



# Heathrow Performance Report

Service Quality Rebate and Bonus - June 2016

Eduardo Teixeira Garrido Junior

Integrated Planning and Performance Analyst - Airport Operations

Printed: 15 July 2016

**Heathrow**  
Making every journey better

# Heathrow Performance Report June 2016

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability</b> Ease of finding a seat	4.41	4.17	4.36	4.05	
<b>Cleanliness</b> Overall cleanliness of the terminal	4.43	4.18	4.20	4.29	
<b>Wayfinding</b> Ease of finding your way around the airport	4.31	4.22	4.27	4.22	
<b>Flight information</b> Accuracy and ease of finding flight information	4.44	4.39	4.38	4.37	
<b>Wi-fi</b> Ease of using WiFi	4.17	4.13	4.22	4.08	
<b>Security</b> Passenger satisfaction	4.30	4.25	4.19	4.13	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	97.38%	98.76%	97.81%	97.38%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	100%	100%	99.86%	99.90%	
<b>Staff search</b> Based on 15min time periods measured	99.08%	100%	100%	95.66%	
<b>Transfer Search</b> Based on 15min time periods measured	98.71%	99.24%	98.92%	98.33%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	98.97%	98.05%	99.06%	99.58%	98.38%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.65%	99.70%	99.61%	99.51%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.58%	99.38%	99.66%	99.72%
<b>Stands</b> Availability of stands	99.91%	99.88%	99.93%	99.86%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	100%	99.68%	99.87%	99.93%
<b>Jetties</b> Availability of Air-Bridges	99.97%	99.88%	99.60%	99.85%
<b>PCA</b> Availability of Pre-conditioned Air	99.76%	99.39%		99.74%
<b>SEGs</b>	99.99%	99.94%	100%	99.96%
<b>Pier Service</b> % Pier served passengers	99.78%	98.11%	99.95%	90.56%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.70%	99.62%	99.88%	99.94%
<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				99.90%

	T2	T3	T4	T5	ALL
<b>PSE (General)</b>	99.65%	99.70%	99.61%	99.51%	
<b>PSE (Priority)</b>	99.58%	99.38%	99.66%	99.72%	
<b>Stands</b>	99.91%	99.88%	99.93%	99.86%	
<b>FEGP</b>	100%	99.68%	99.87%	99.93%	
<b>Jetties</b>	99.97%	99.88%	99.60%	99.85%	
<b>PCA</b>	99.76%	99.39%		99.74%	
<b>SEGs</b>	99.99%	99.94%	100%	99.96%	
<b>Pier Service</b>	99.78%	98.11%	99.95%	90.56%	
<b>Arrivals Reclaims</b>	99.70%	99.62%	99.88%	99.94%	
<b>TTS - One car</b>					100.00%
<b>TTS - Two cars</b>					99.90%

## Financial Report- Bonus and Rebates

	Rebates:				Campus	Estimated Rebate	Estimated Rebate	Total Failures
	Jun - 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:		Jun - 2016				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.41	4.17	4.36	4.05	£ -	£ -	0
	4.20	4.50	4.43	4.18	4.20	4.29	£ -	£ -	0
	4.20	4.50	4.31	4.22	4.27	4.22	£ 33,613	£ 134,453	5
	4.40	4.70	4.44	4.39	4.38	4.37	£ -	£ -	0
<b>Total</b>							£ 33,613	£ 134,453	5

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

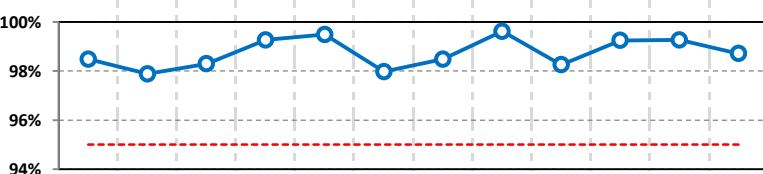
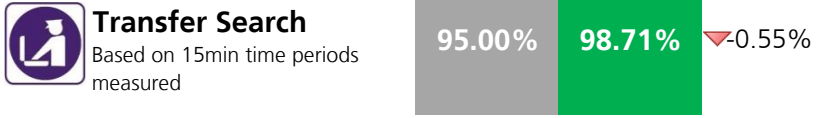
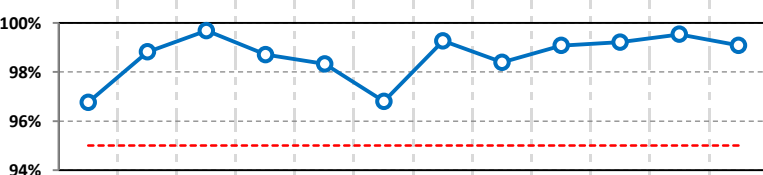
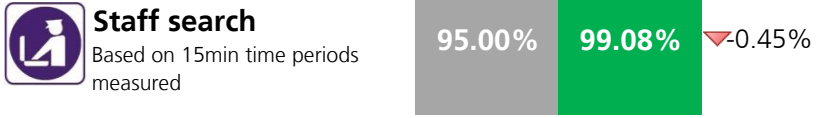
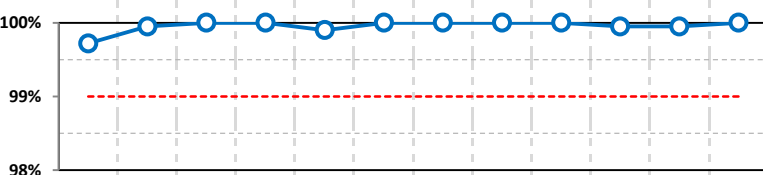
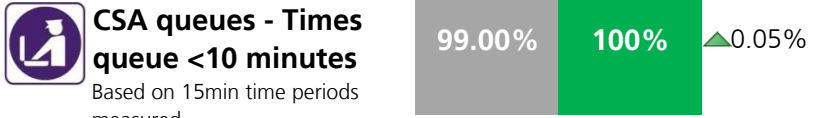
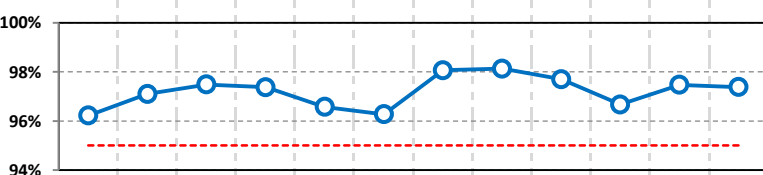
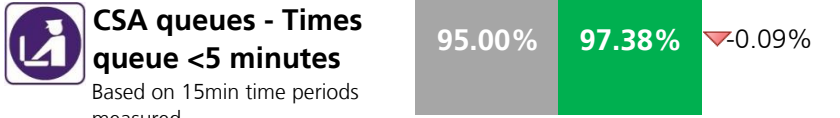
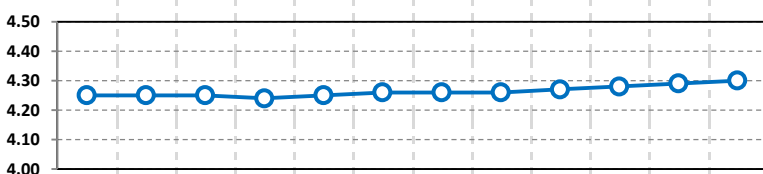
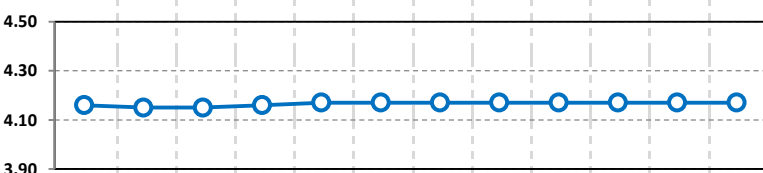
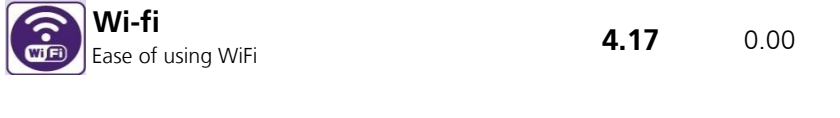
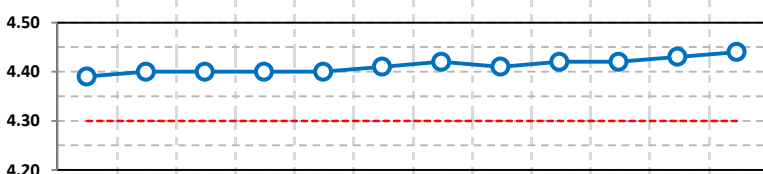
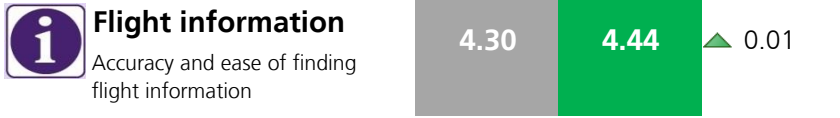
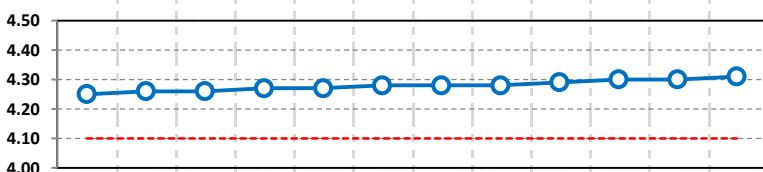
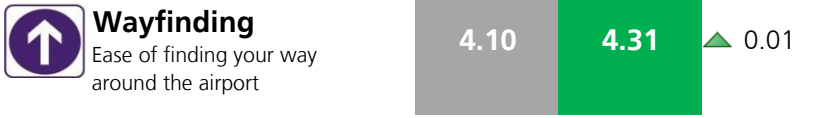
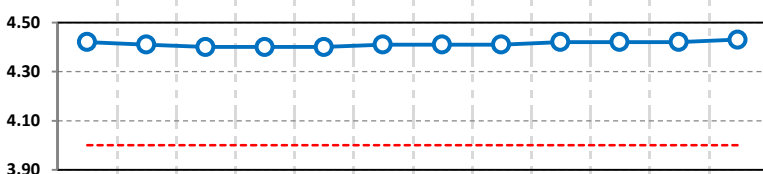
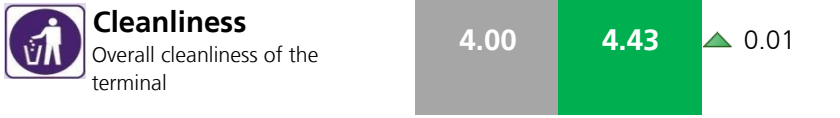
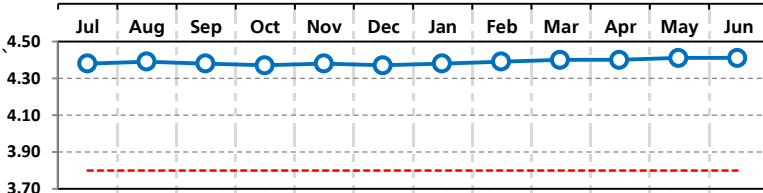
Lowest Score will be used to calculate bonus term each month for qualifying measures

