned Air



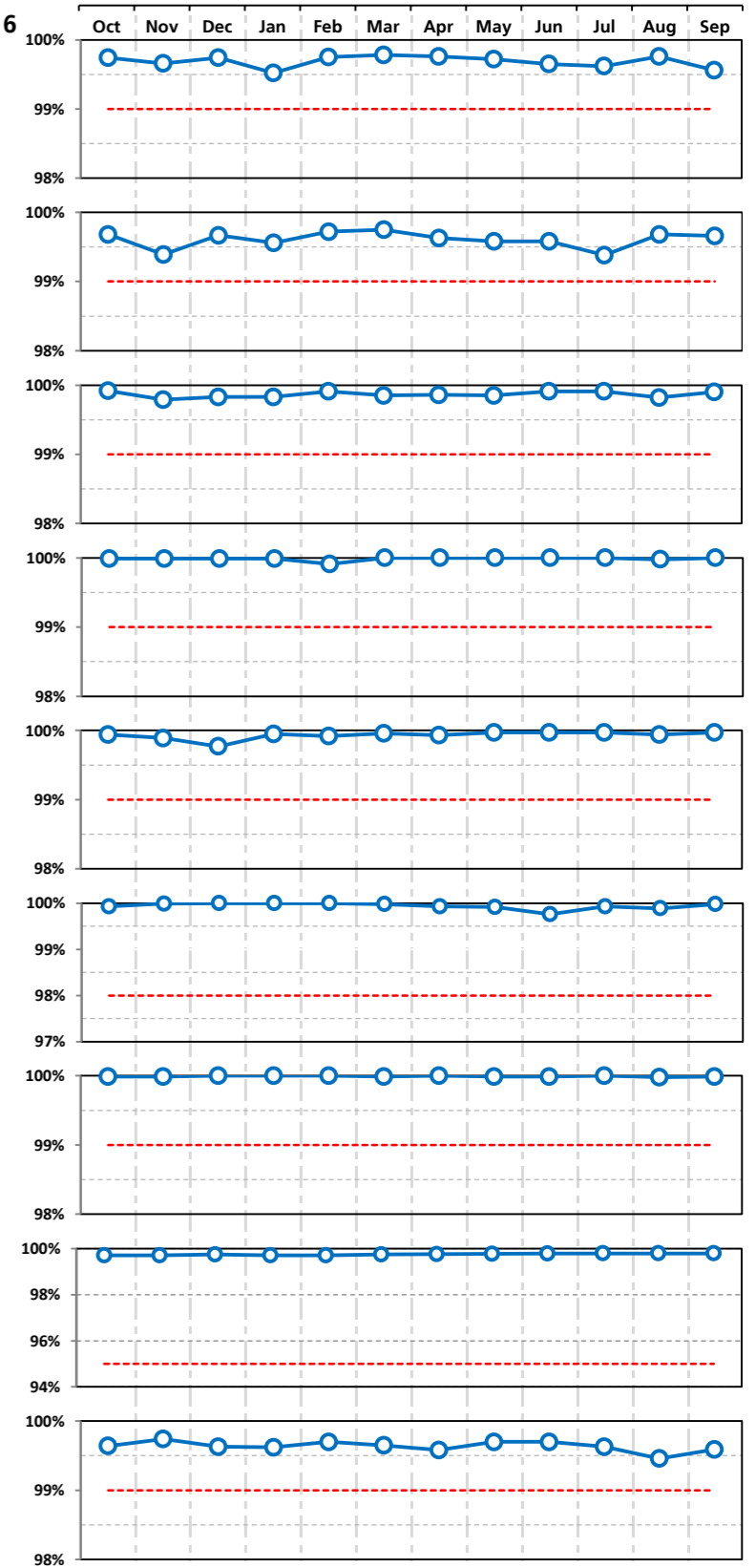
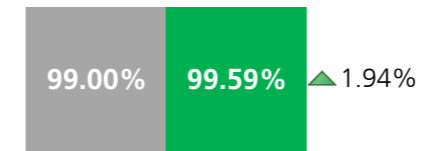
**SEGS**  
Availability of Stand entry guidance



**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:

	Sep - 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	Sep - 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	4.42	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.44	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.33	£ 33,613	£ 235,292	8	
Flight information	MAT	4.40	4.70	4.45	£ -	£ -	0	
					£ 33,613	£ 235,292	8	

