



Heathrow Performance Report

Service Quality Rebate and Bonus - September 2019

Integrated Planning and Performance - Airport Operations

Printed: 25 October 2019

Heathrow
Making every journey better

Heathrow Performance Report September 2019

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
 Departure lounge seat availability* Ease of finding a seat	4.35	4.18	4.30	4.09	
 Cleanliness* Overall cleanliness of the terminal	4.38	4.18	4.27	4.32	
 Wayfinding* Ease of finding your way around the airport	4.30	4.25	4.27	4.26	
 Flight information* Accuracy and ease of finding flight information	4.41	4.42	4.38	4.39	
 Wi-Fi* Ease of using WiFi	4.18	4.18	4.26	4.21	
 Security* Passenger satisfaction	4.26	4.23	4.23	4.22	
 CSA queues - Times queue <5 minutes Based on 15min time periods measured	96.33%	98.52%	99.33%	95.30%	
 CSA queues - Times queue <10 minutes Based on 15min time periods measured	100%	99.95%	100%	99.14%	
 Staff search Based on 15min time periods measured	99.71%	99.47%	100%	96.25%	
 Transfer Search Based on 15min time periods measured	99.28%	97.47%	100%	95.47%	
	CTA	Cargo	EastSide	T5	SouthSide
 Control Post Security Search	97.11%	95.14%	96.56%	97.07%	95.27%

Classification: Internal

* SQRB calculation based on moving annual average (MAA) for these metrics

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 ofFixed Electrical Ground Power

Jetties

Availability of Air-Bridges

PCA

Availability of Pre-conditioned Air

SEGs

Pier Service*

% Pier served passengers

Arrivals Reclaims

Bag reclaim belts availability

Aerodrome congestion

TTS - One car

Track Transit System - one car availability

TTS - Two cars

Track Transit System - % time two cars available

T2	T3	T4	T5
99.47%	99.63%	99.80%	99.50%
99.81%	99.50%	99.76%	99.55%
99.87%	99.83%	99.84%	99.92%
100%	99.99%	99.99%	99.98%
99.73%	99.24%	99.91%	99.83%
99.99%	100%		100%
100%	99.99%	99.99%	99.99%
97.06%	95.94%	99.99%	
99.03%	99.27%	99.76%	99.87%

99.99%

92.41%

Financial Report- Bonus and Rebates

	Rebates:							
	Sep - 2019				Campus	YTD		
	T2	T3	T4	T5		Estimated Rebate	Estimated Rebate	Total Failures
Departure lounge seat availability	✓	✓	✓	✓		£ -	£ -	0
Cleanliness	✓	✓	✓	✓		£ -	£ -	0
Wayfinding	✓	✓	✓	✓		£ -	£ -	0
Flight information	✓	✓	✓	✓		£ -	£ -	0
CSA Queues - Both	✓	✓	✓	✓		£ -	£ -	0
Staff Search	✓	✓	✓	✓		£ -	£ -	0
Transfer search	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (Priority)	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ -	0
FEGP	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
Pre-conditioned air	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
Pier Service	✓	✓	✓			£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
Control Posts Search					✓	£ -	£ -	0
Aerodrome Congestion					✓	£ -	£ -	0
TTS - % Both				✗		£ 314,400.00	£ 314,400.00	1
Total						£ 314,400.00	£ 314,400.00	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.

Bonuses:								
Lower Threshold	Upper Threshold	Sep - 2019				Estimated Bonus	YTD	
		T2	T3	T4	T5		Estimated Bonus	Total Pass
4.10	4.50	4.35	4.18	4.30	4.09	£ -	£ 27,500	2
4.20	4.50	4.38	4.18	4.27	4.32	£ -	£ -	0
4.20	4.50	4.30	4.25	4.27	4.26	£ 91,668	£ 751,680	9
4.40	4.70	4.41	4.42	4.38	4.39	£ -	£ -	0
Total						£ 91,668	£ 779,181	11

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 2019 - December 2019

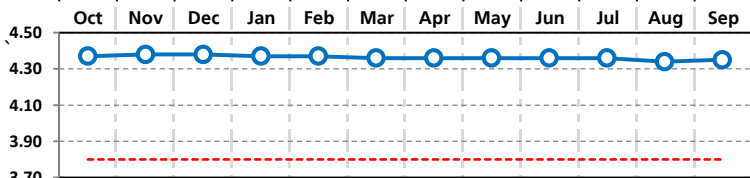
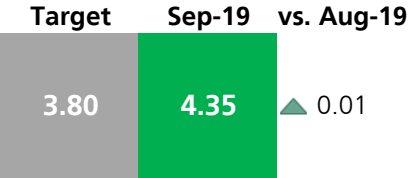
Printed: 25 Oct 2019 at 16:05. For further information please click here

Or contact: Integrated_Planning@heathrow.com

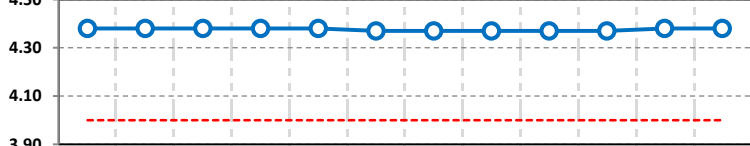
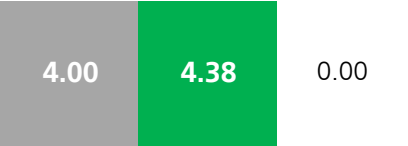
Terminal 2 Performance Report September 2019

