



# Heathrow Performance Report

Service Quality Rebate and Bonus - February 2016

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**Heathrow**  
Making every journey better

# Heathrow SQRB Performance Report February 2016

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability</b> Ease of finding a seat	4.39	4.21	4.33	4.07	
<b>Cleanliness</b> Overall cleanliness of the terminal	4.41	4.18	4.19	4.28	
<b>Wayfinding</b> Ease of finding your way around the airport	4.28	4.23	4.27	4.21	
<b>Flight information</b> Accuracy and ease of finding flight information	4.41	4.38	4.35	4.34	
<b>Wi-fi</b> Ease of using WiFi	4.17	4.13	4.24	4.08	
<b>Security</b> Passenger satisfaction	4.26	4.22	4.15	4.09	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	98.13%	97.14%	98.08%	98.65%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	100%	100%	99.75%	100%	
<b>Staff search</b> Based on 15min time periods measured	98.39%	99.90%	100%	97.33%	
<b>Transfer Search</b> Based on 15min time periods measured	99.61%	99.31%	99.54%	99.20%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	99.25%	97.06%	97.20%	99.23%	96.46%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.75%	99.68%	99.80%	99.56%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.72%	99.67%	99.91%	99.24%
<b>Stands</b> Availability of stands	99.91%	99.87%	99.85%	99.87%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.91%	99.78%	99.99%	99.95%
<b>Jetties</b> Availability of Air-Bridges	99.92%	99.60%	99.73%	99.52%
<b>PCA</b> Availability of Pre-conditioned Air	100%	100%		99.54%
<b>SEGs</b>	100%	100%	99.87%	99.95%
<b>Pier Service</b> % Pier served passengers	99.71%	98.64%	99.95%	90.51%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.70%	99.70%	99.88%	99.93%
<b>Aerodrome congestion</b>				N/A
<b>TTS - One car</b> Track Transit System - one car availability				99.97%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.65%

## Financial Report- Bonus and Rebates

	Rebates:				Campus	Estimated Rebate	Estimated Rebate	Total Failures
	Feb - 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:		Feb - 2016				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.39	4.21	4.33	4.07	£ -	£ -	0
	4.20	4.50	4.41	4.18	4.19	4.28	£ -	£ -	0
	4.20	4.50	4.28	4.23	4.27	4.21	£ 16,807	£ 16,807	1
	4.40	4.70	4.41	4.38	4.35	4.34	£ -	£ -	0
<b>Total</b>							£ 16,807	£ 16,807	1

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

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

Financial year is from January 2016 - December 2016

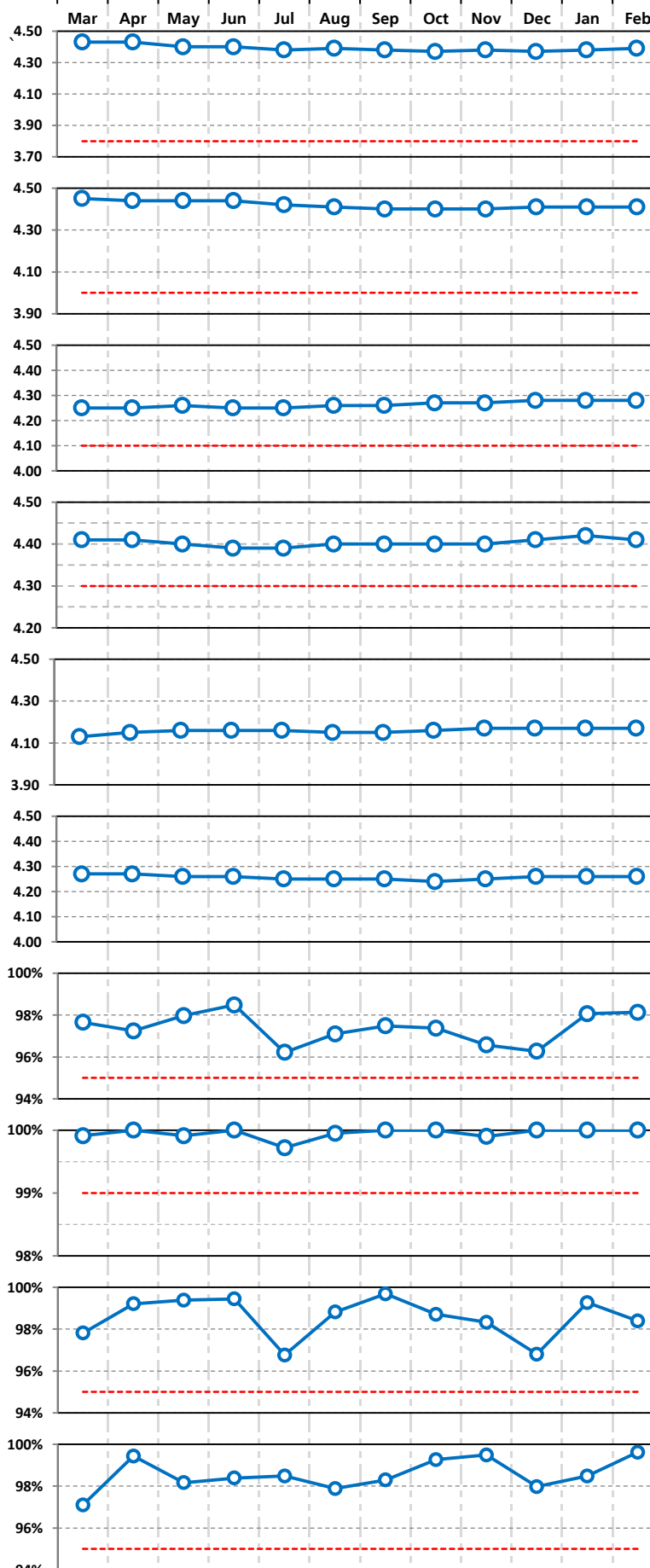
### Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