### 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

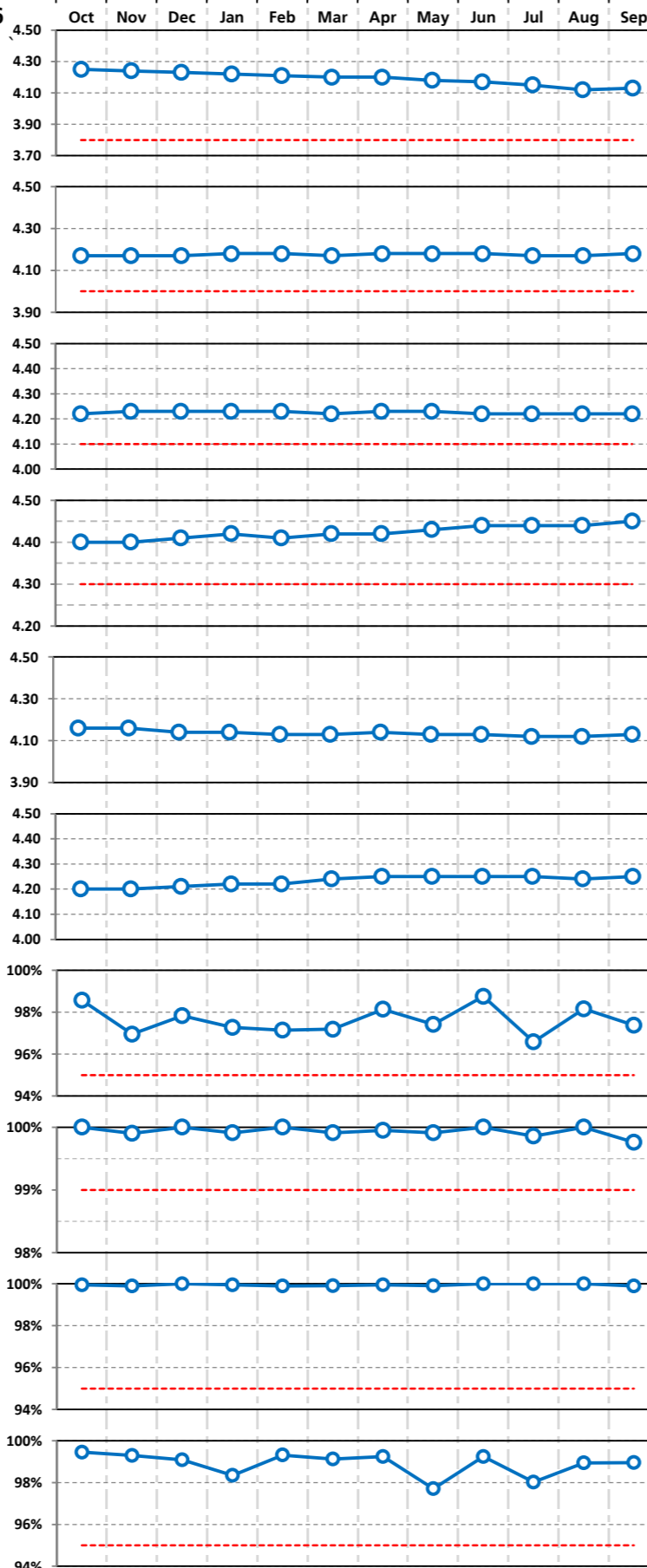
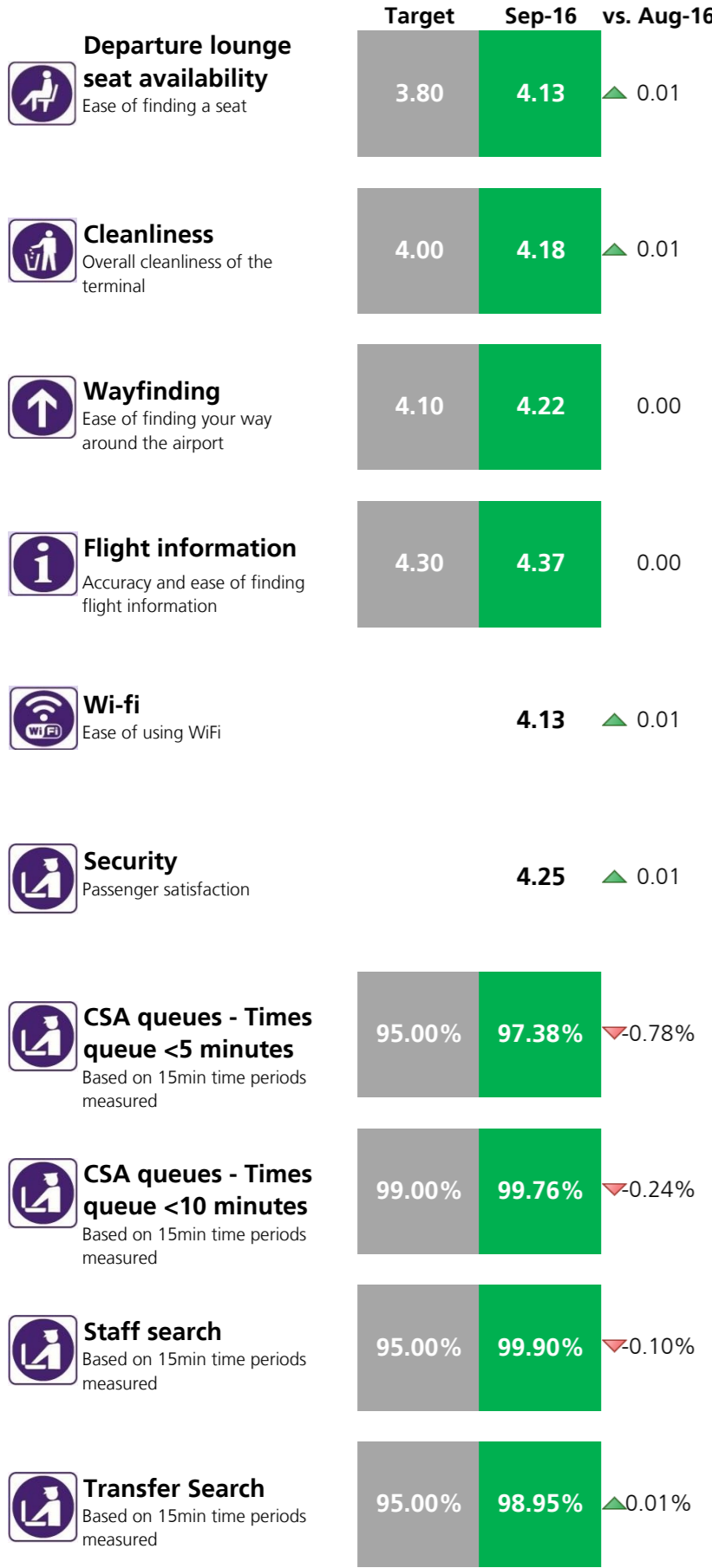
**Bonus:** All business units must exceed Lower Threshold.

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

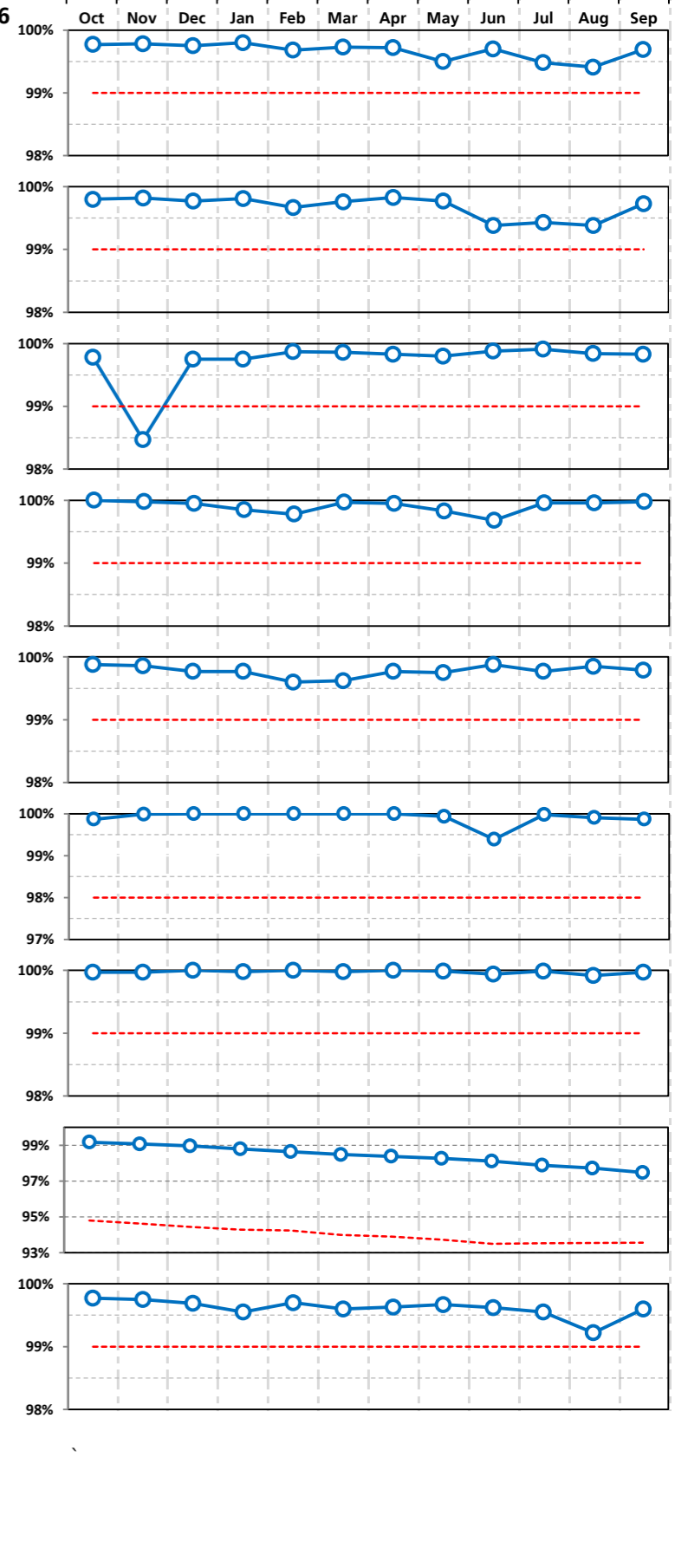
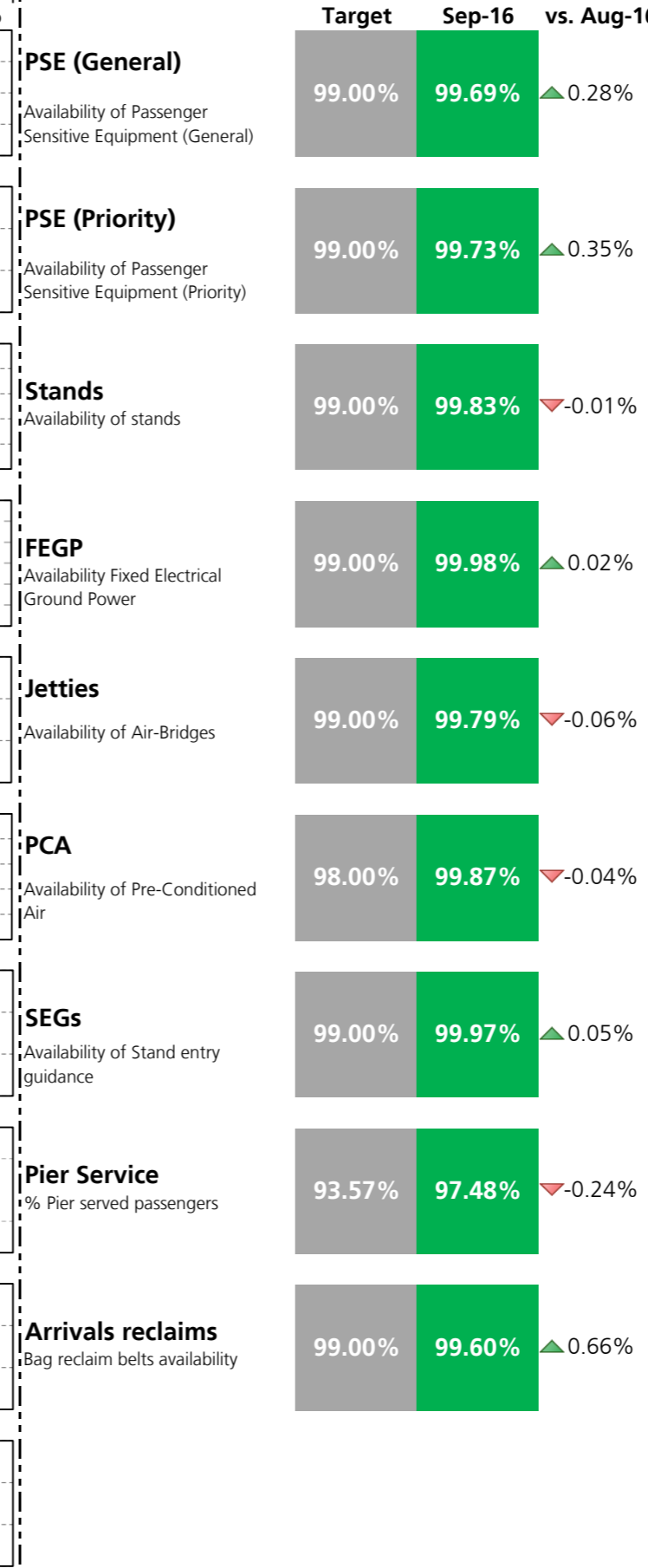
All bonus measures are based on MAT