Passenger Experience and Service Level Performance

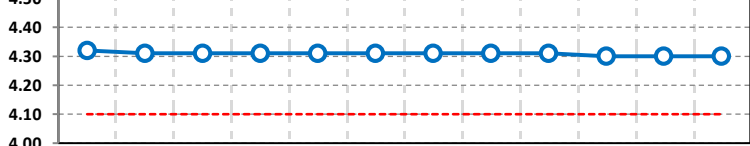
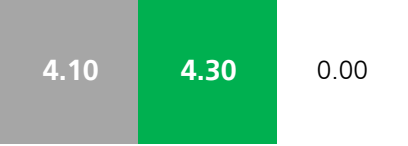
Departure lounge
seat availability*
Ease of finding a seat



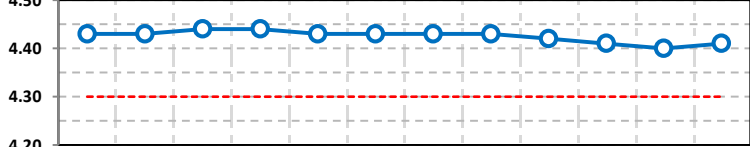
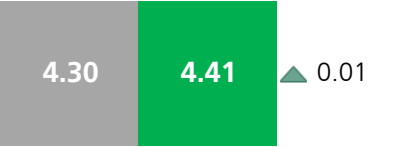
Cleanliness*
Overall cleanliness of the terminal



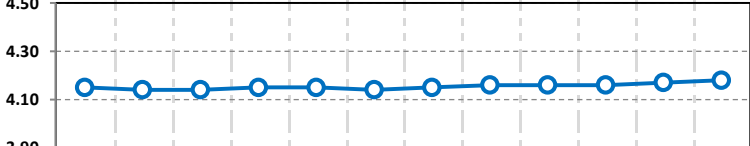
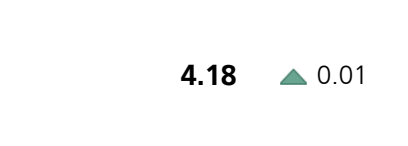
Wayfinding*
Ease of finding your way around the airport



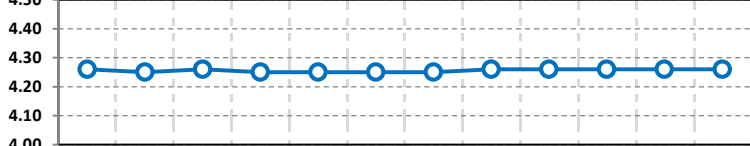
Flight information*
Accuracy and ease of finding flight information



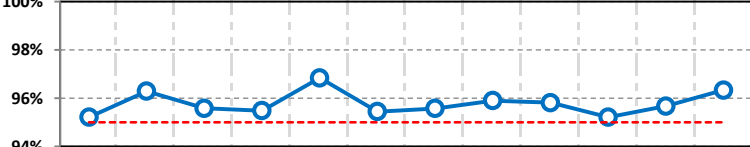
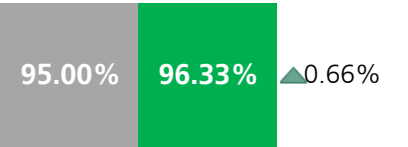
Wi-Fi*
Ease of using WiFi



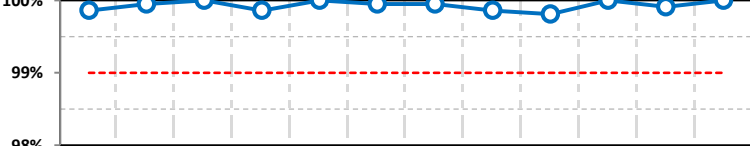
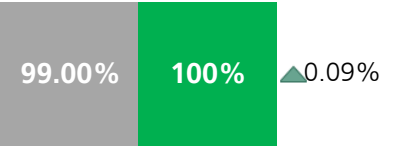
Security*
Passenger satisfaction



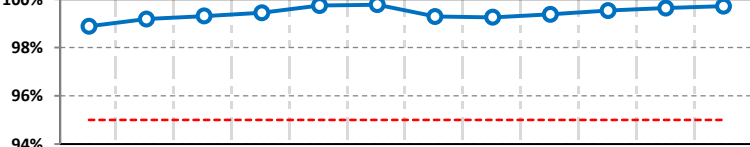
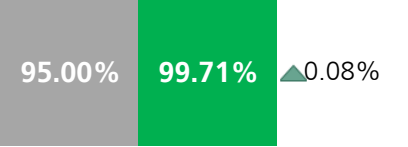
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



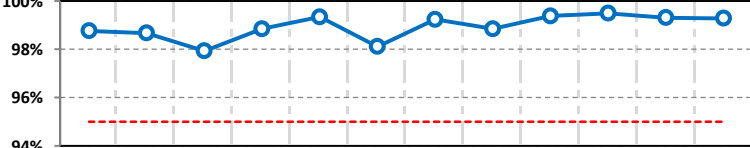
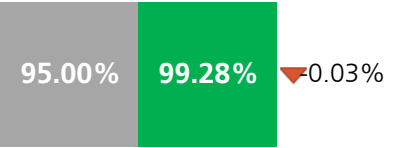
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