# Terminal 2 SQRB Performance Report February 2016

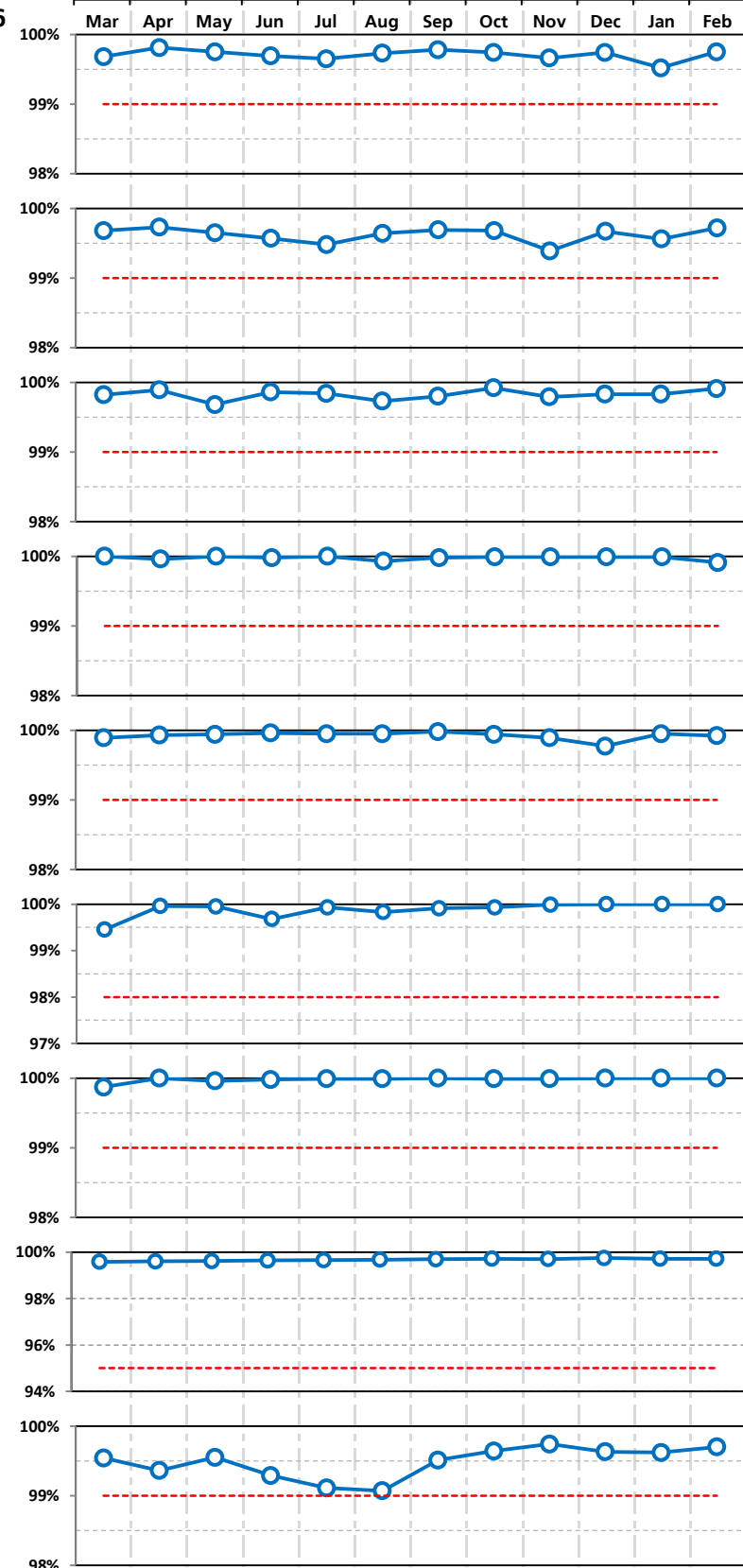
## Passenger Experience and Service Level Performance

	Target	Feb-16	vs. Jan-16
<b>Departure lounge seat availability</b> Ease of finding a seat	3.80	4.39	▲ 0.01
<b>Cleanliness</b> Overall cleanliness of the terminal	4.00	4.41	0.00
<b>Wayfinding</b> Ease of finding your way around the airport	4.10	4.28	▲ 0.11
<b>Flight information</b> Accuracy and ease of finding flight information	4.30	4.41	▼ -0.01
<b>Wi-fi</b> Ease of using WiFi		4.17	0.00
<b>Security</b> Passenger satisfaction		4.26	0.00
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods	95.00%	98.13%	▲ 0.07%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods	99.00%	100%	0.00%
<b>Staff search</b> Based on 15min time periods	95.00%	98.39%	▼ -0.87%
<b>Transfer Search</b> Based on 15min time periods	95.00%	99.61%	▲ 1.13%



## Service Level Performance

	Target	Feb-16	vs. Jan-16
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.75%	▲ 0.23%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.72%	▲ 0.16%
<b>Stands</b> Availability of stands	99.00%	99.91%	▲ 0.08%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	99.91%	▼ -0.08%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.92%	▼ -0.03%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	100%	0.00%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	100%	0.00%
<b>Pier Service</b> % Pier served passengers	95.00%	99.71%	0.00%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.70%	▲ 1.22%



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

## Financial Report - Bonus and Rebates

## Rebates:

	Feb - 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	Feb - 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	4.39	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.41	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.28	£ 16,807	£ 16,807	1	
Flight information	MAT	4.40	4.70	4.41	£ -	£ -	0	
					£ 16,807	£ 16,807	1	