Financial year is from January 2016 - December 2016

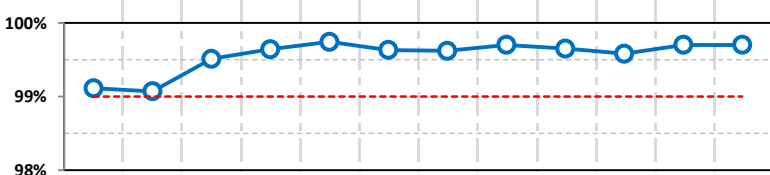
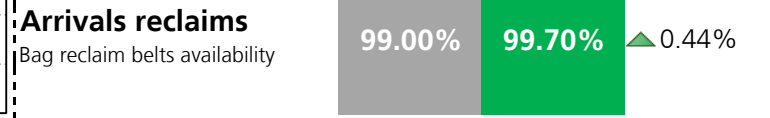
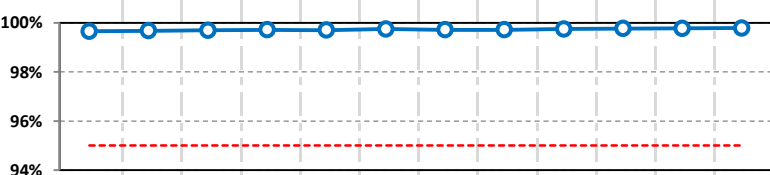
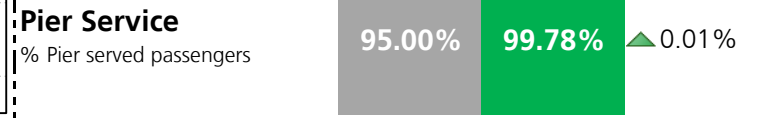
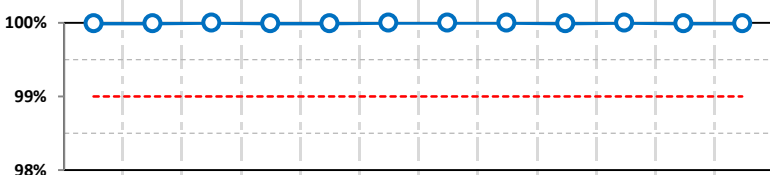
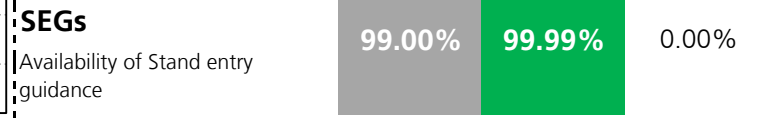
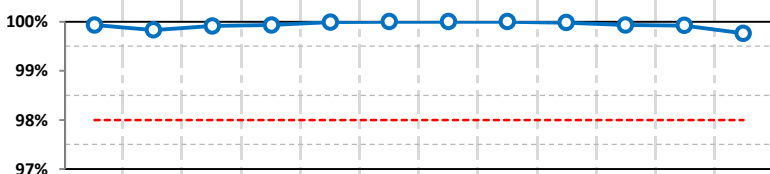
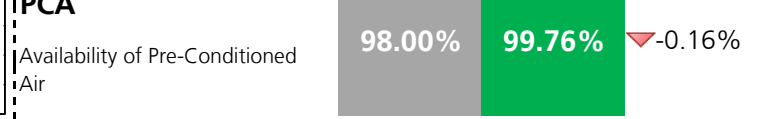
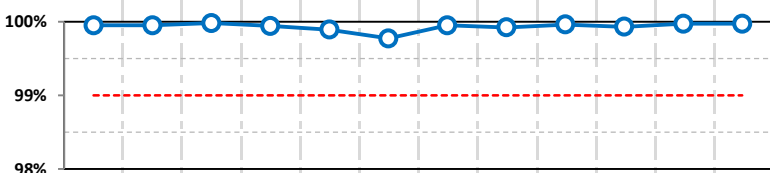
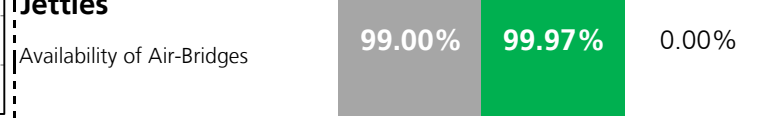
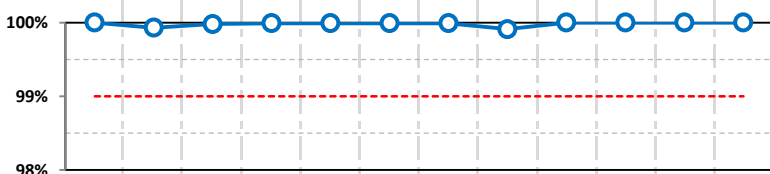
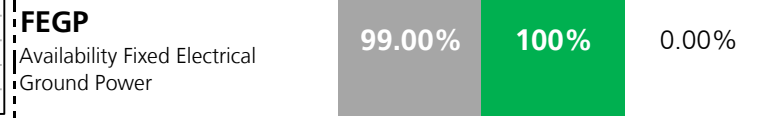
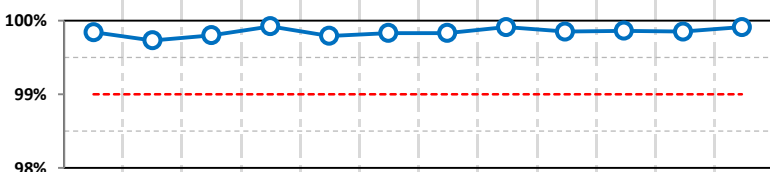
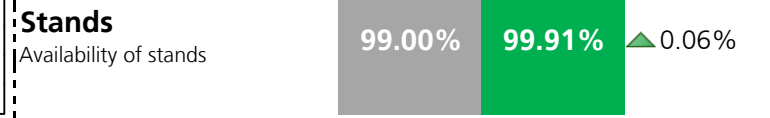
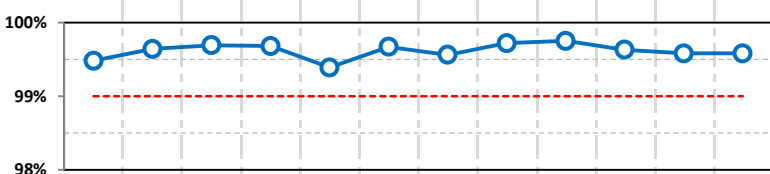
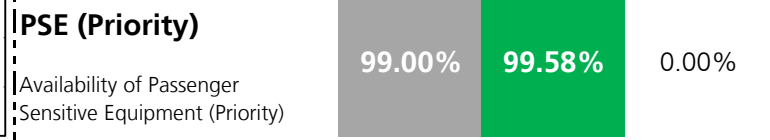
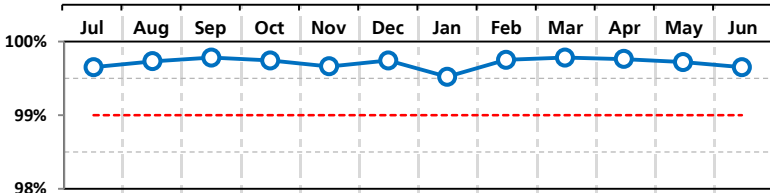
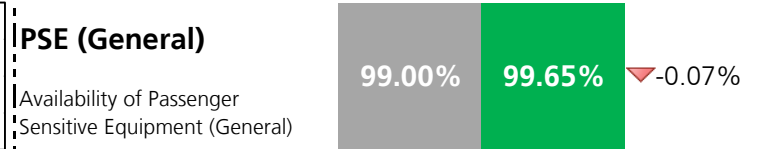
**Credit Notes:**  
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