# Terminal 3 Performance Report September 2016

## Passenger Experience and Service Level Performance



## Service Level Performance



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

## Rebates:

	Sep - 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	Sep - 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	4.13	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.18	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.22	£ 33,613	£ 235,292	8	
Flight information	MAT	4.40	4.70	4.37	£ -	£ -	0	
					£ 33,613	£ 235,292	8	

## 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

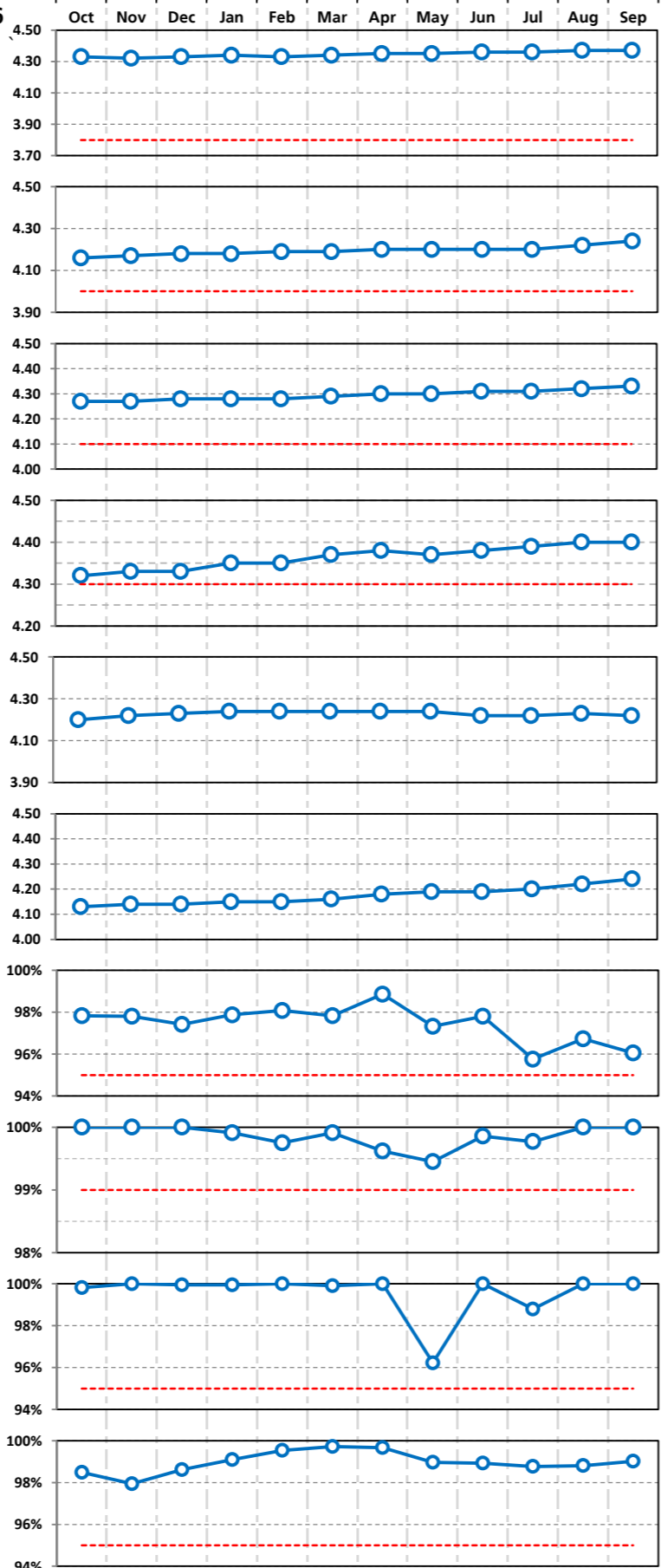
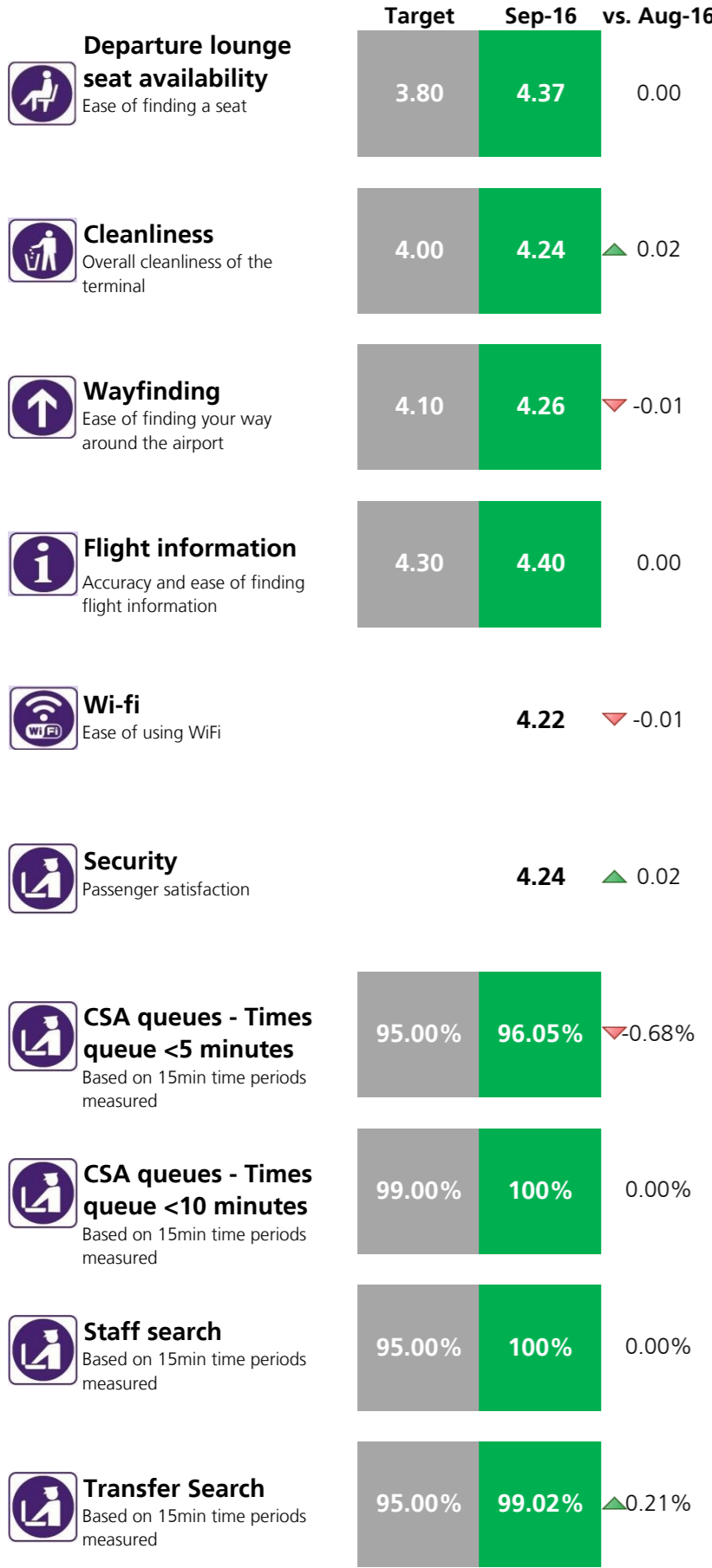
**Bonus:** All business units must exceed Lower Threshold.