## 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

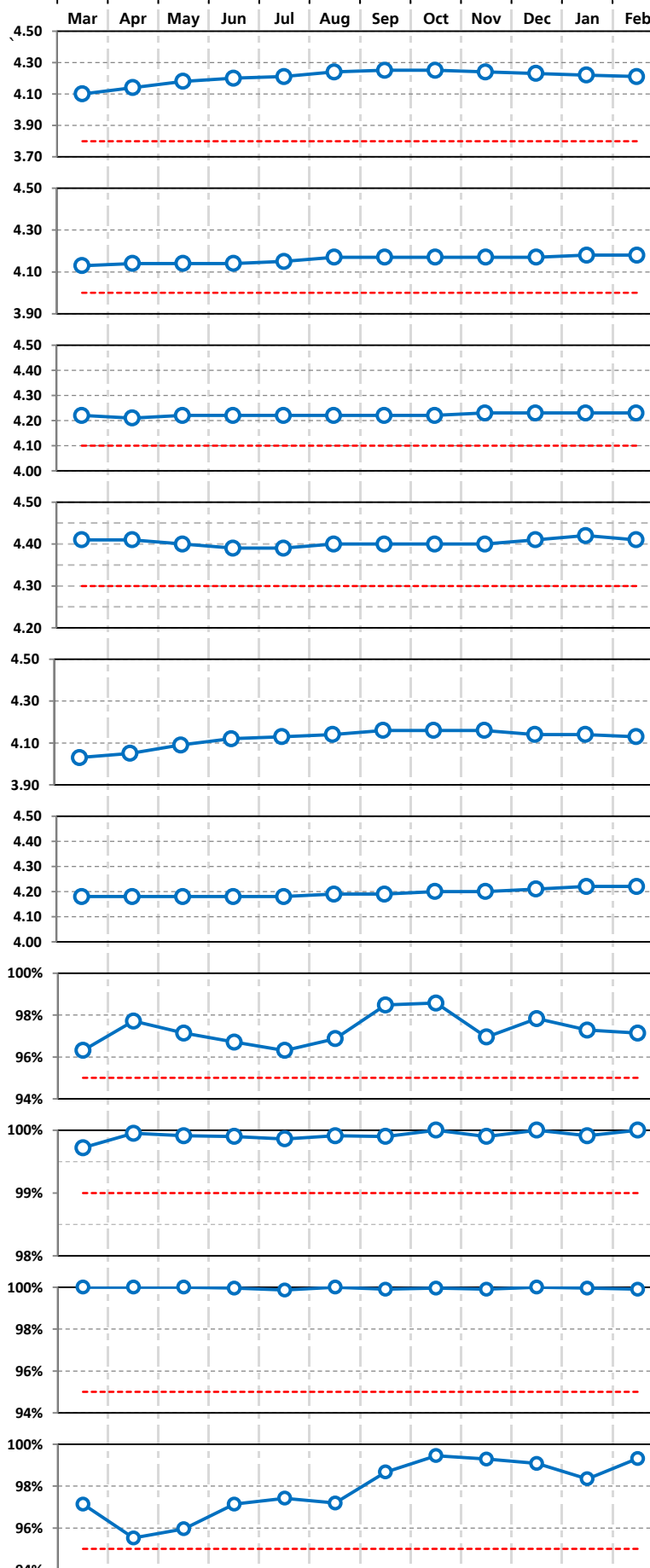
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Or contact: [Integrated\\_Planning@heathrow.com](mailto:Integrated_Planning@heathrow.com)

# Terminal 3 SQRB Performance Report February 2016

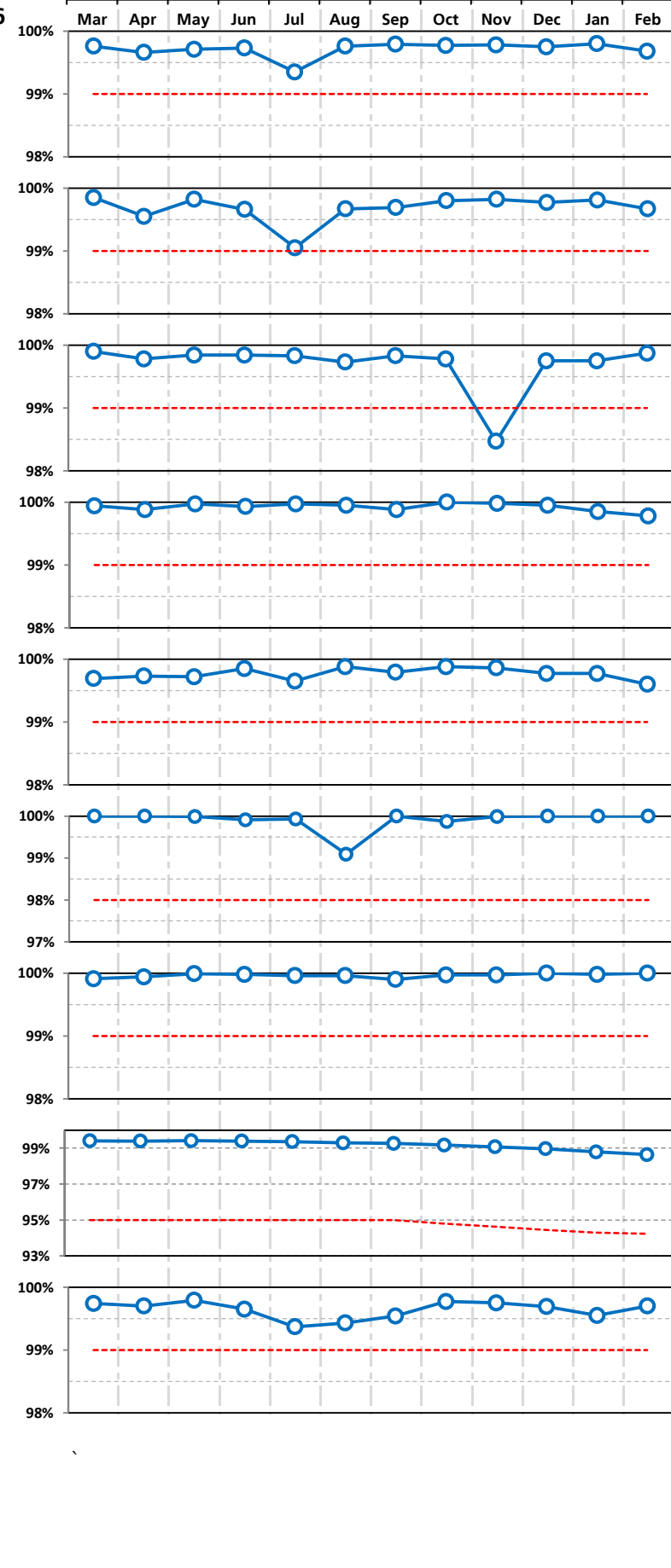
## Passenger Experience and Service Level Performance

	Target	Feb-16	vs. Jan-16
<b>Departure lounge seat availability</b> Ease of finding a seat	3.80	4.21	▼-0.01
<b>Cleanliness</b> Overall cleanliness of the terminal	4.00	4.18	0.00
<b>Wayfinding</b> Ease of finding your way around the airport	4.10	4.23	▲0.09
<b>Flight information</b> Accuracy and ease of finding flight information	4.30	4.38	0.00
<b>Wi-fi</b> Ease of using WiFi		4.13	▼-0.01
<b>Security</b> Passenger satisfaction		4.22	0.00
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods	95.00%	97.14%	▼-0.14%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods	99.00%	100%	▲0.09%
<b>Staff search</b> Based on 15min time periods	95.00%	99.90%	▼-0.05%
<b>Transfer Search</b> Based on 15min time periods	95.00%	99.31%	▲0.97%



## Service Level Performance

	Target	Feb-16	vs. Jan-16
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.68%	▼-0.12%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.67%	▼-0.14%
<b>Stands</b> Availability of stands	99.00%	99.87%	▲0.12%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	99.78%	▼-0.07%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.60%	▼-0.17%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	100%	0.00%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	100%	▲0.02%
<b>Pier Service</b> % Pier served passengers	94.24%	98.64%	▼-0.15%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.70%	▲1.36%