Transfer Search
Based on 15min time periods measured

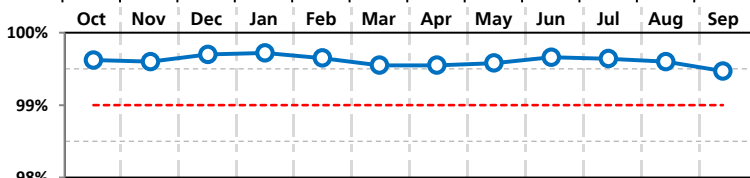
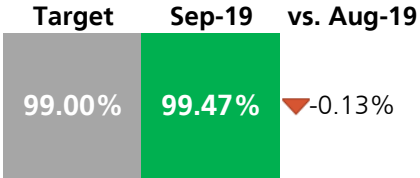


Classification: Internal
Score calculation based on moving annual average (MAA) for these metrics

Service Level Performance

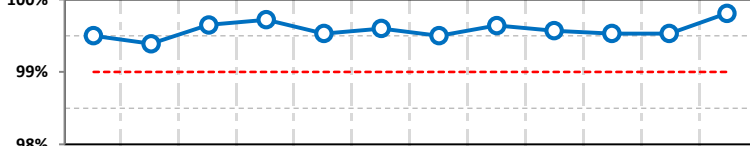
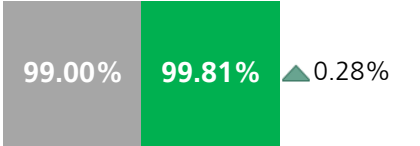
PSE (General)

Availability of Passenger Sensitive Equipment (General)



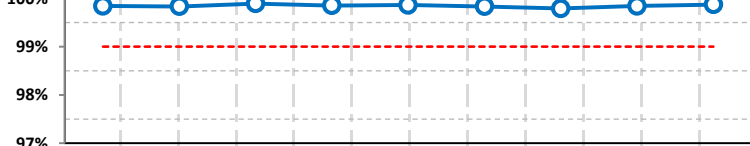
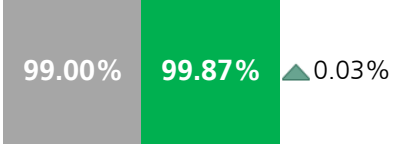
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



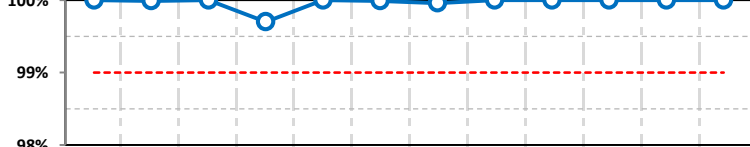
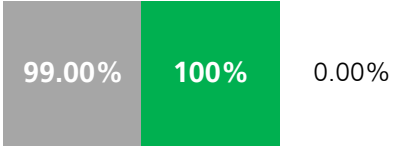
Stands

Availability of stands



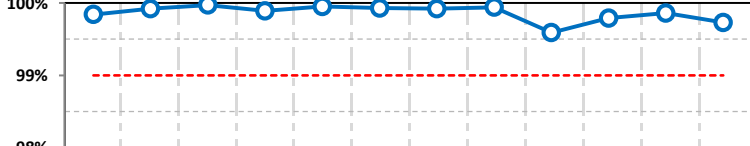
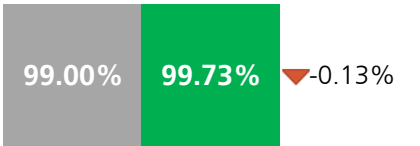
FEGP

Availability Fixed Electrical Ground Power



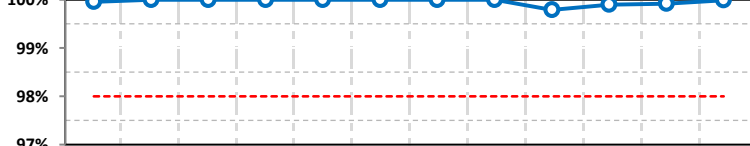
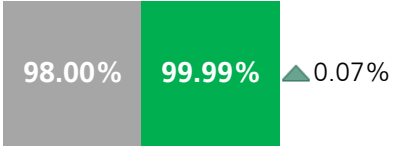
Jetties

Availability of Air-Bridges



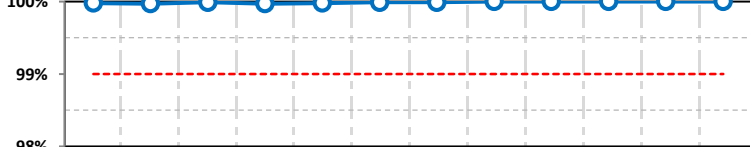
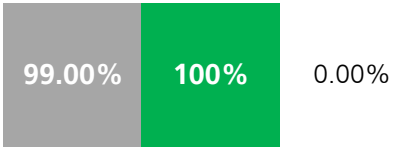
PCA

Availability of Pre-Conditioned Air



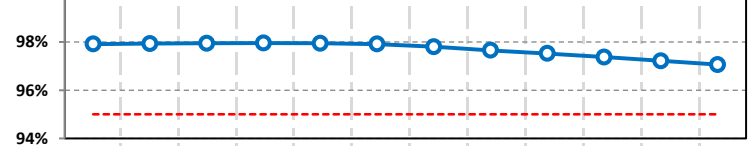
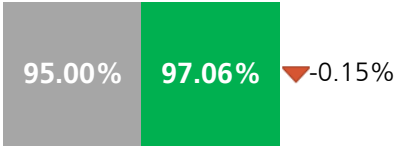
SEGS