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

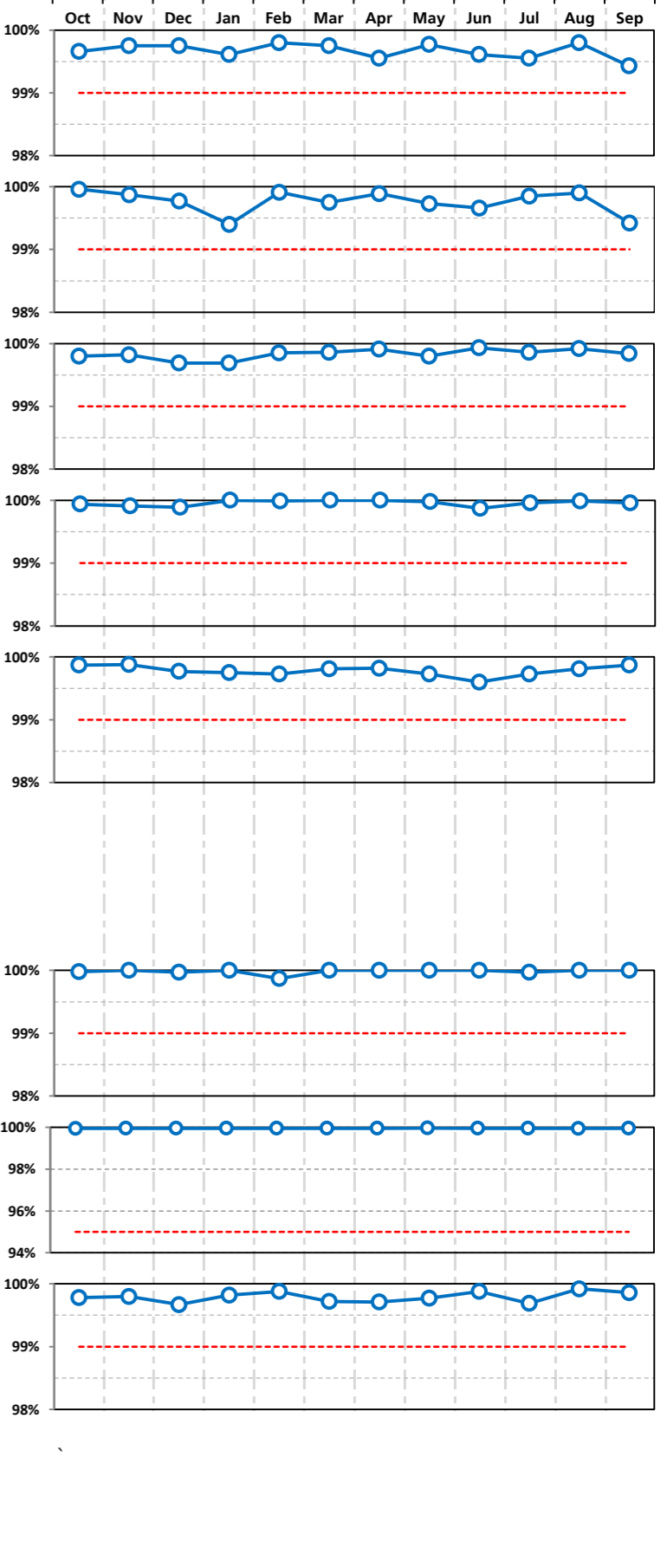
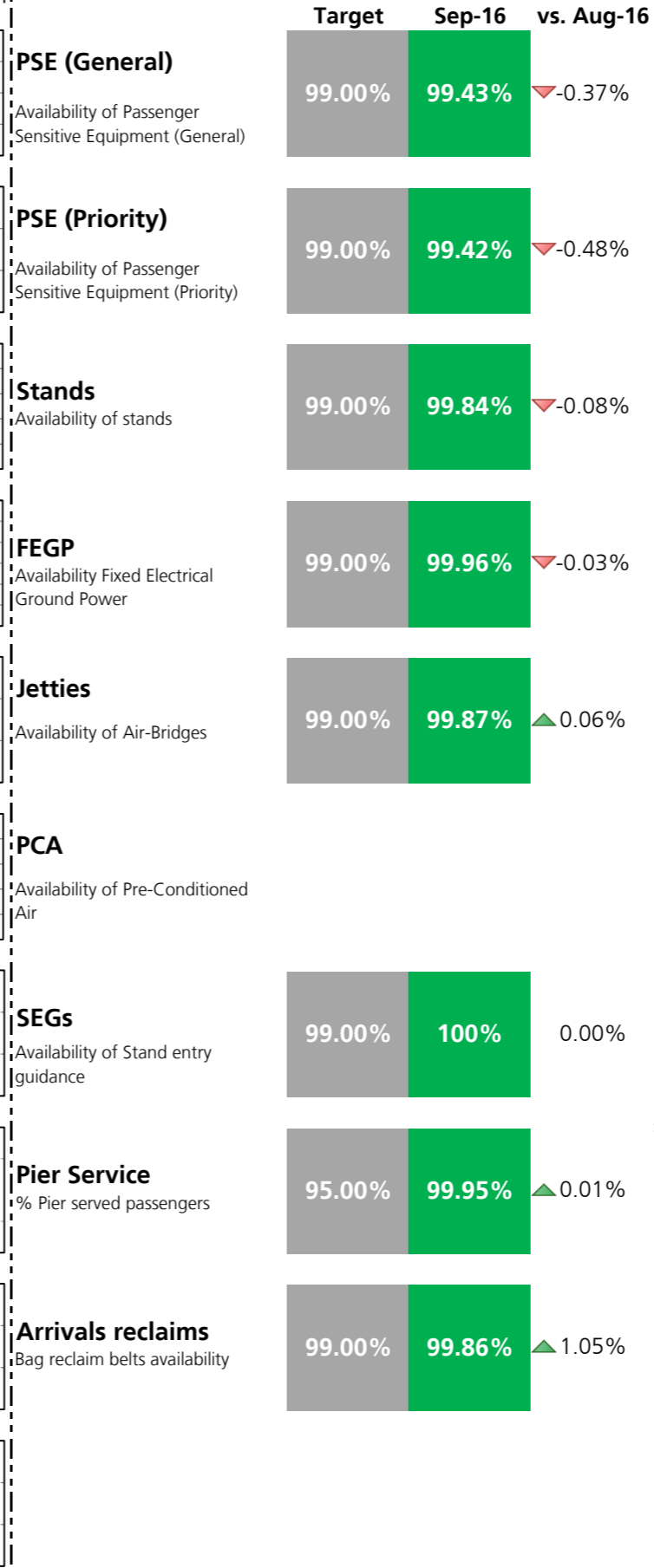
All bonus measures are based on MAT