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

## Financial Report - Bonus and Rebates

## Rebates:

	Feb - 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	Feb - 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	4.21	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.18	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.23	£ 16,807	£ 16,807	1	
Flight information	MAT	4.40	4.70	4.38	£ -	£ -	0	
					£ 16,807	£ 16,807	1	

## 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

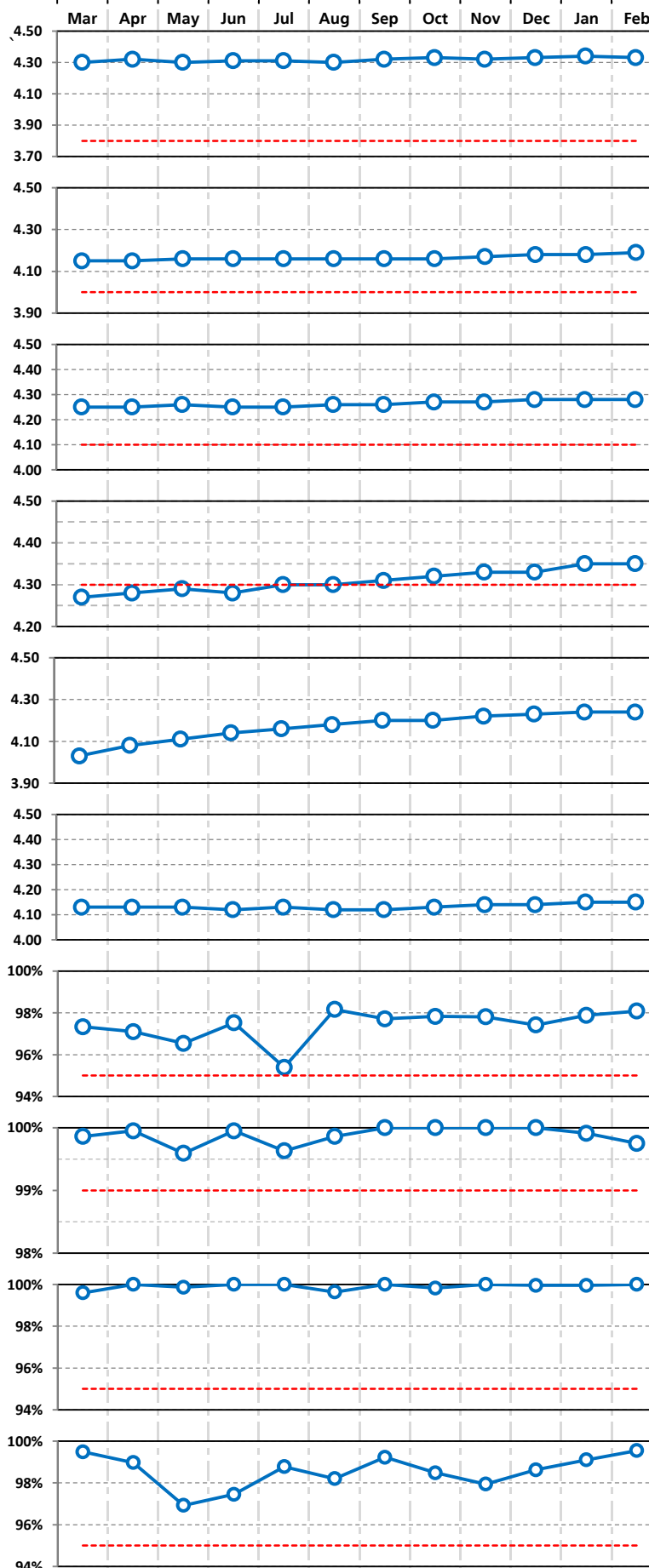
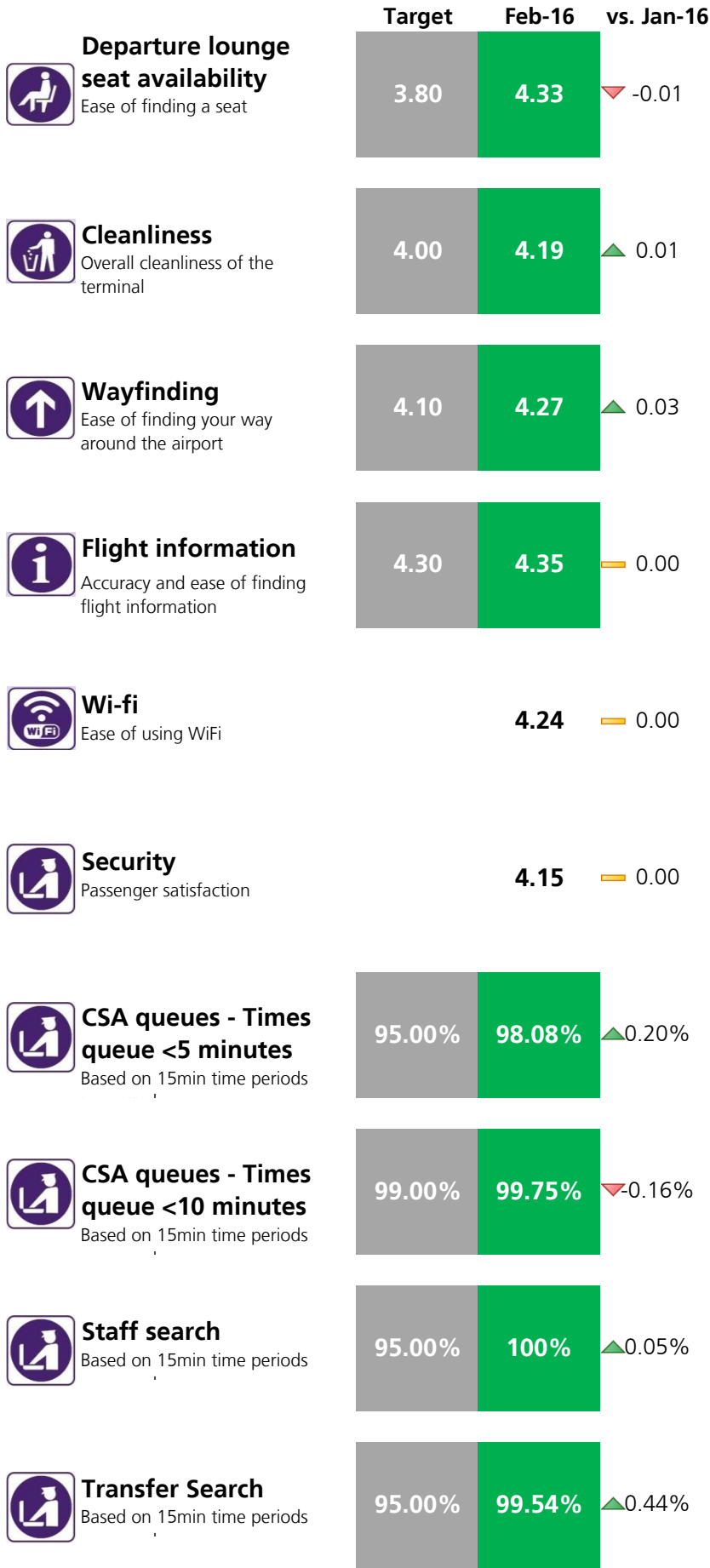
All bonus measures are based on MAT