Availability of Stand entry guidance



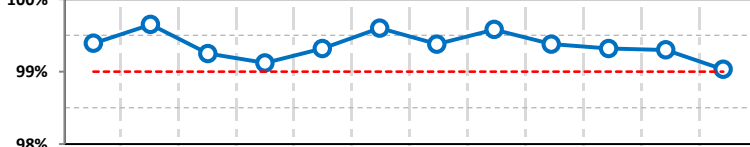
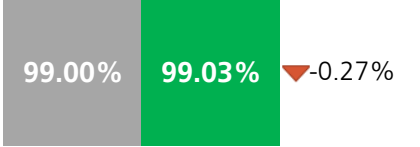
Pier Service*

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



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

Terminal 2 Performance Report September 2019

Financial Report - Bonus and Rebates



Rebates:

	Sep - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

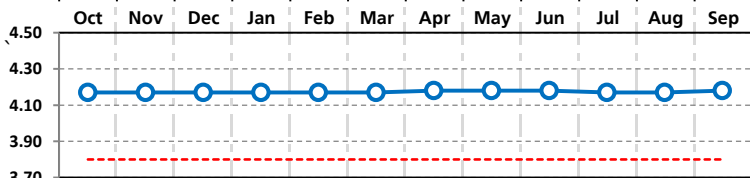
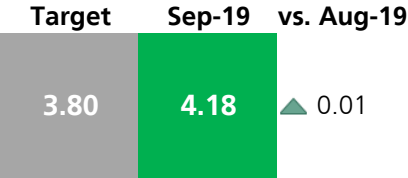
	Measure	Lower Threshold	Upper Threshold	Actual	Sep - 2019	Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.35	£ -	£ 27,500.50	2
Cleanliness	MAA	4.20	4.50	4.38	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.30	£ 91,668	£ 751,680	9
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	0
					£ 91,668	£ 779,181	11

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 2019 - December 2019
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 MAA

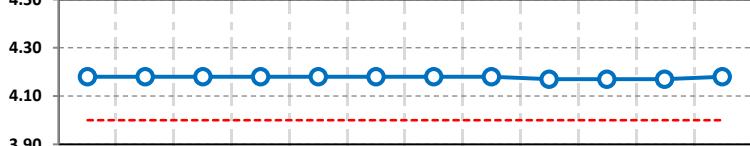
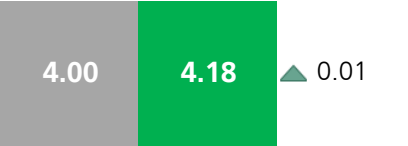
Terminal 3 Performance Report September 2019

Passenger Experience and Service Level Performance

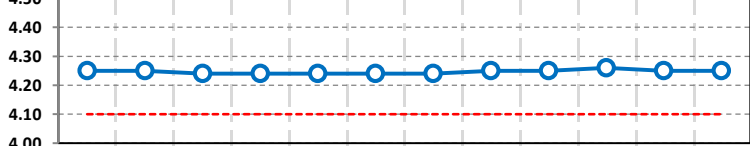
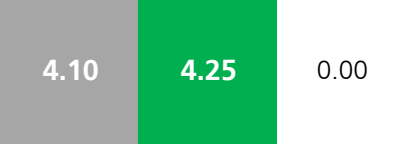
Departure lounge
seat availability*
Ease of finding a seat



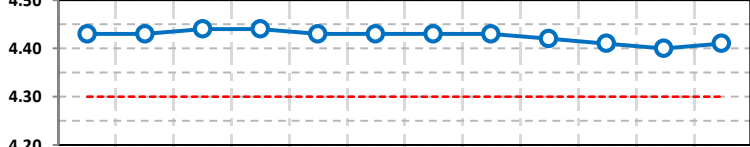
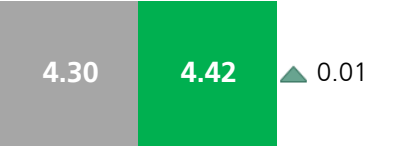
Cleanliness*
Overall cleanliness of the terminal



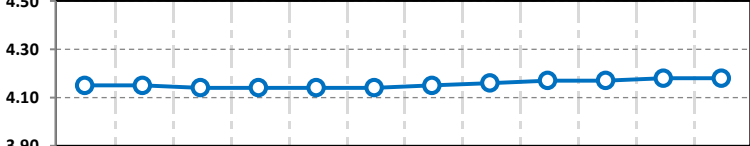
Wayfinding*
Ease of finding your way around the airport



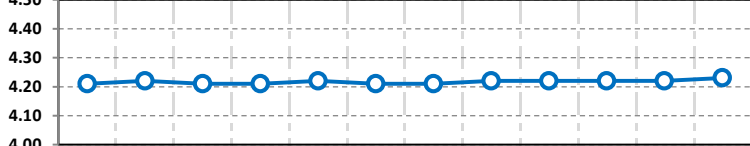
Flight information*
Accuracy and ease of finding flight information



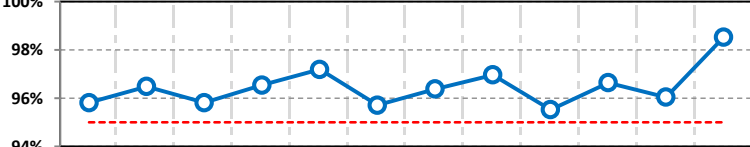
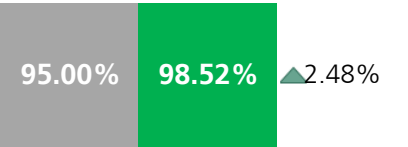
Wi-Fi*
Ease of using WiFi