# Terminal 2 Performance Report June 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:

	Jun - 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	Jun - 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	4.41	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.43	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.31	£ 33,613	£ 134,453	5	
Flight information	MAT	4.40	4.70	4.44	£ -	£ -	0	
					£ 33,613	£ 134,453	5	

## 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

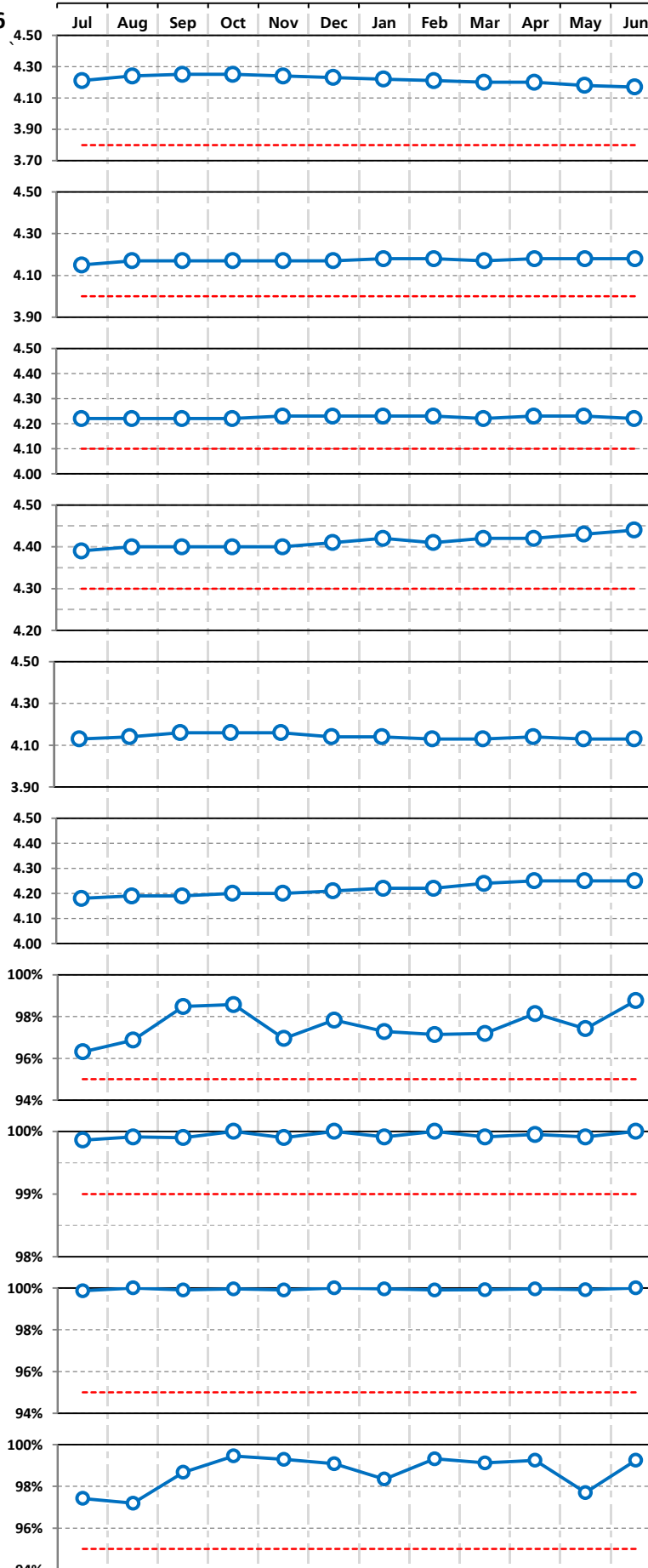
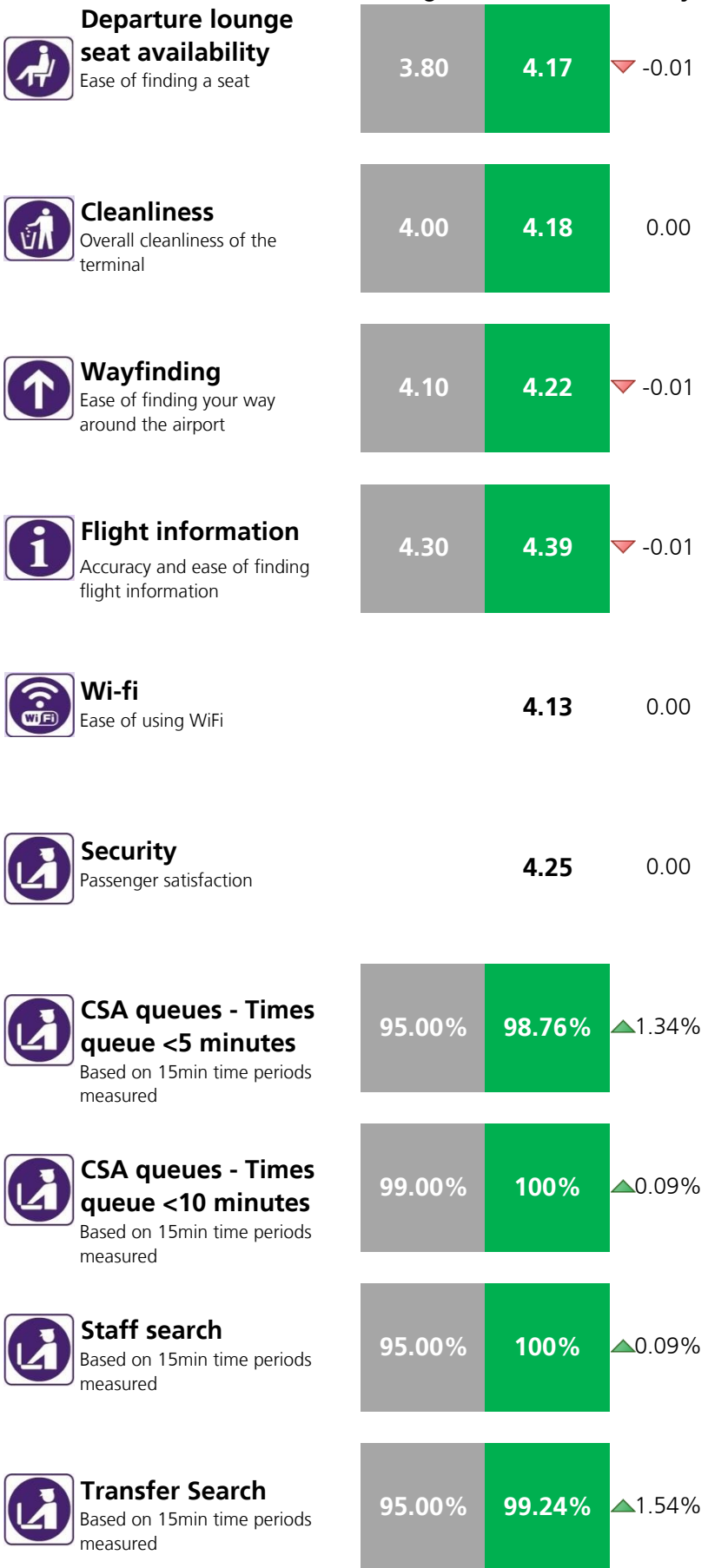
All bonus measures are based on MAT