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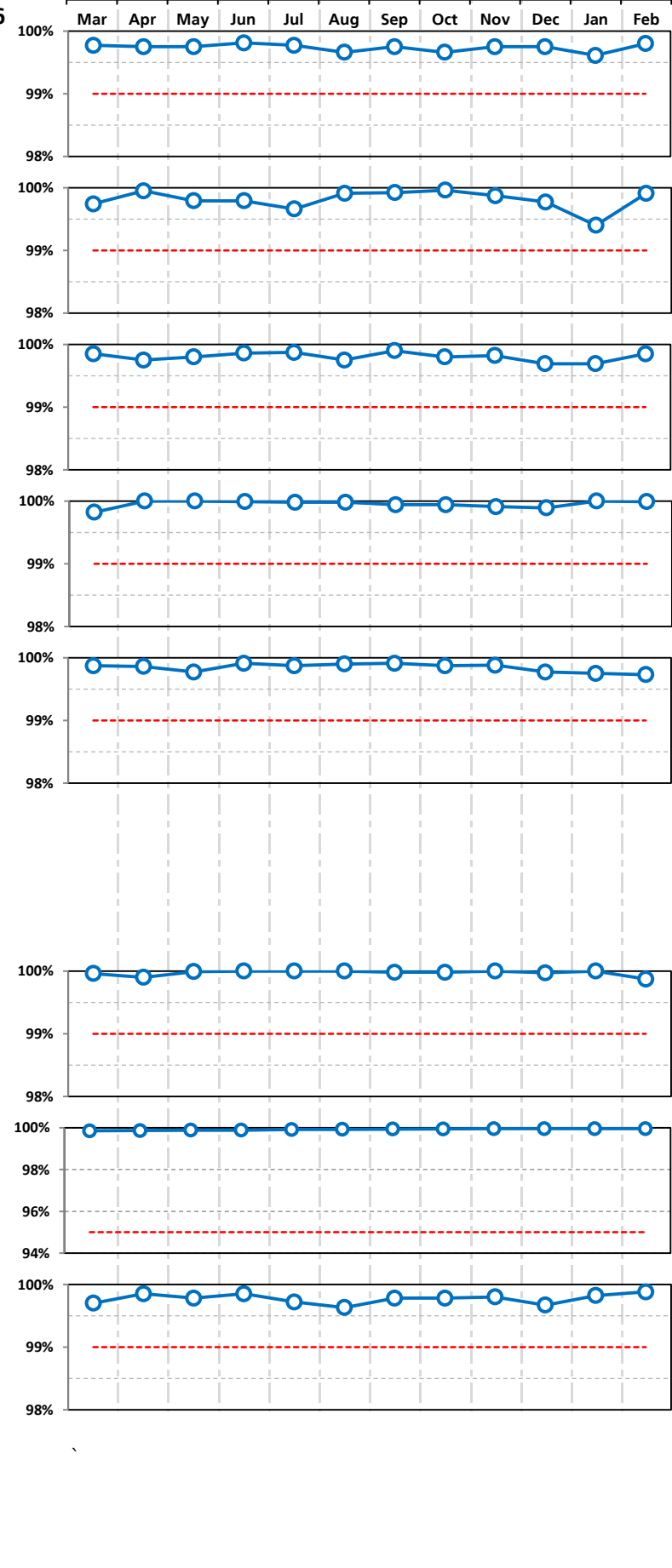
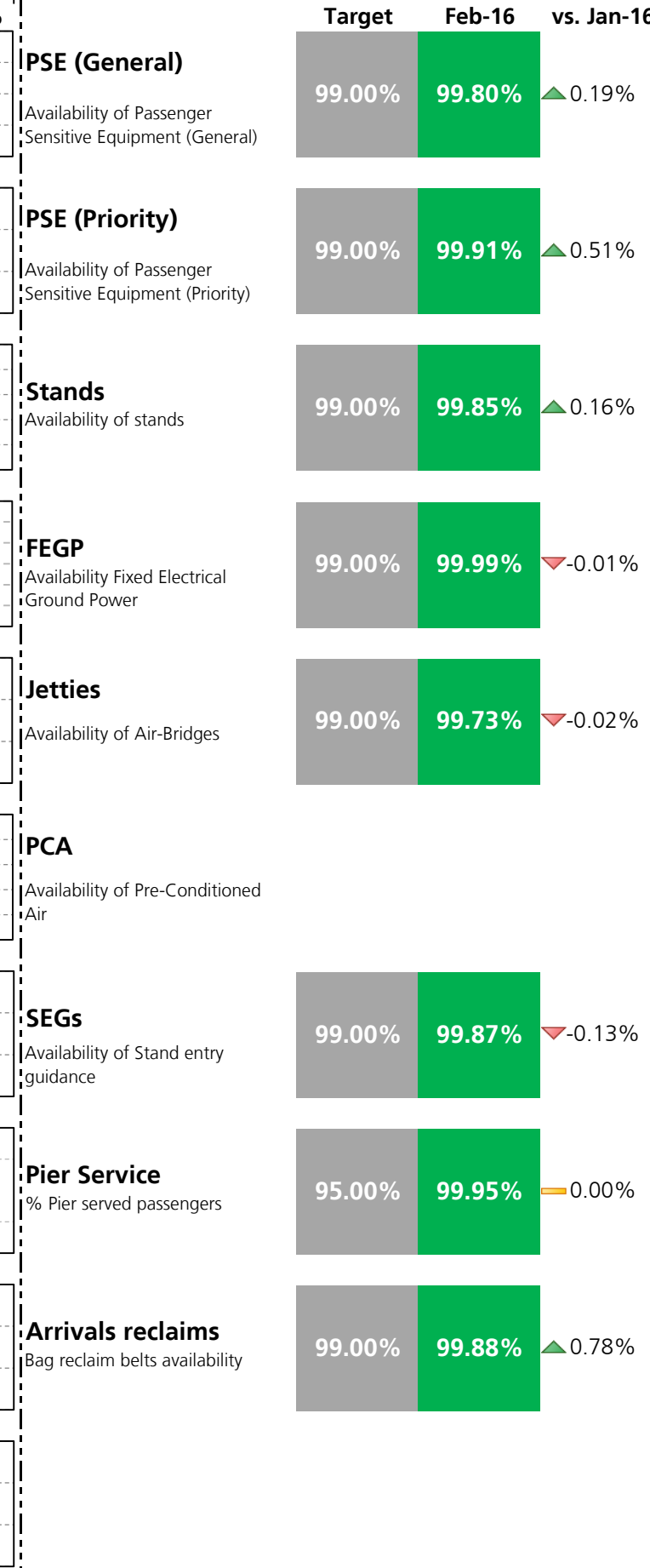
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# Terminal 4 SQRB Performance Report February 2016