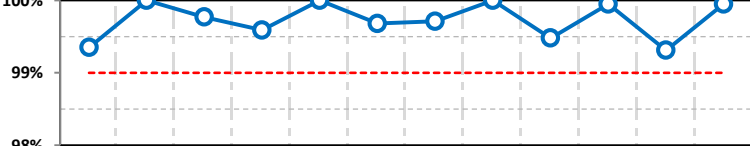
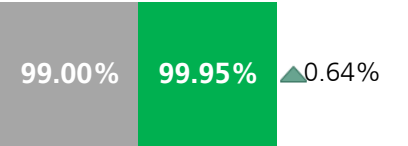
Security*
Passenger satisfaction



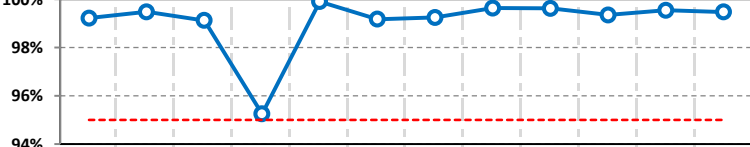
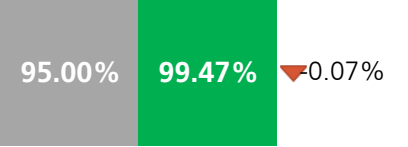
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



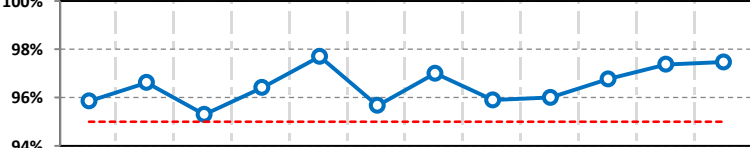
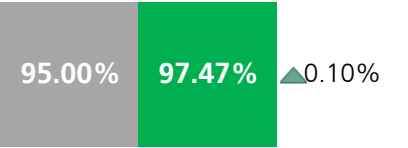
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



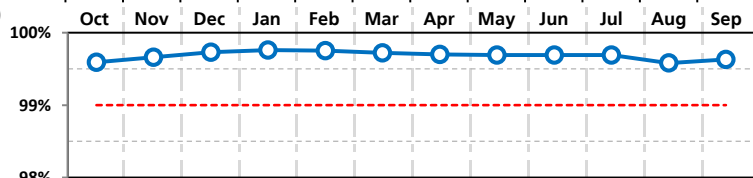
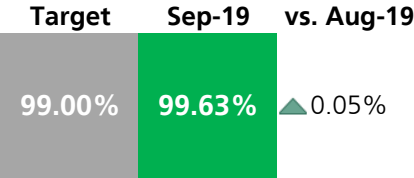
Transfer Search
Based on 15min time periods measured



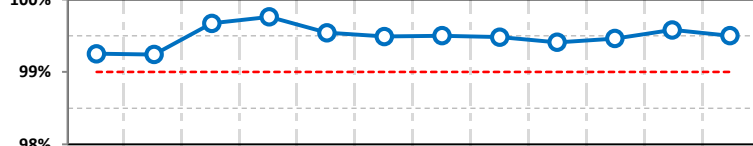
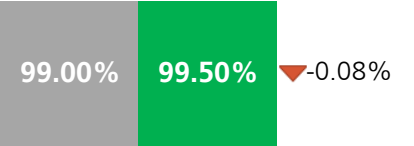
Classification: Internal
Score calculation based on moving annual average (MAA) for these metrics

Service Level Performance

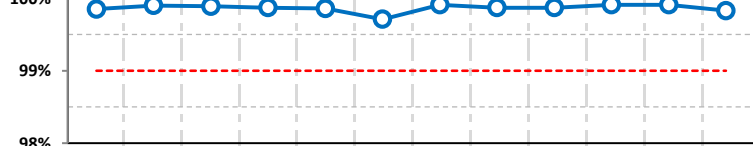
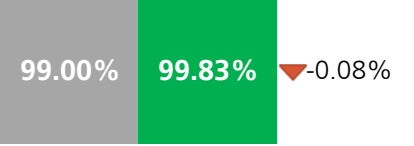
PSE (General)
Availability of Passenger Sensitive Equipment (General)



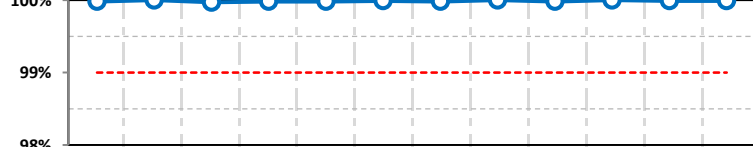
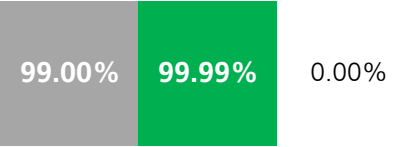
PSE (Priority)
Availability of Passenger Sensitive Equipment (Priority)



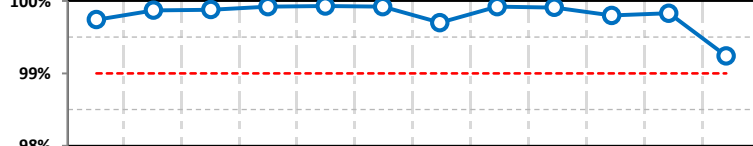
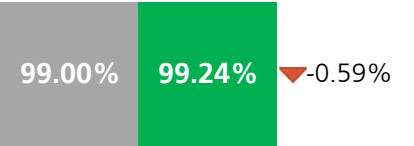
Stands
Availability of stands