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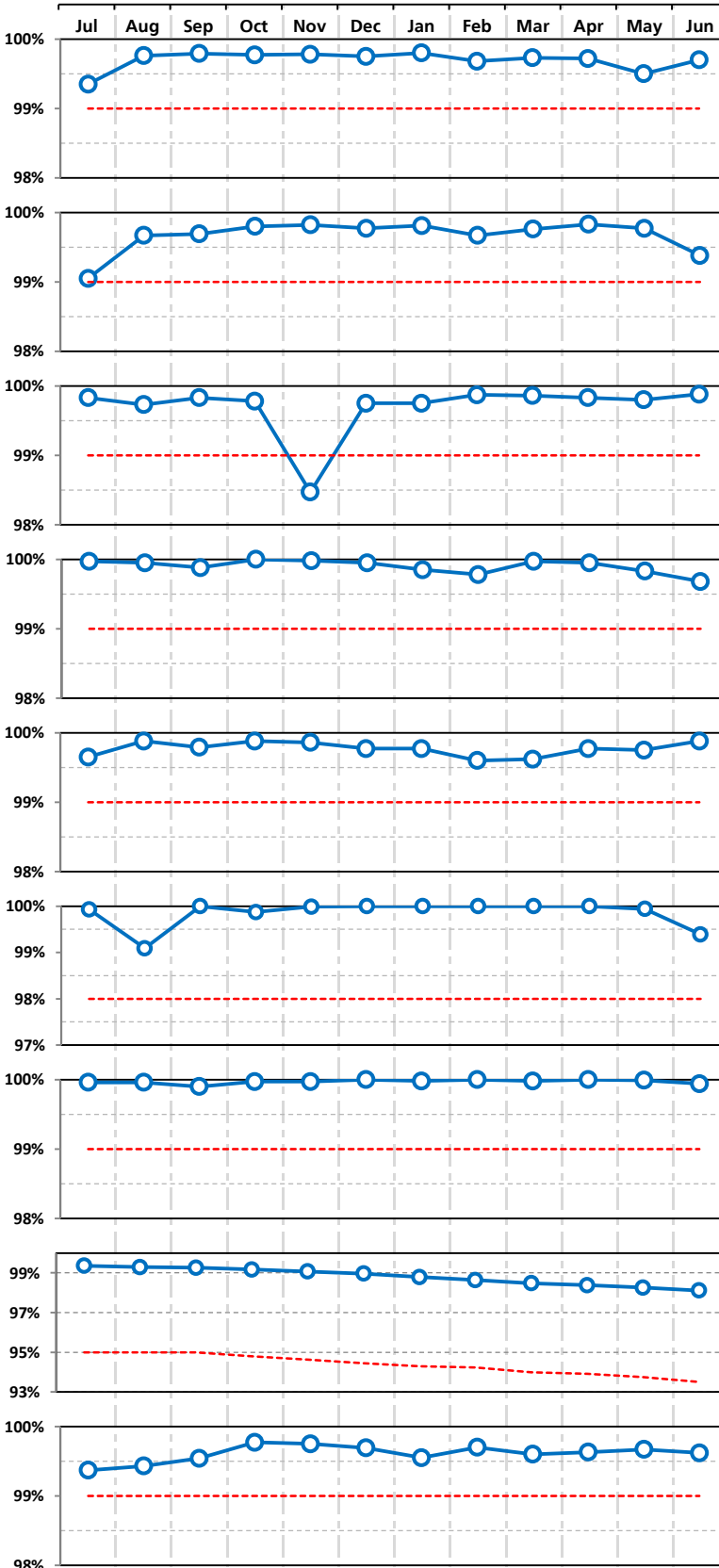
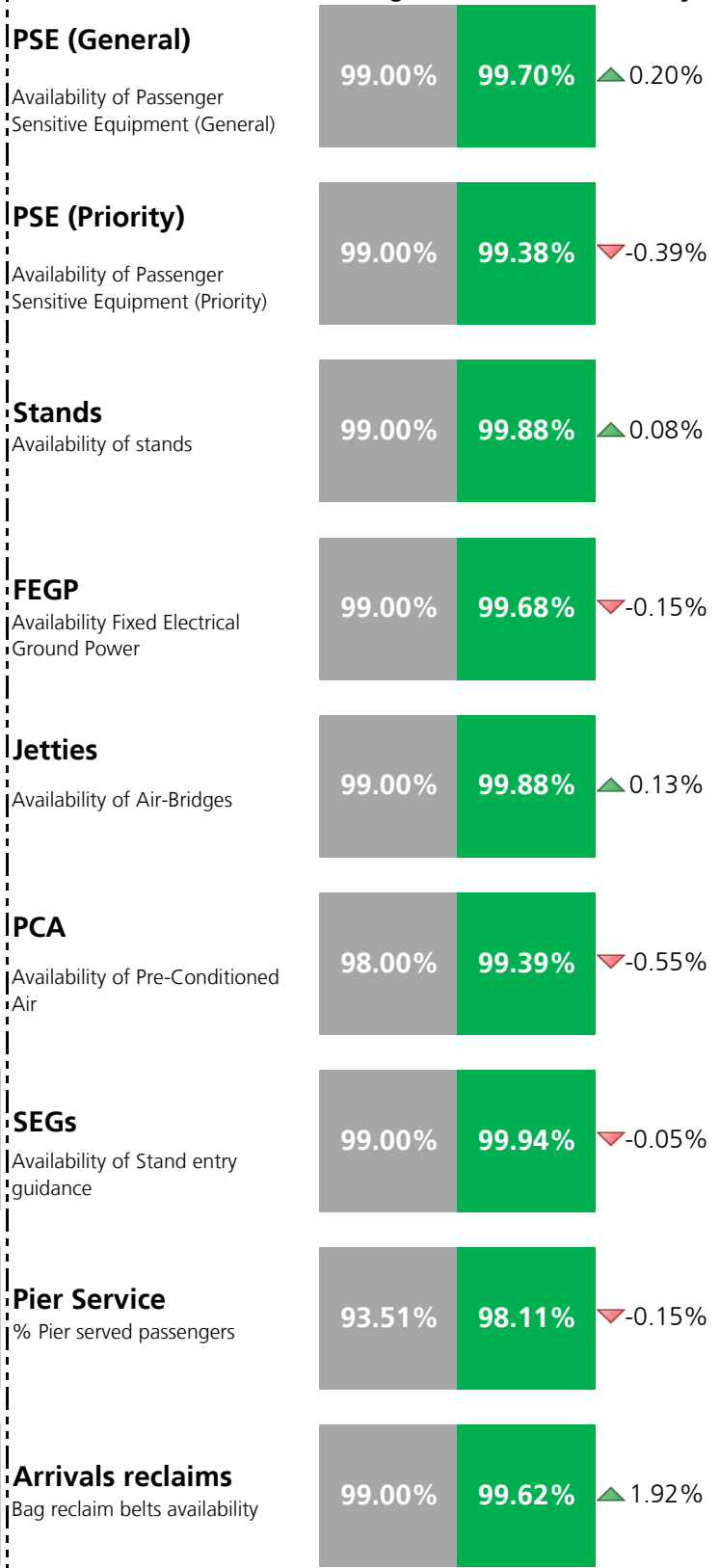
Or contact: [Integrated\\_Planning@heathrow.com](mailto:Integrated_Planning@heathrow.com)

# Terminal 3 Performance Report June 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:

	Jun - 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	Jun - 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	4.17	£ -	£ -	0	
Cleanliness	MAT	4.20	4.50	4.18	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.22	£ 33,613	£ 134,453	5	
Flight information	MAT	4.40	4.70	4.39	£ -	£ -	0	
					£ 33,613	£ 134,453	5	