## 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:

	Feb - 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	Actual	Feb - 2016		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses	
<b>Departure lounge seat availability</b>	MAT	4.10	4.50	4.33	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.19	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.27	£ 16,807	£ 16,807	1	
Flight information	MAT	4.40	4.70	4.35	£ -	£ -	0	
					£ 16,807	£ 16,807	1	

## Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2016 - December 2016

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

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

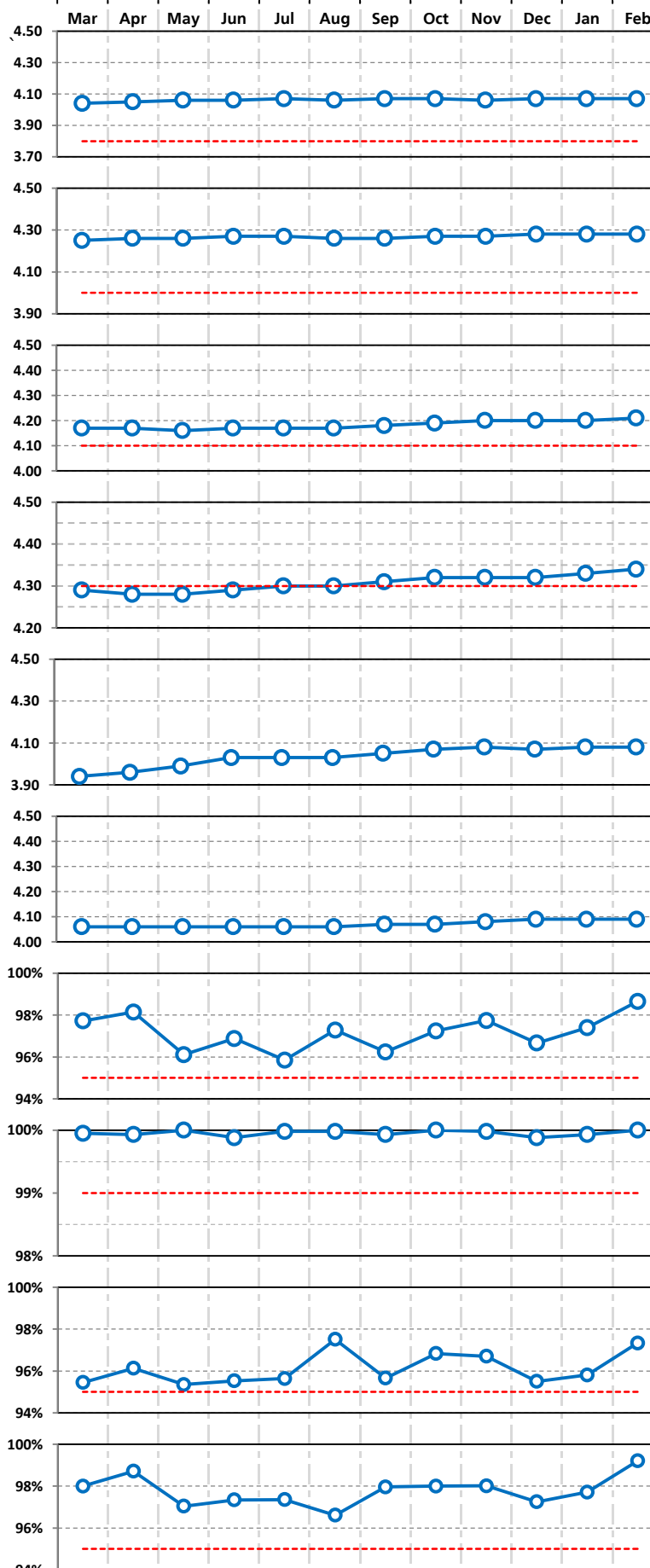
All bonus measures are based on MAT



# Terminal 5 SQRB Performance Report February 2016

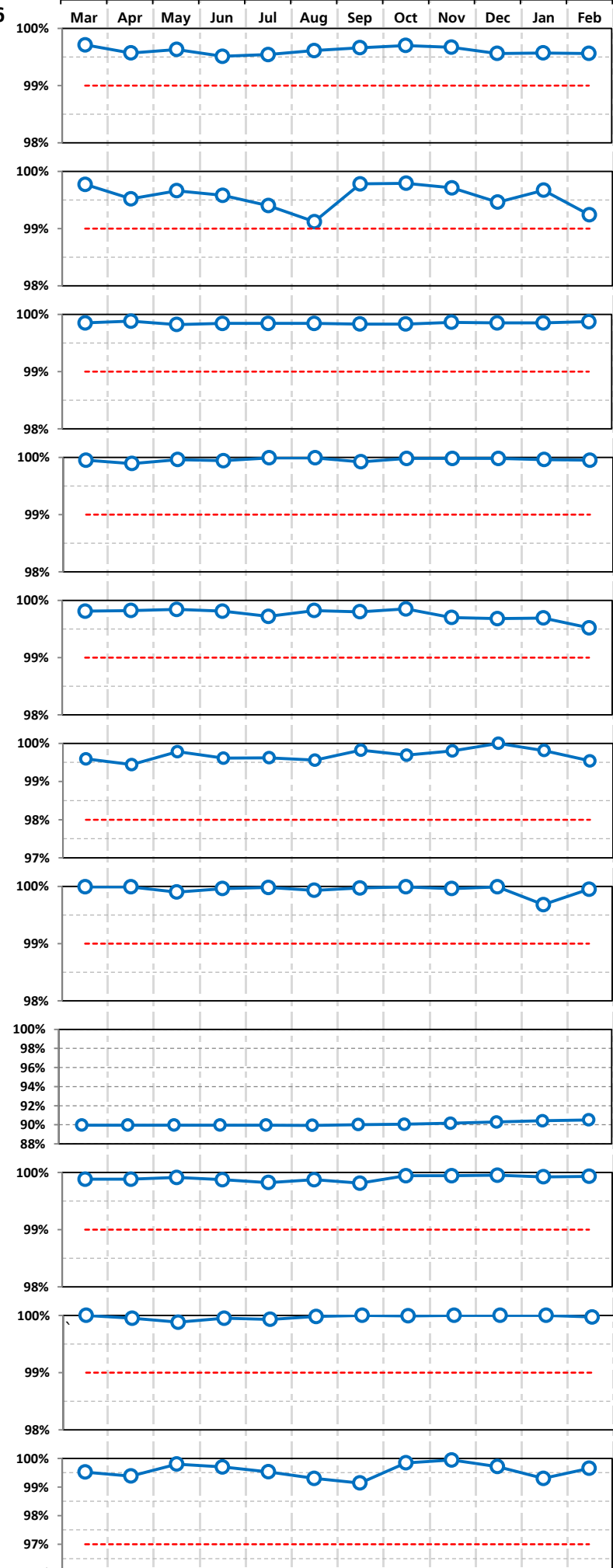
## Passenger Experience and Service Level Performance

	Target	Feb-16	vs. Jan-16
<b>Departure lounge seat availability</b> Ease of finding a seat	3.80	4.07	0.00
<b>Cleanliness</b> Overall cleanliness of the terminal	4.00	4.28	0.00
<b>Wayfinding</b> Ease of finding your way around the airport	4.10	4.21	▲0.13
<b>Flight information</b> Accuracy and ease of finding flight information	4.30	4.34	▲0.01
<b>Wi-fi</b> Ease of using WiFi		4.08	0.00
<b>Security</b> Passenger satisfaction		4.09	0.00
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods	95.00%	98.65%	▲1.25%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods	99.00%	100%	▲0.07%
<b>Staff search</b> Based on 15min time periods	95.00%	97.33%	▲1.52%
<b>Transfer Search</b> Based on 15min time periods	95.00%	99.20%	▲1.49%



## Service Level Performance

	Target	Feb-16	vs. Jan-16
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.56%	▼-0.01%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.24%	▼-0.43%