# Terminal 4 Performance Report September 2016

## Passenger Experience and Service Level Performance



## Service Level Performance



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

## Rebates:

	Sep - 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	Sep - 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	4.37	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.24	£ -	£ -	0
<b>Wayfinding</b>	MAT	4.20	4.50	4.26	£ 33,613	£ 235,292	8
Flight information	MAT	4.40	4.70	4.40	£ -	£ -	0
					£ 33,613	£ 235,292	8

## 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

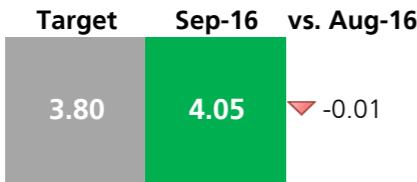
All bonus measures are based on MAT



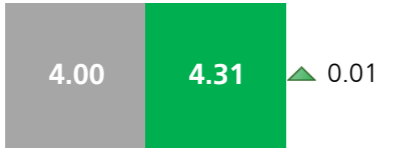
# Terminal 5 Performance Report September 2016

## Passenger Experience and Service Level Performance

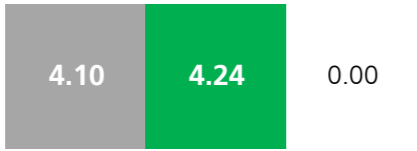
**Departure lounge seat availability**  
Ease of finding a seat



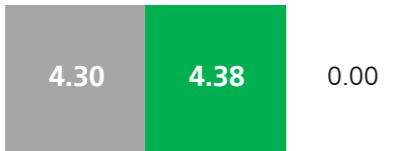
**Cleanliness**  
Overall cleanliness of the terminal



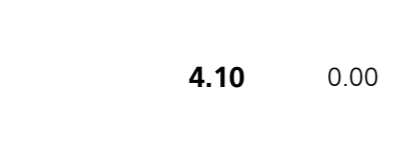
**Wayfinding**  
Ease of finding your way around the airport



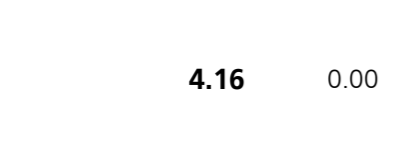
**Flight information**  
Accuracy and ease of finding flight information



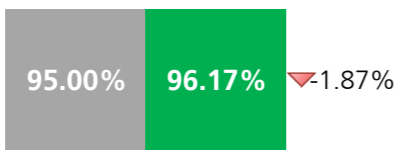
**Wi-fi**  
Ease of using WiFi



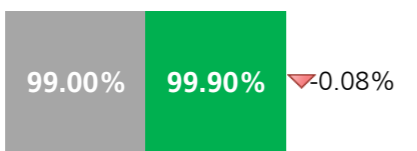
**Security**  
Passenger satisfaction



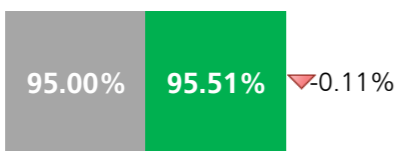
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