## 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 June 2016

## Passenger Experience and Service Level Performance

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

Target	Jun-16	vs. May-16
3.80	4.36	▲ 0.01

**Cleanliness**  
Overall cleanliness of the terminal

Target	Jun-16	vs. May-16
4.00	4.20	0.00

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

Target	Jun-16	vs. May-16
4.10	4.27	0.00

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

Target	Jun-16	vs. May-16
4.30	4.38	▲ 0.01

**Wi-fi**  
Ease of using WiFi

Target	Jun-16	vs. May-16
4.22	4.22	▼ -0.02

**Security**  
Passenger satisfaction

Target	Jun-16	vs. May-16
4.19	4.19	0.00

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

Target	Jun-16	vs. May-16
95.00%	97.81%	▲ 0.48%

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

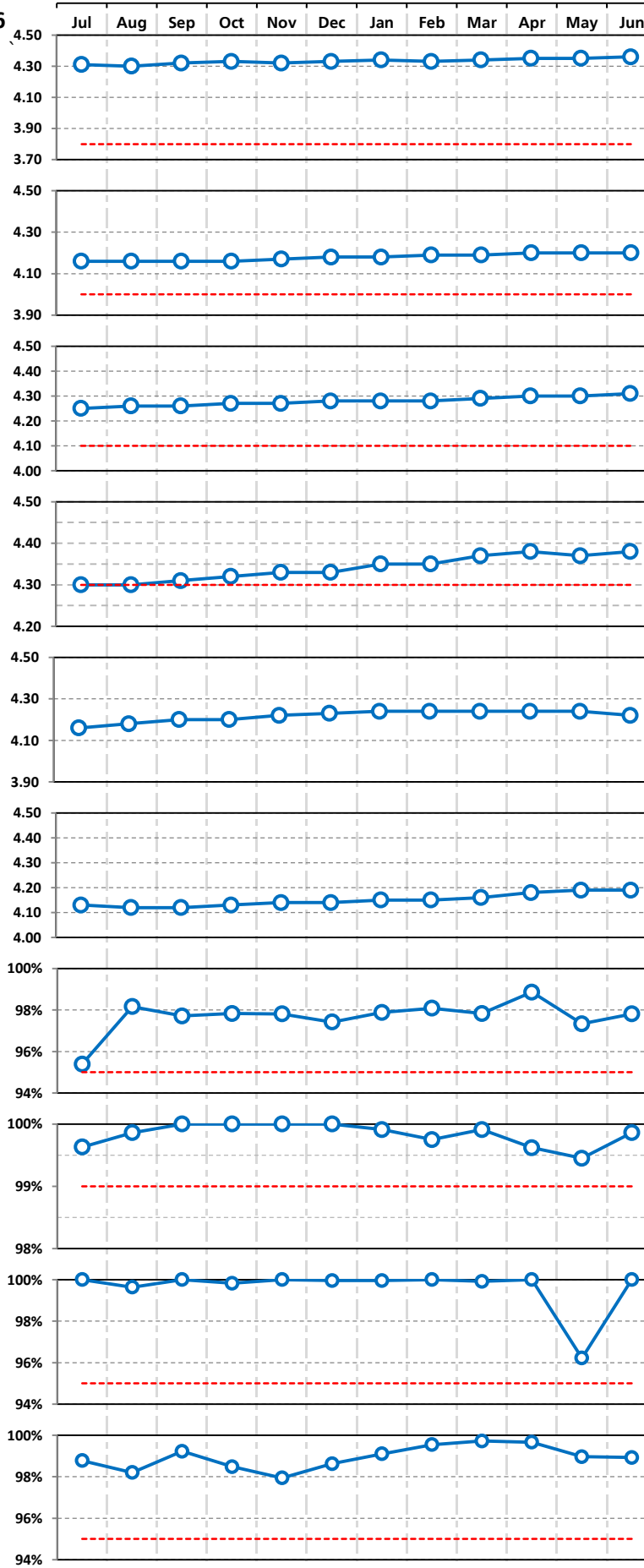
Target	Jun-16	vs. May-16
99.00%	99.86%	▲ 0.41%

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

Target	Jun-16	vs. May-16
95.00%	100%	▲ 3.78%

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

Target	Jun-16	vs. May-16
95.00%	98.92%	▼ -0.04%



## Service Level Performance

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

Target	Jun-16	vs. May-16
99.00%	99.61%	▼ -0.16%

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

Target	Jun-16	vs. May-16
99.00%	99.66%	▼ -0.07%

**Stands**  
Availability of stands

Target	Jun-16	vs. May-16
99.00%	99.93%	▲ 0.13%

**FEGP**  
Availability Fixed Electrical Ground Power

Target	Jun-16	vs. May-16
99.00%	99.87%	▼ -0.11%

**Jetties**  
Availability of Air-Bridges

Target	Jun-16	vs. May-16
99.00%	99.60%	▼ -0.13%

**PCA**  
Availability of Pre-Conditioned Air

Target	Jun-16	vs. May-16
99.00%	99.60%	▼ -0.13%

**SEGs**  
Availability of Stand entry guidance

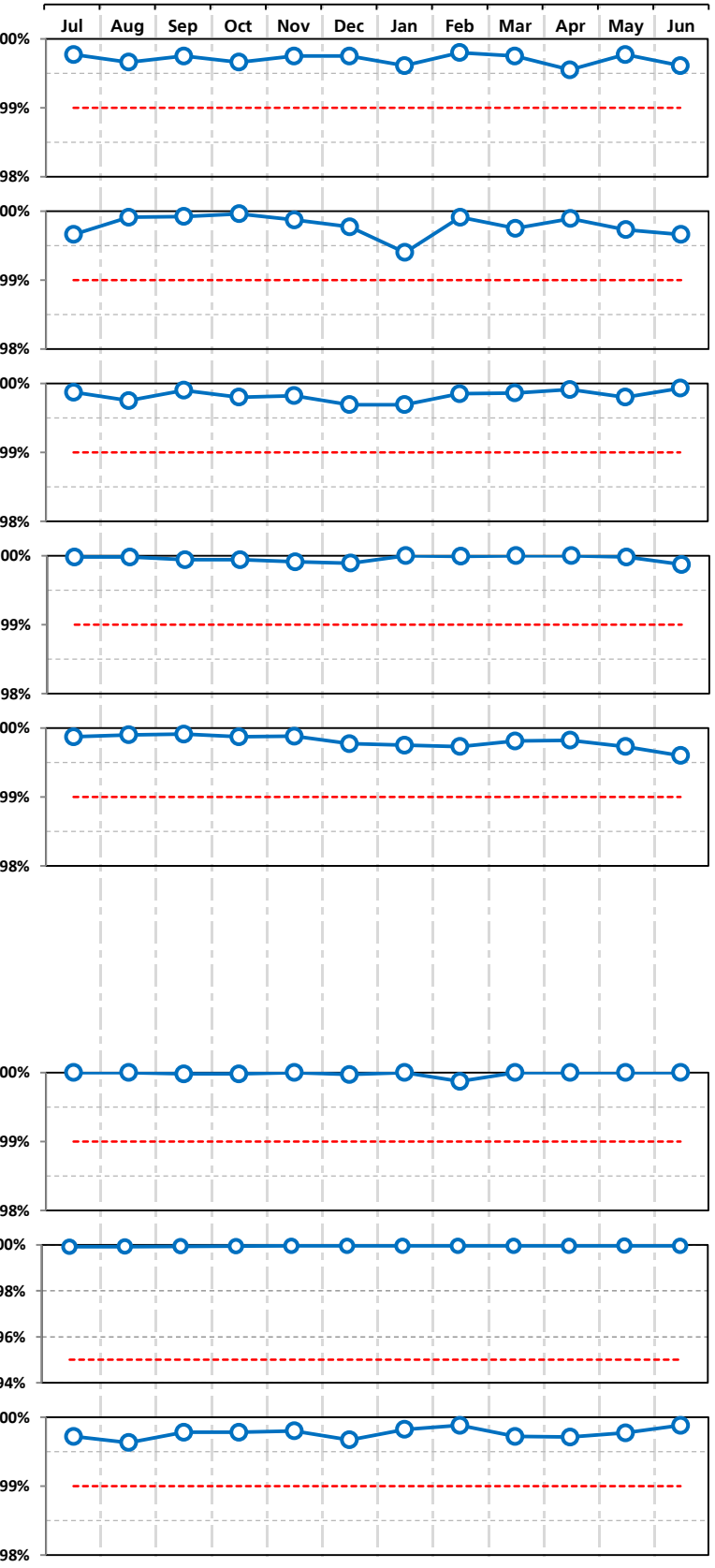
Target	Jun-16	vs. May-16
99.00%	100%	0.00%