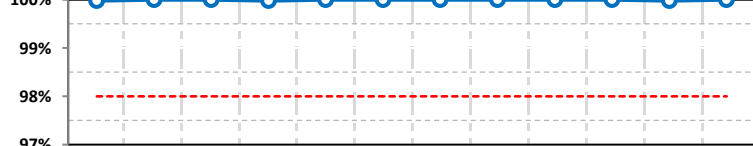
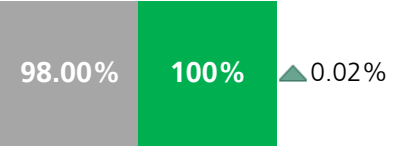
FEGP
Availability Fixed Electrical Ground Power



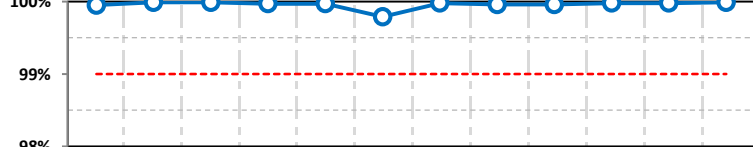
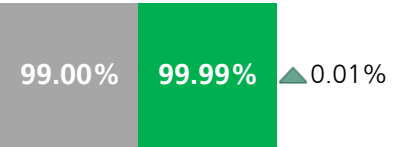
Jetties
Availability of Air-Bridges



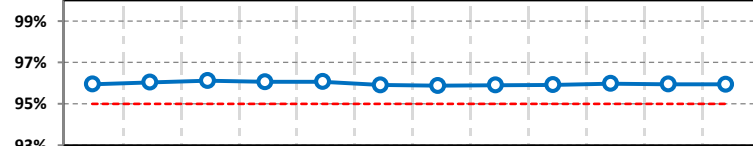
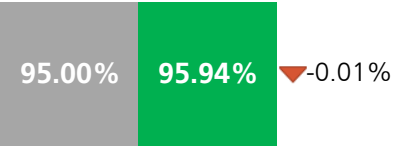
PCA
Availability of Pre-Conditioned Air



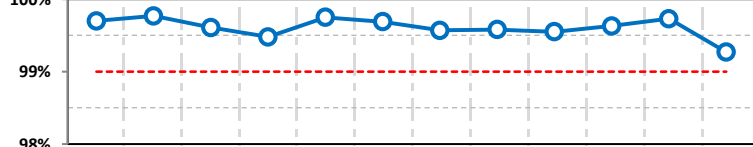
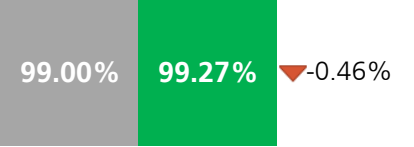
SEGS
Availability of Stand entry guidance



Pier Service*
% Pier served passengers



Arrivals reclaims
Bag reclaim belts availability



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

Terminal 3 Performance Report September 2019

Financial Report - Bonus and Rebates

Classification: Internal

Rebates:

	Sep - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

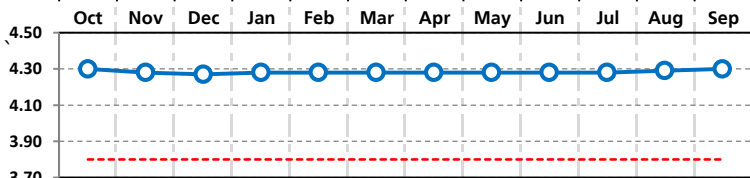
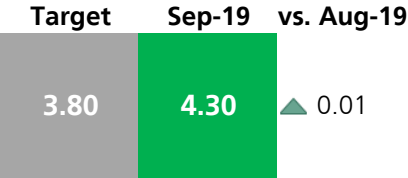
	Measure	Lower Threshold	Upper Threshold	Actual	Sep - 2019	Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.18	£ -	£ 27,500.50	2
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.25	£ 91,668	£ 751,680	9
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0
					£ 91,668	£ 779,181	11

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 2019 - December 2019
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 MAA

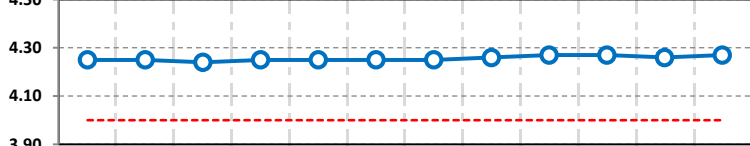
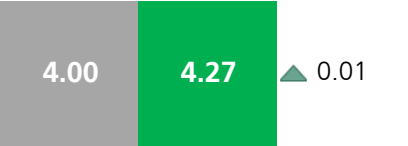
Terminal 4 Performance Report September 2019

Passenger Experience and Service Level Performance

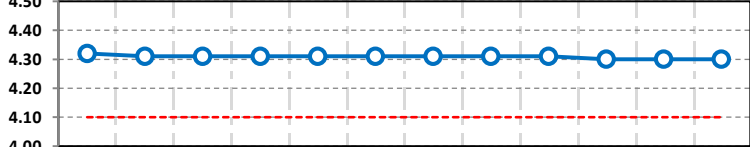
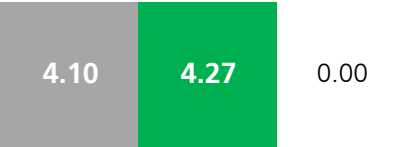
Departure lounge
seat availability*
Ease of finding a seat