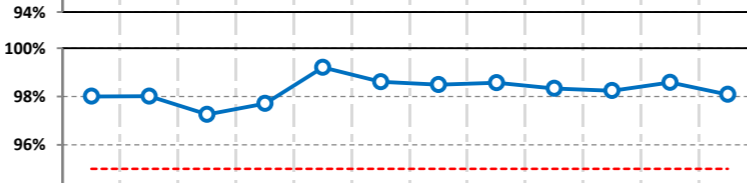
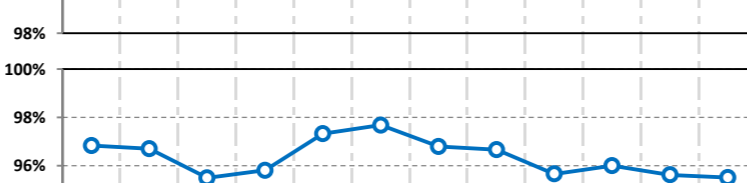
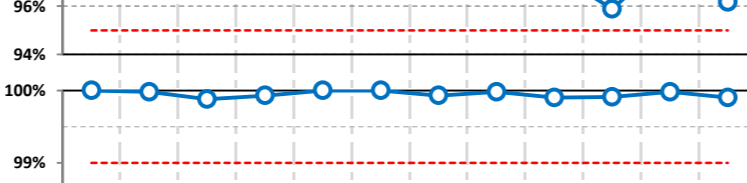
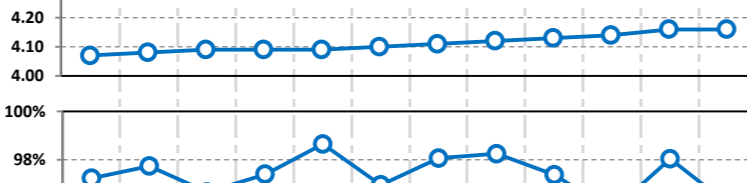
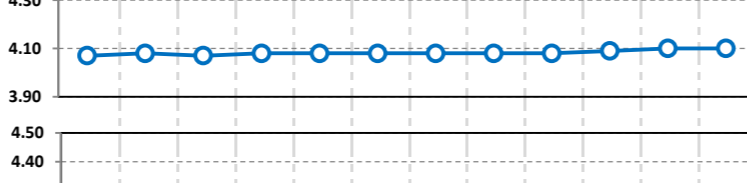
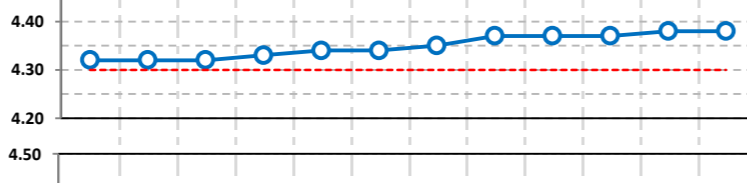
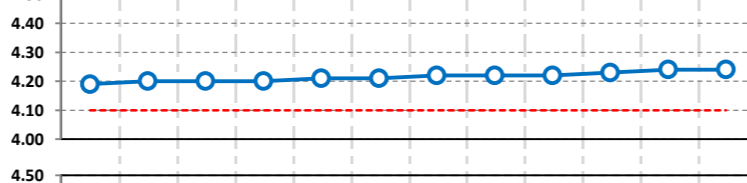
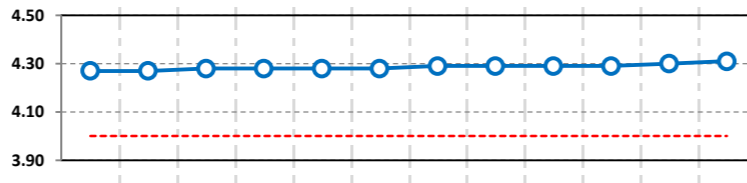
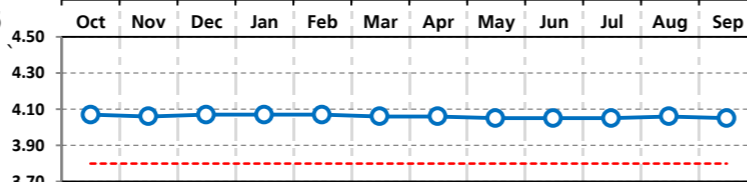
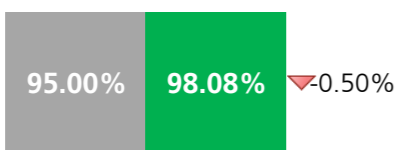
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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

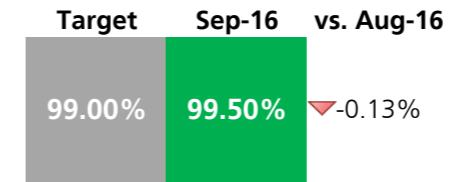


**Transfer Search**  
Based on 15min time periods measured

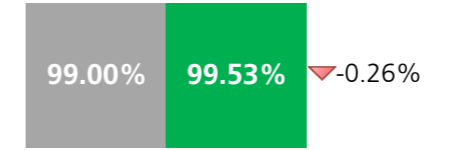


## Service Level Performance

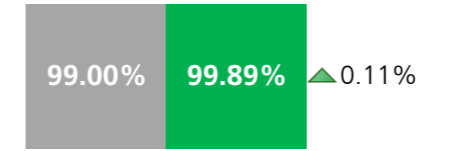
**PSE (General)**  
Availability of Passenger Sensitive Equipment (General)



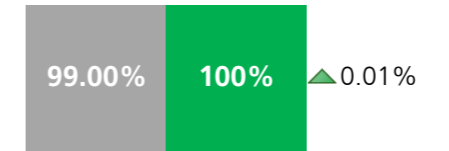
**PSE (Priority)**  
Availability of Passenger Sensitive Equipment (Priority)



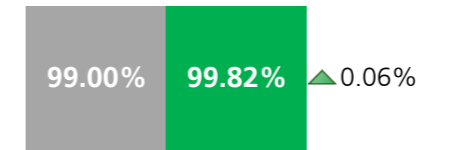
**Stands**  
Availability of stands



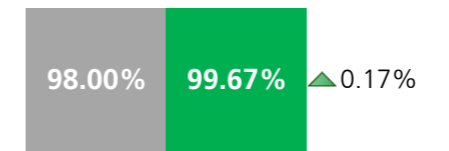
**FEGP**  
Availability Fixed Electrical Ground Power



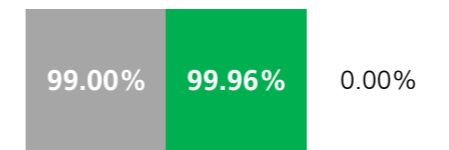
**Jetties**  
Availability of Air-Bridges



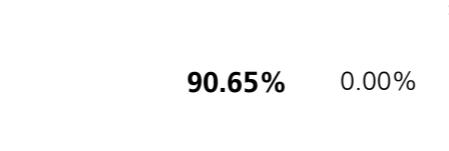
**PCA**  
Availability of Pre-Conditioned Air



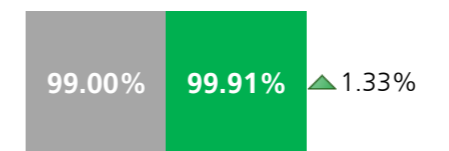
**SEGS**  
Availability of Stand entry guidance



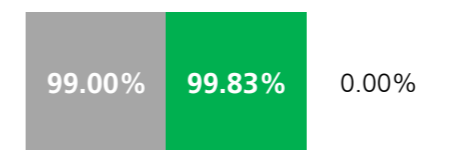
**Pier Service**  
% Pier served passengers