**Pier Service**  
% Pier served passengers

Target	Jun-16	vs. May-16
95.00%	99.95%	▼ -0.01%

**Arrivals reclaims**  
Bag reclaim belts availability

Target	Jun-16	vs. May-16
99.00%	99.88%	▲ 0.92%



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

## Financial Report - Bonus and Rebates

## Rebates:

	Jun - 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	Jun - 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	4.36	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.20	£ -	£ -	0
<b>Wayfinding</b>	MAT	4.20	4.50	4.27	£ 33,613	£ 134,453	5
Flight information	MAT	4.40	4.70	4.38	£ -	£ -	0
					£ 33,613	£ 134,453	5

## 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.

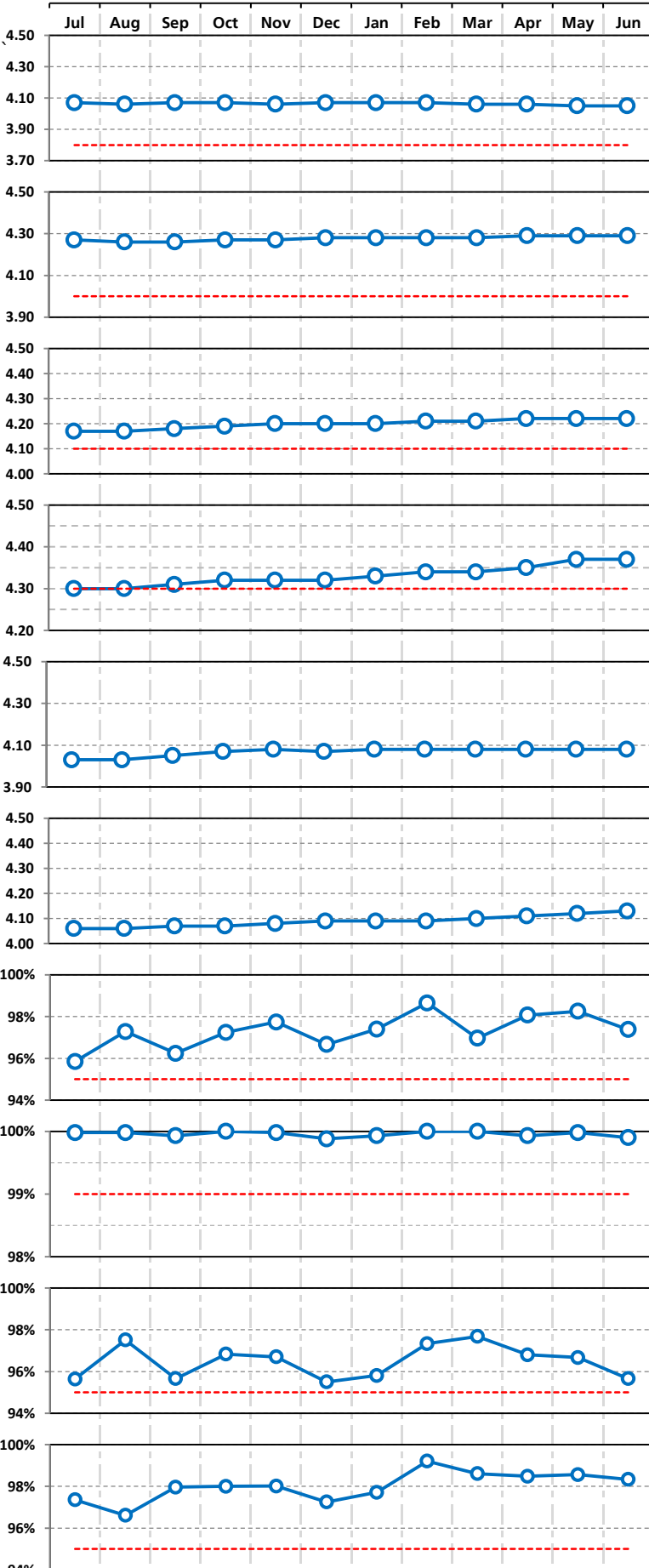
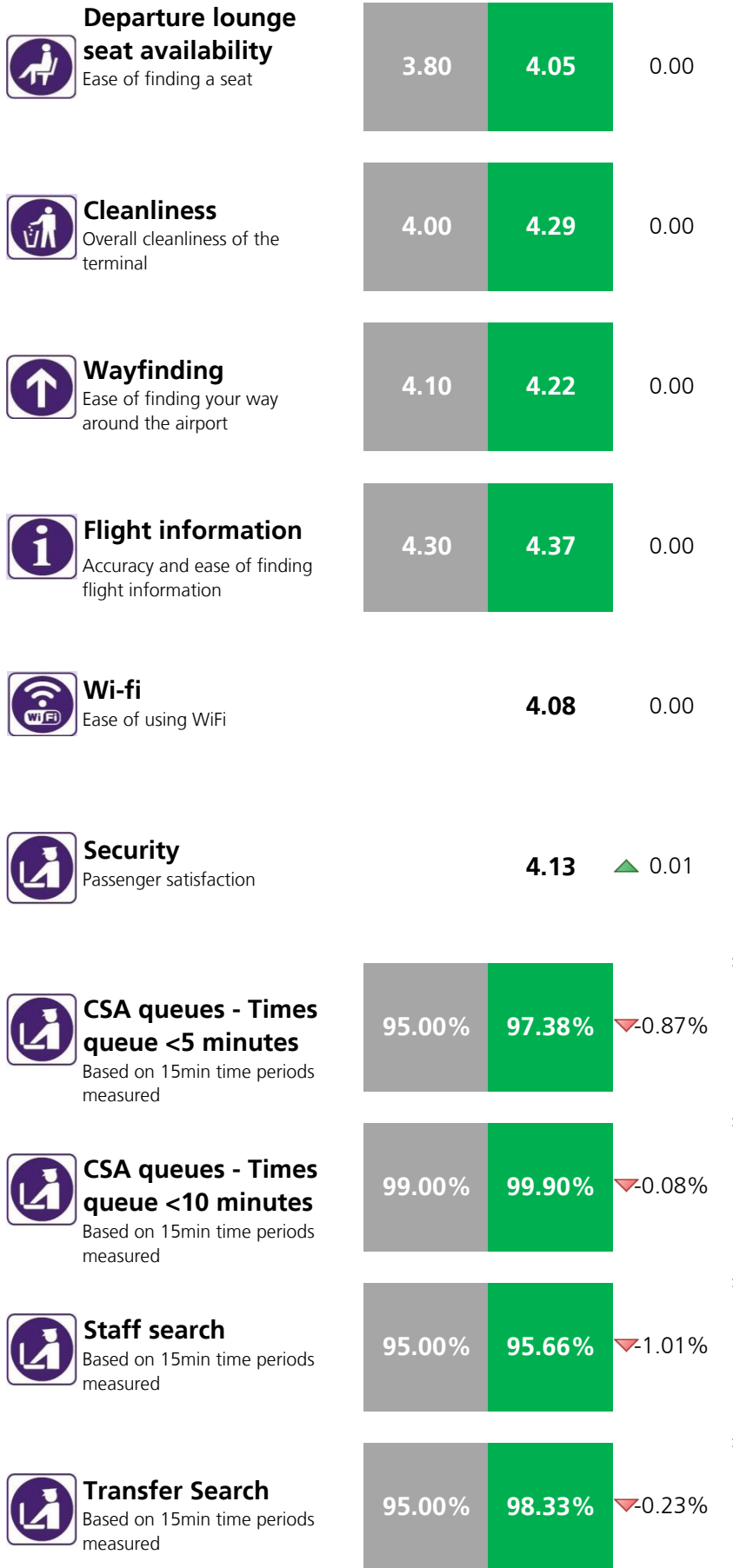
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAT

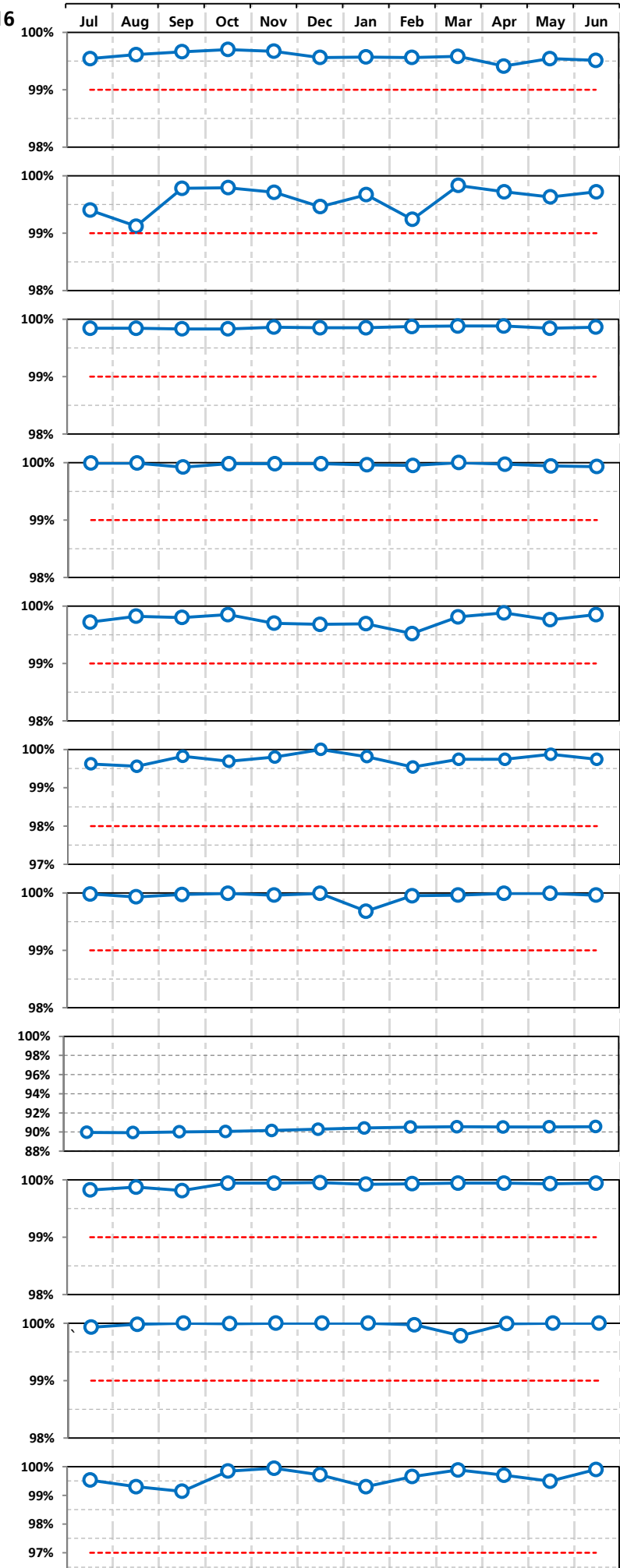
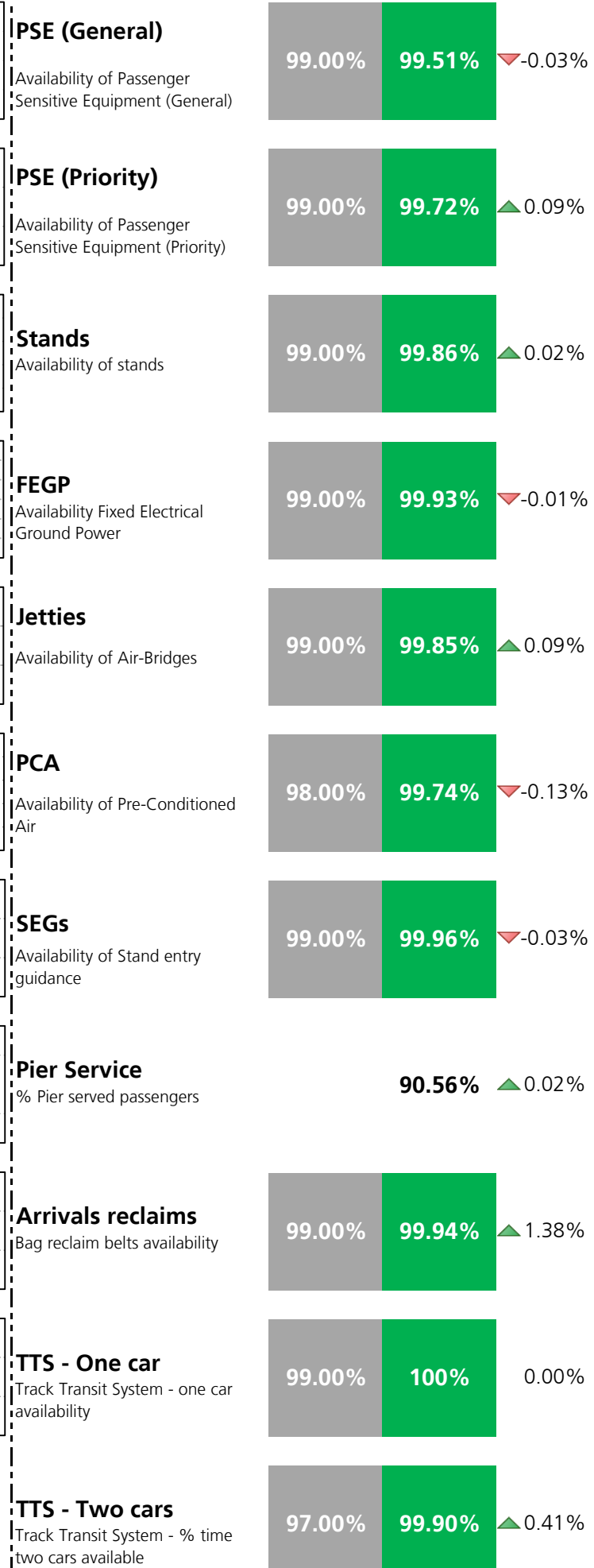


# Terminal 5 Performance Report June 2016

## 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:

	Jun - 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	Jun - 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	4.29	£ -	£ -	0	
<b>Wayfinding</b>	MAT	4.20	4.50	4.22	£ 33,613	£ 134,453	5	
Flight information	MAT	4.40	4.70	4.37	£ -	£ -	0	
					£ 33,613	£ 134,453	5	

## 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

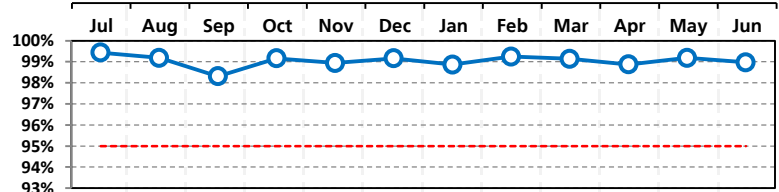
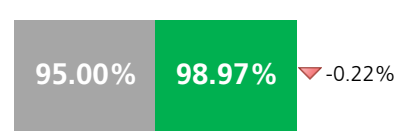
# Campus Performance Report June 2016

## Financial Report - Bonus and Rebates

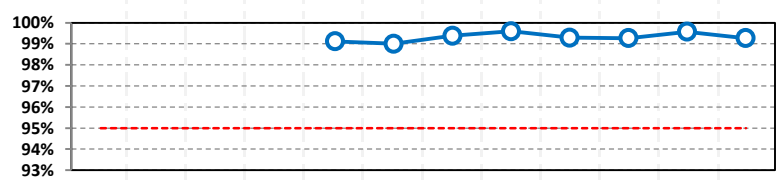
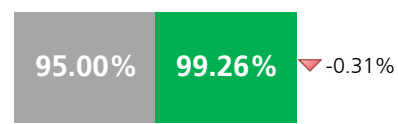
### Service Level Performance

#### Control Post Security Search

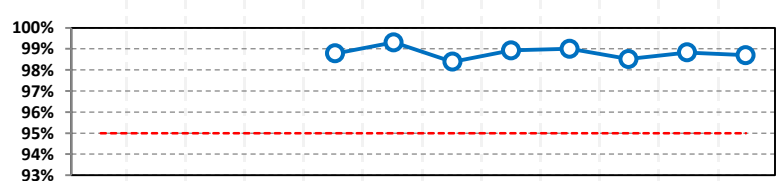
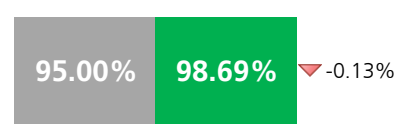
**CTA**  
Central Terminal Zone:  
CP5 & CP8