<b>Stands</b> Availability of stands	99.00%	99.87%	▲0.02%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	99.95%	▼-0.01%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.52%	▼-0.17%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	99.54%	▼-0.27%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	99.95%	▲0.27%
<b>Pier Service</b> % Pier served passengers		90.51%	▲0.09%
<b>Arrivals reclaim</b> Bag reclaim belts availability	99.00%	99.93%	▲2.22%
<b>TTS - One car</b> Track Transit System - one car availability	99.00%	99.97%	▼-0.03%
<b>TTS - Two cars</b> Track Transit System - % time two cars available	97.00%	99.65%	▲0.35%



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

## Financial Report - Bonus and Rebates

## Rebates:

	Feb - 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	Feb - 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	4.07	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.28	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.21	£ 16,807	£ 16,807	1	
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Financial year is from January 2016 - December 2016

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

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All bonus measures are based on MAT

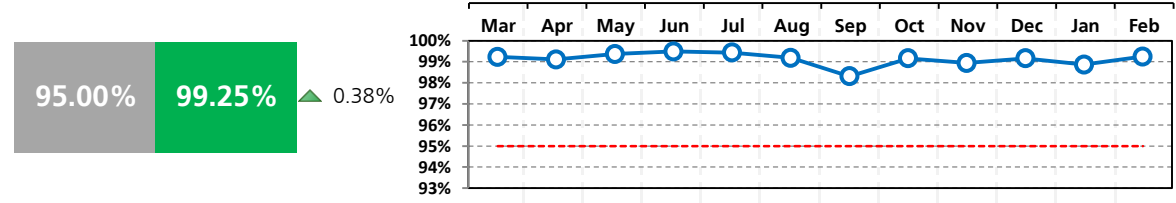
# Campus SQRB Performance Report February 2016

## Financial Report - Bonus and Rebates

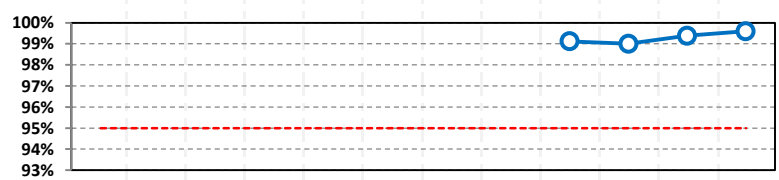
### Service Level Performance

#### Control Post Security Search

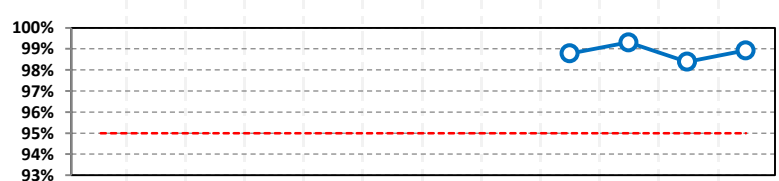
**CTA**  
Central Terminal Zone:  
CP5 & CP8



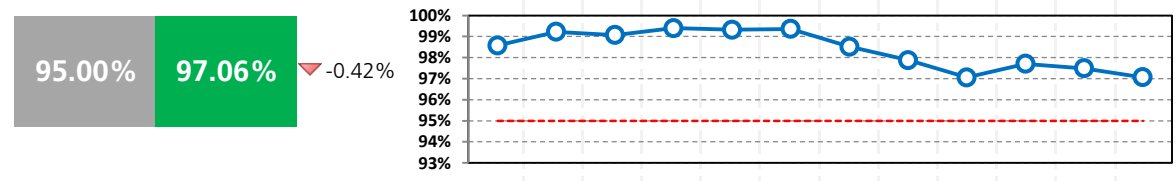
**CP5**  
95.00% **99.59%** ▲ 0.21%



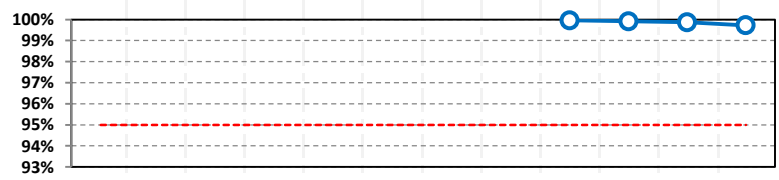
**CP8**  
95.00% **98.93%** ▲ 0.54%



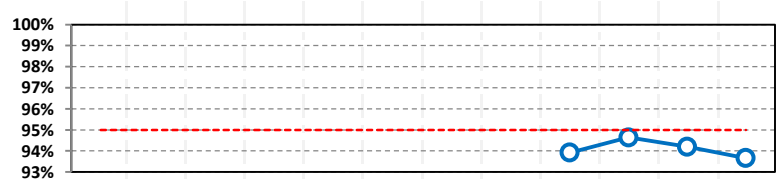
**Cargo**  
Cargo Zone:  
CP10, CP10a & CP25a