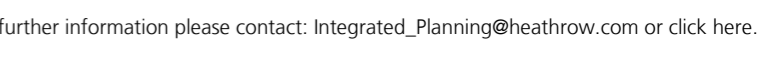
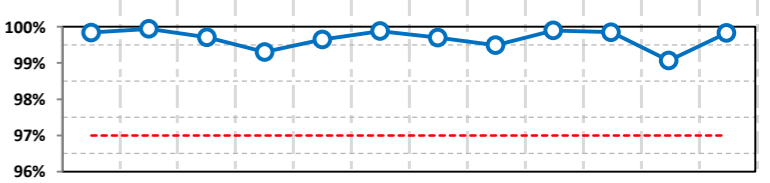
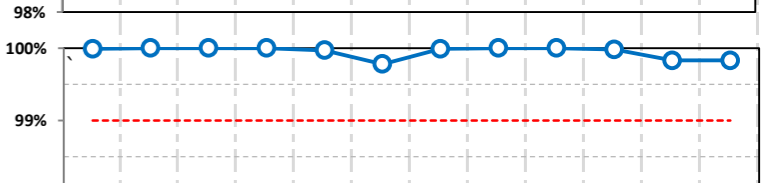
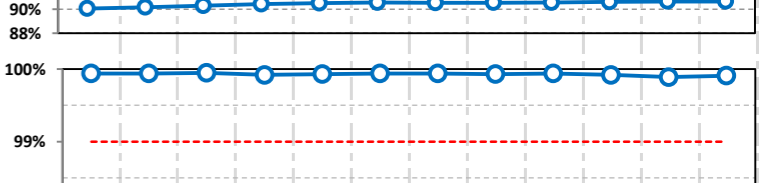
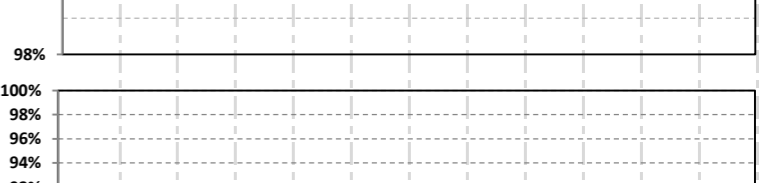
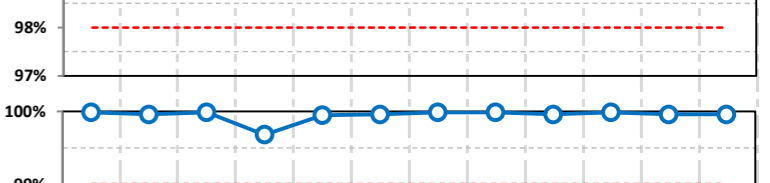
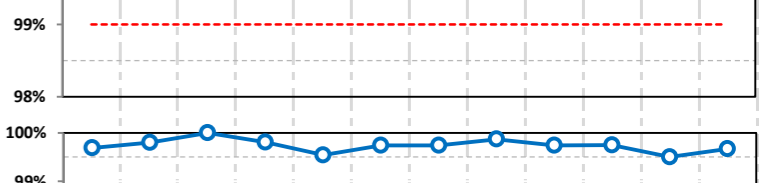
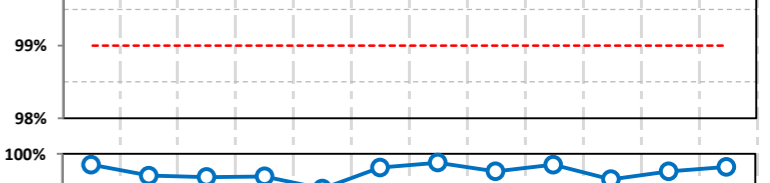
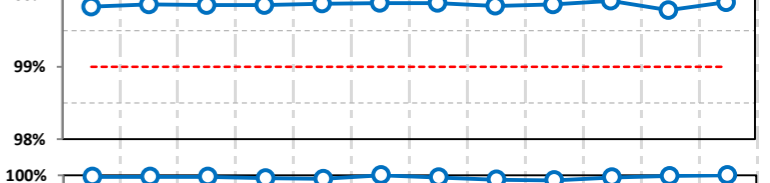
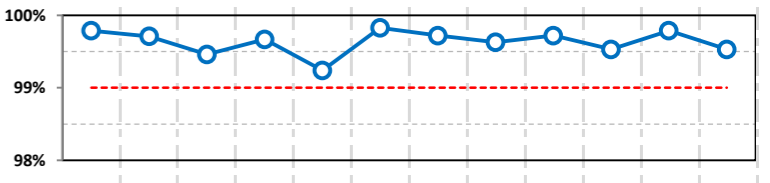
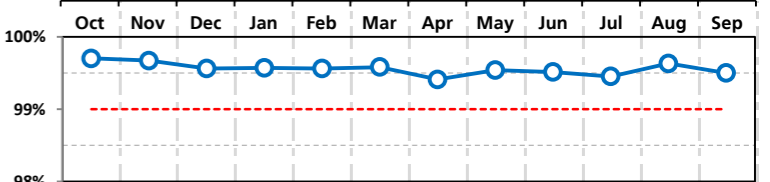
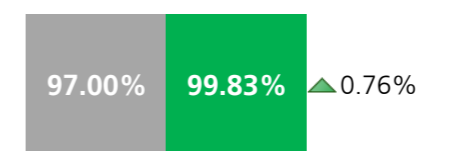
**Arrivals reclaims**  
Bag reclaim belts availability



**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:

	Sep - 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	Sep - 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	4.05	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.31	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.24	£ 33,613	£ 235,292	8	
Flight information	MAT	4.40	4.70	4.38	£ -	£ -	0	
					£ 33,613	£ 235,292	8	

## 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

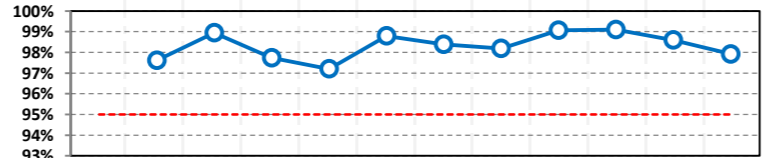
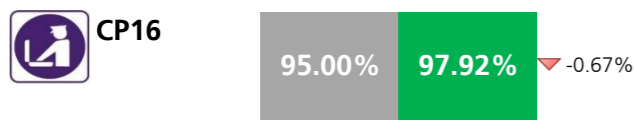
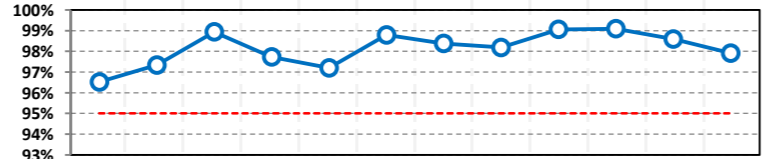
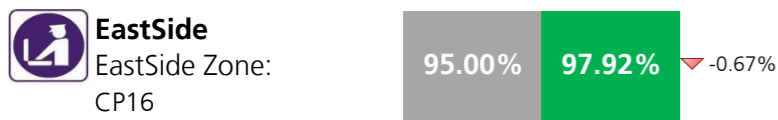
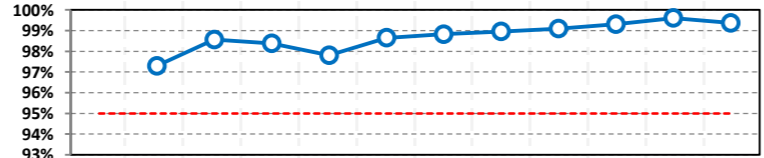
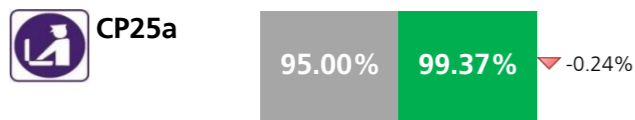
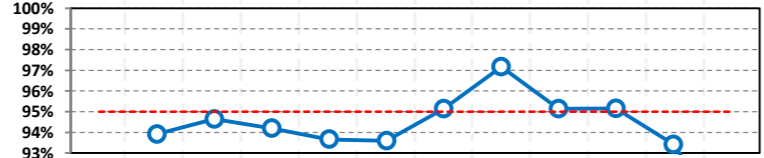
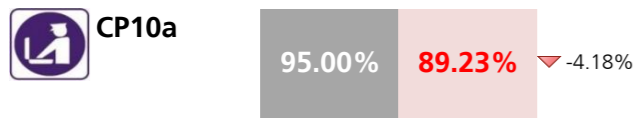
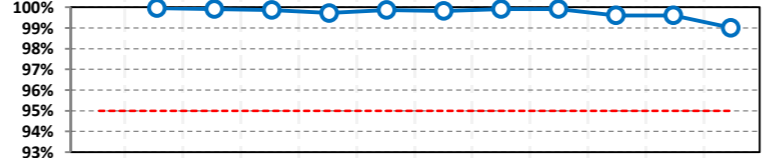
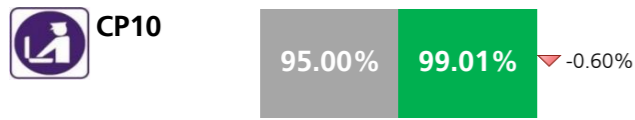
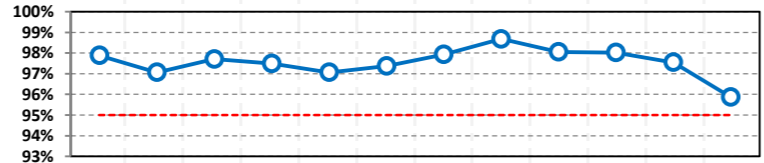
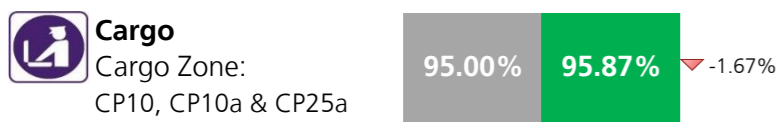
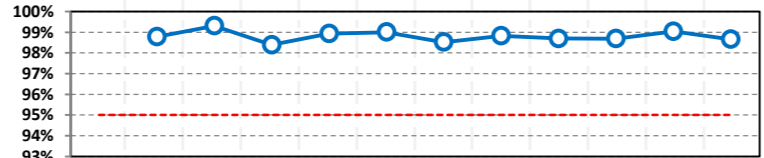
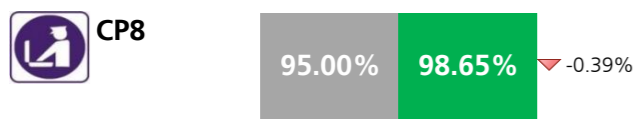
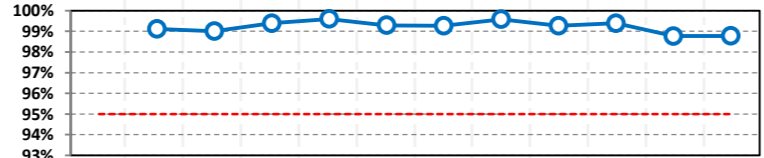
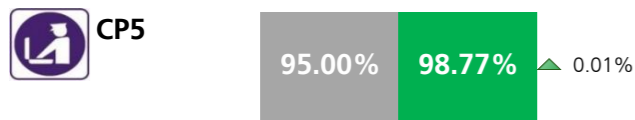
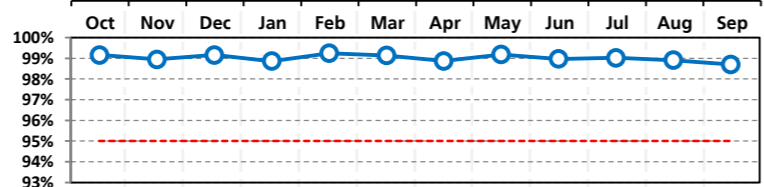
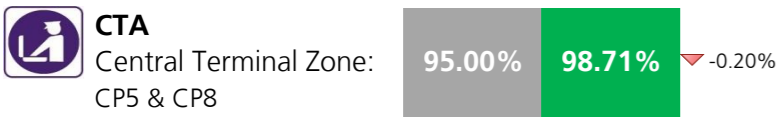
All bonus measures are based on MAT