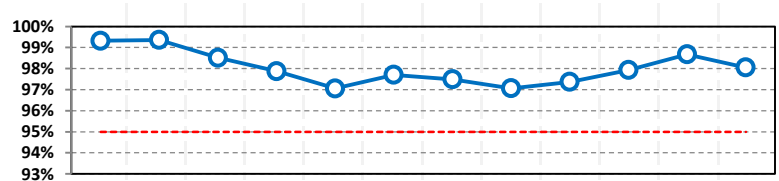
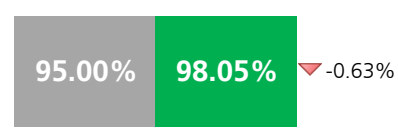
**CP5**



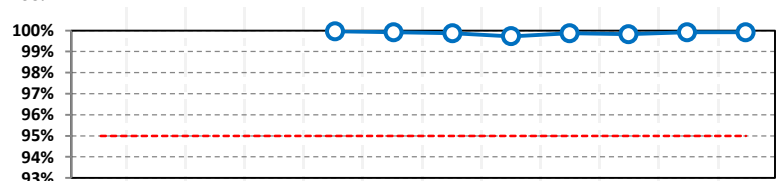
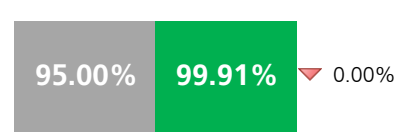
**CP8**



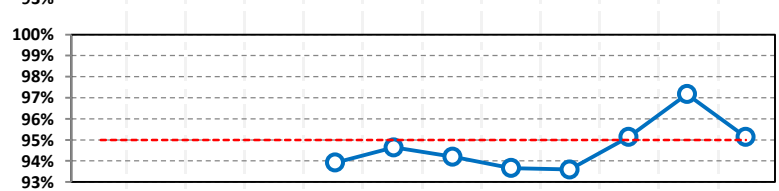
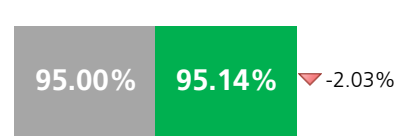
**Cargo**  
Cargo Zone:  
CP10, CP10a & CP25a



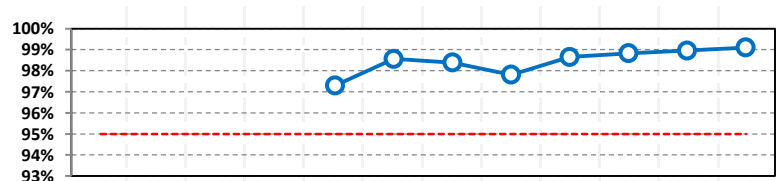
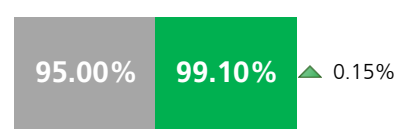
**CP10**



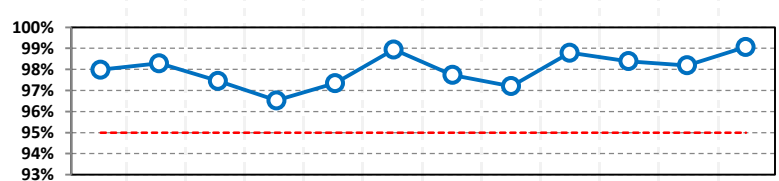
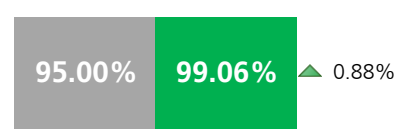
**CP10a**



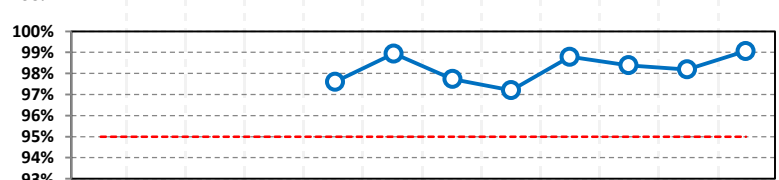
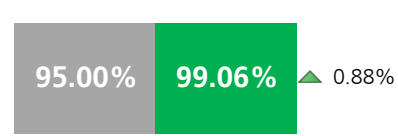
**CP25a**



**EastSide**  
EastSide Zone:  
CP16

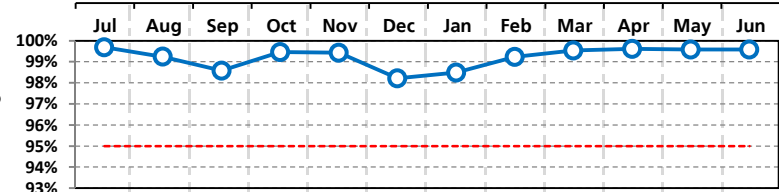
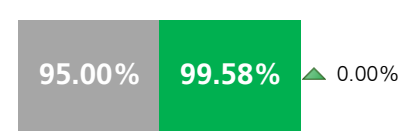


**CP16**

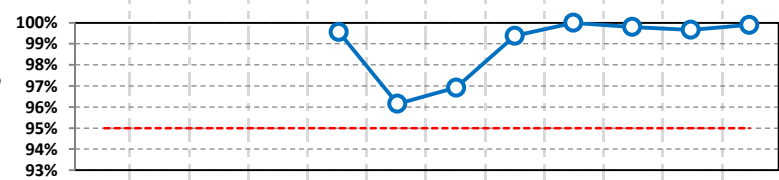
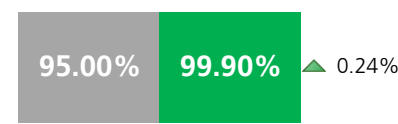


### Service Level Performance

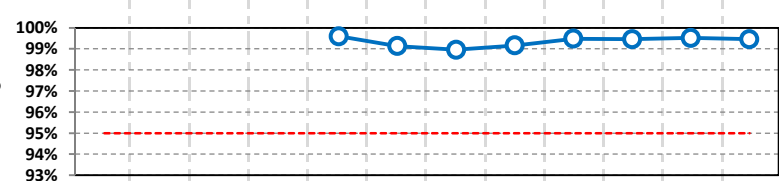
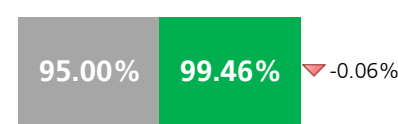
**T5**  
Terminal 5 Zone:  
CP18, CP19 and CP20



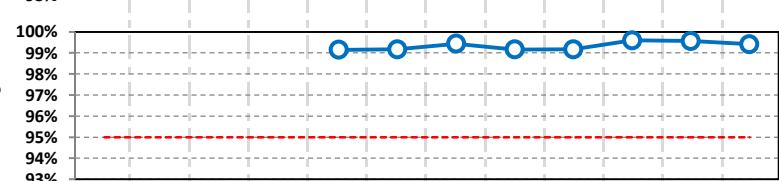
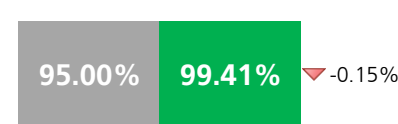
**CP18**



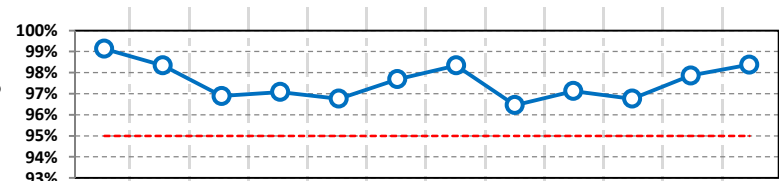
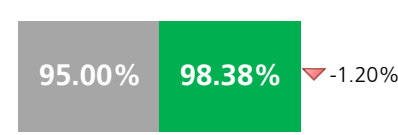
**CP19**



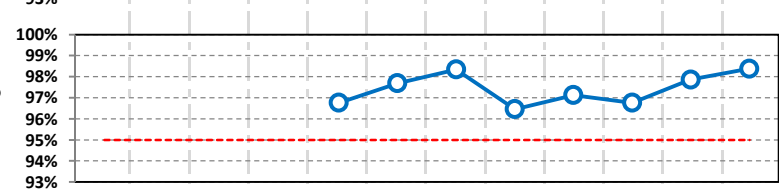
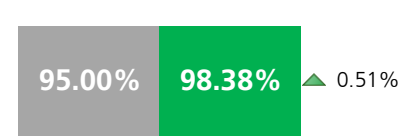
**CP20**



**SouthSide**  
SouthSide Zone:  
CP24



**CP24**



### Financial Report

#### Rebates:

	Jun - 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*