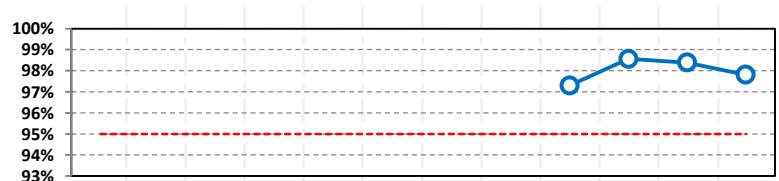
**CP10**  
95.00% **99.72%** ▼ -0.15%



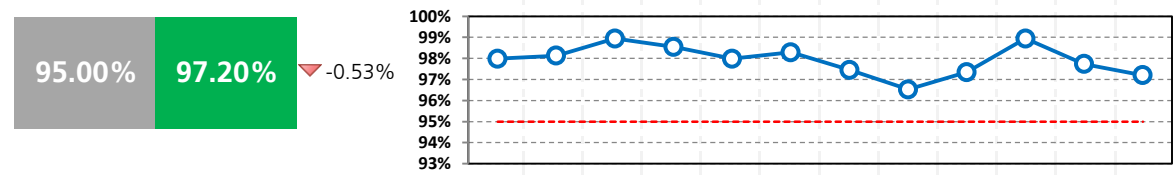
**CP10a**  
95.00% **93.66%** ▼ -0.54%



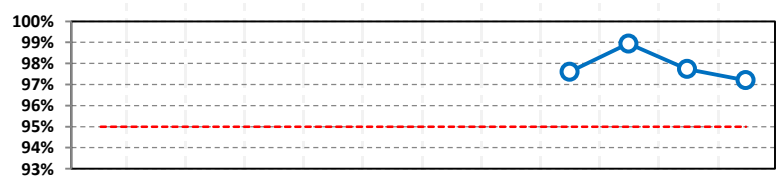
**CP25a**  
95.00% **97.81%** ▼ -0.58%



**EastSide**  
EastSide Zone:  
CP16

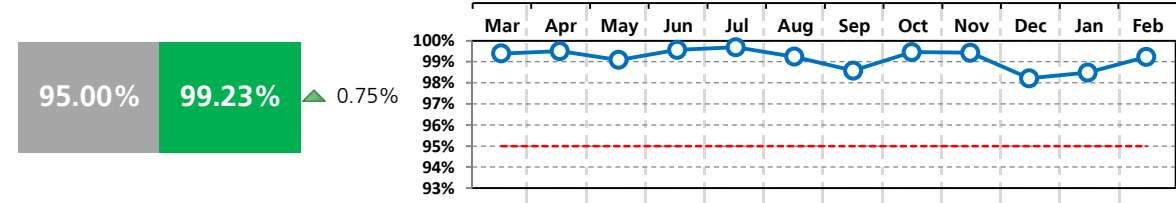


**CP16**  
95.00% **97.20%** ▼ -0.53%

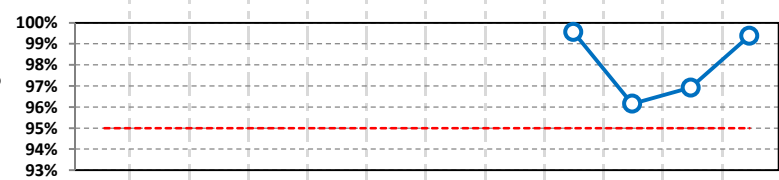


### Service Level Performance

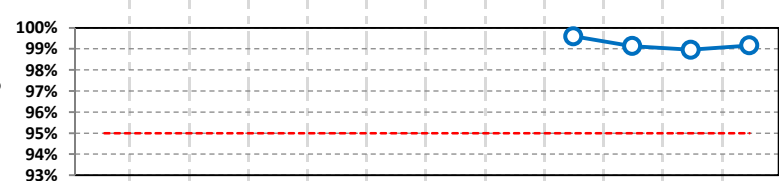
**T5**  
Terminal 5 Zone:  
CP18, CP19 and CP20



**CP18**  
95.00% **99.38%** ▲ 2.46%



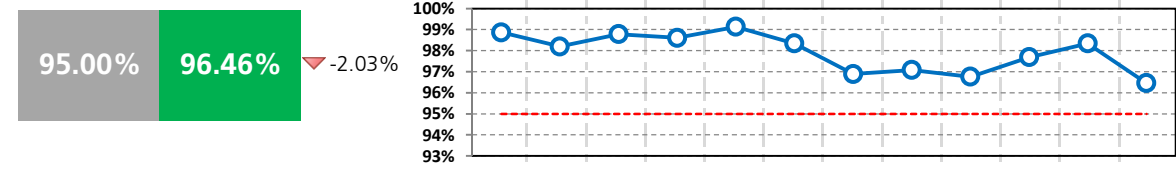
**CP19**  
95.00% **99.16%** ▲ 0.21%



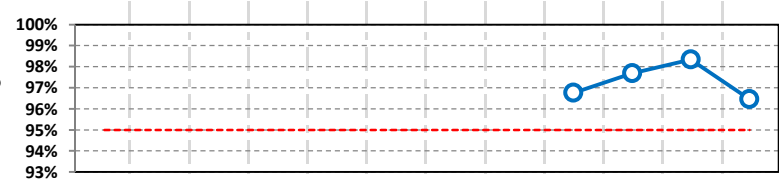
**CP20**  
95.00% **99.16%** ▼ -0.27%



**SouthSide**  
SouthSide Zone:  
CP24



**CP24**  
95.00% **96.46%** ▼ -1.88%



### Financial Report

Rebates:	Feb - 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*