# Campus Performance Report September 2016

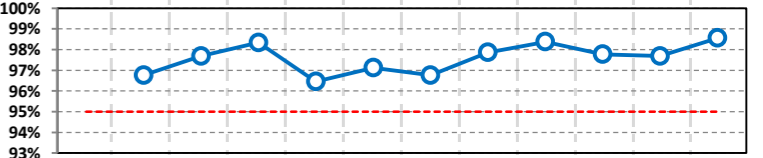
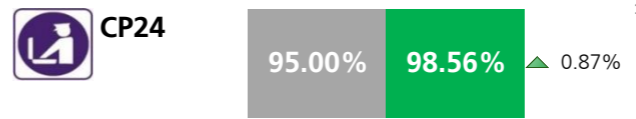
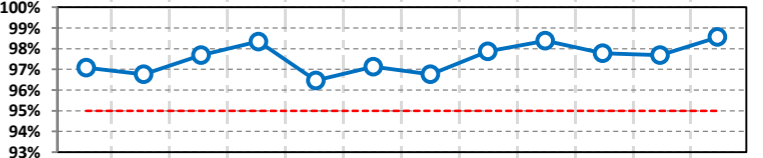
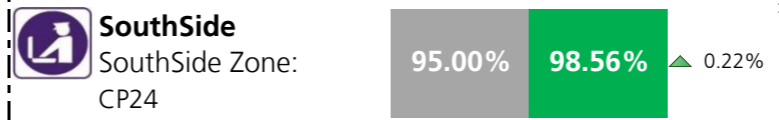
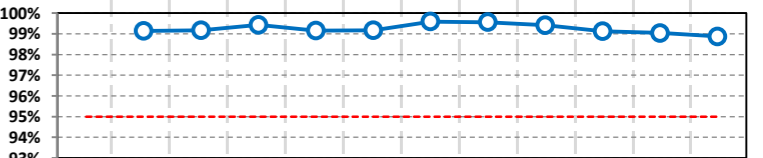
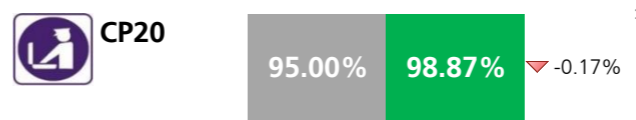
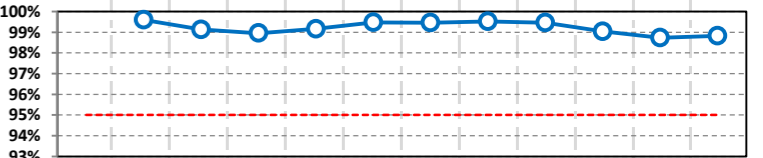
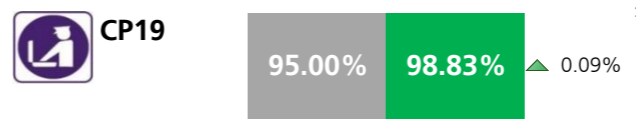
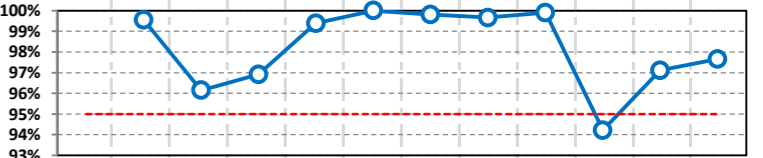
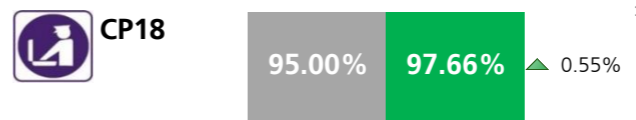
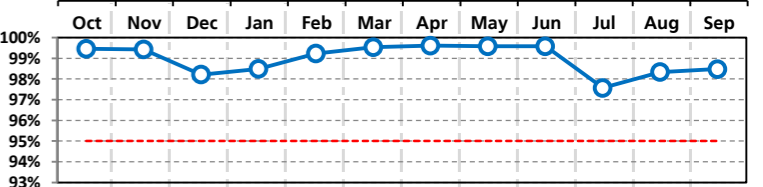
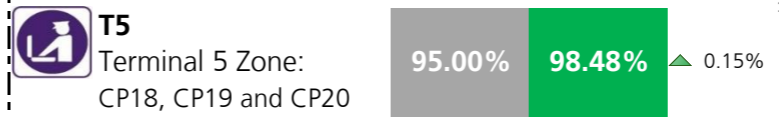
## Financial Report - Bonus and Rebates

### Service Level Performance

#### Control Post Security Search



### Service Level Performance



### Financial Report

#### Rebates:

	Sep - 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*