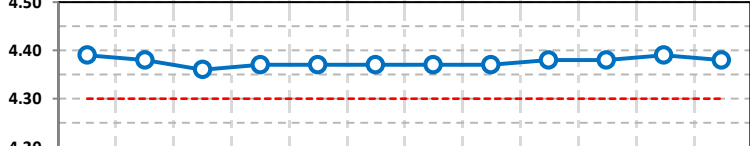
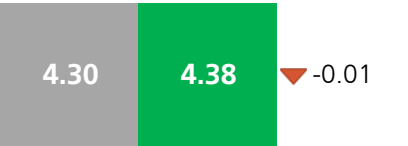
Cleanliness*
Overall cleanliness of the terminal



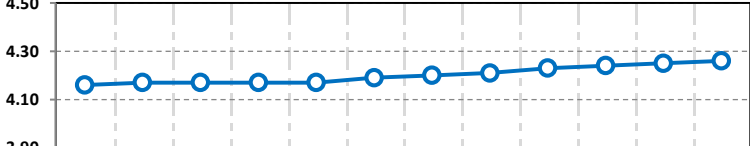
Wayfinding*
Ease of finding your way around the airport



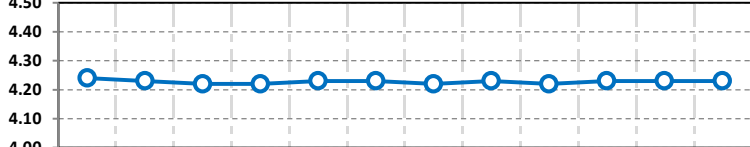
Flight information*
Accuracy and ease of finding flight information



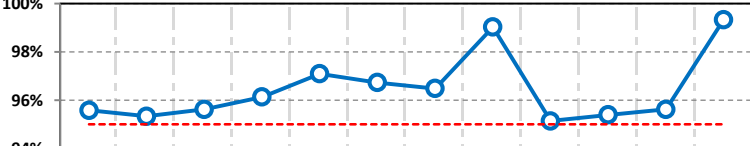
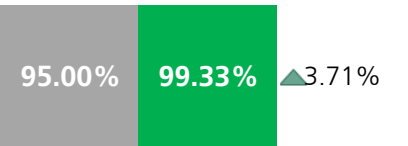
Wi-Fi*
Ease of using WiFi



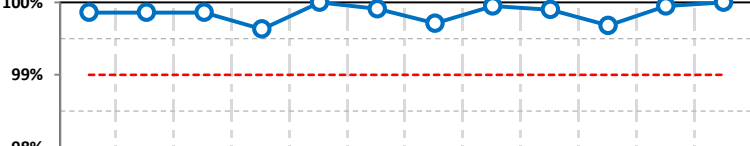
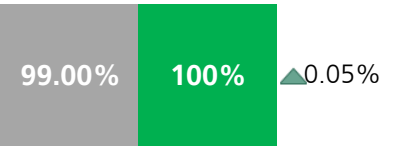
Security*
Passenger satisfaction



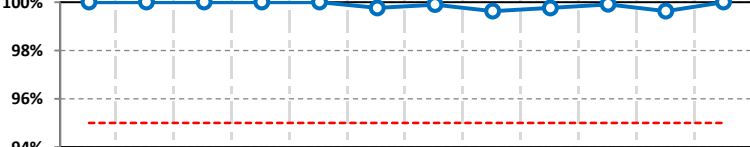
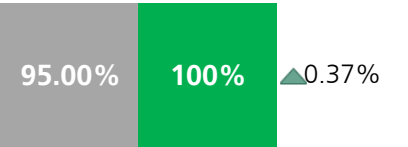
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



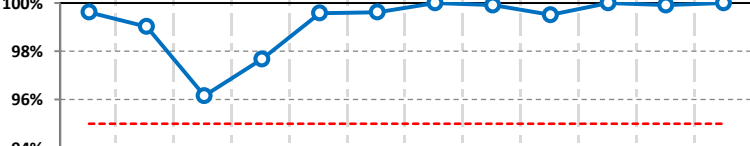
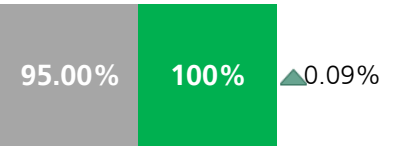
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



Transfer Search
Based on 15min time periods measured

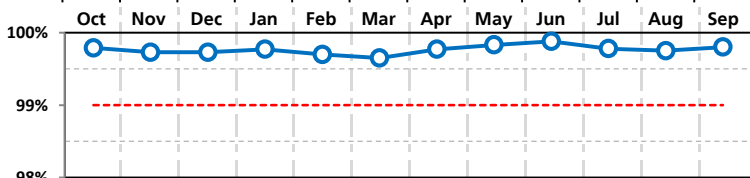
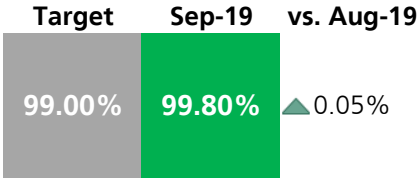


Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

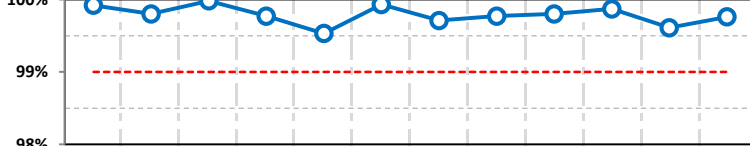
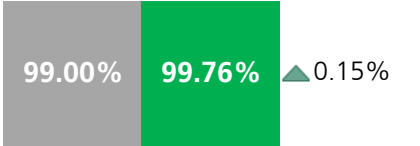
Classification: Internal
Score calculation based on moving annual average (MAA) for these metrics

Service Level Performance

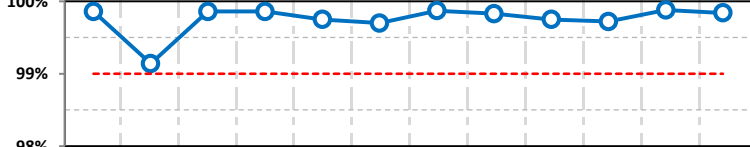
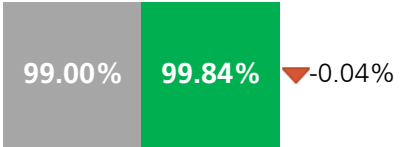
PSE (General)
Availability of Passenger Sensitive Equipment (General)



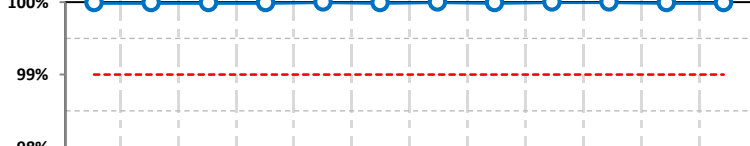
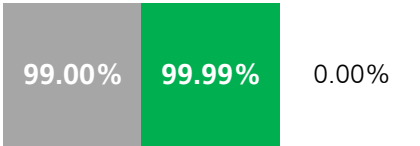
PSE (Priority)
Availability of Passenger Sensitive Equipment (Priority)



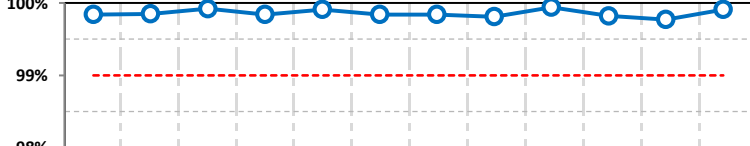
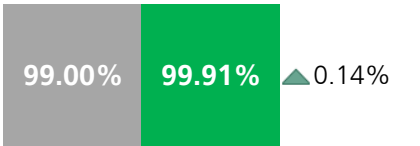
Stands
Availability of stands



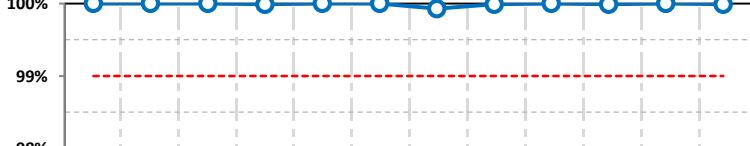
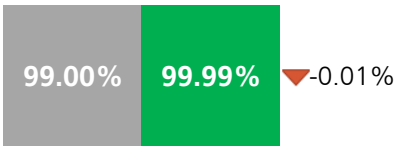
FEGP
Availability Fixed Electrical Ground Power



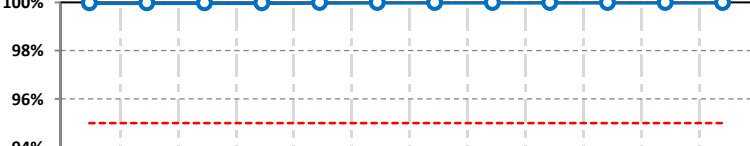
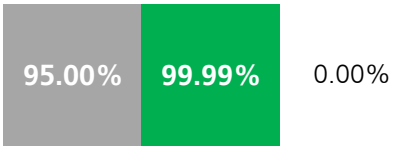
Jetties
Availability of Air-Bridges



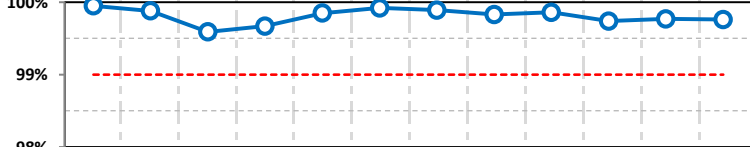
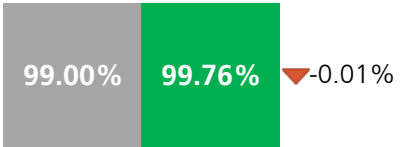
SEGS
Availability of Stand entry guidance



Pier Service*
% Pier served passengers



Arrivals reclaims
Bag reclaim belts availability



Terminal 4 Performance Report September 2019

Financial Report - Bonus and Rebates

Classification: Internal



Rebates:

	Sep - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Sep - 2019		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
Departure lounge seat availability	MAA	4.10	4.50	4.30	£ -	£ 27,500.50	2
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.27	£ 91,668	£ 751,680	9
Flight information	MAA	4.40	4.70	4.38	£ -	£ -	0
					£ 91,668	£ 779,181	11

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 2019 - December 2019
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 MAA

Terminal 5 Performance Report September 2019

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

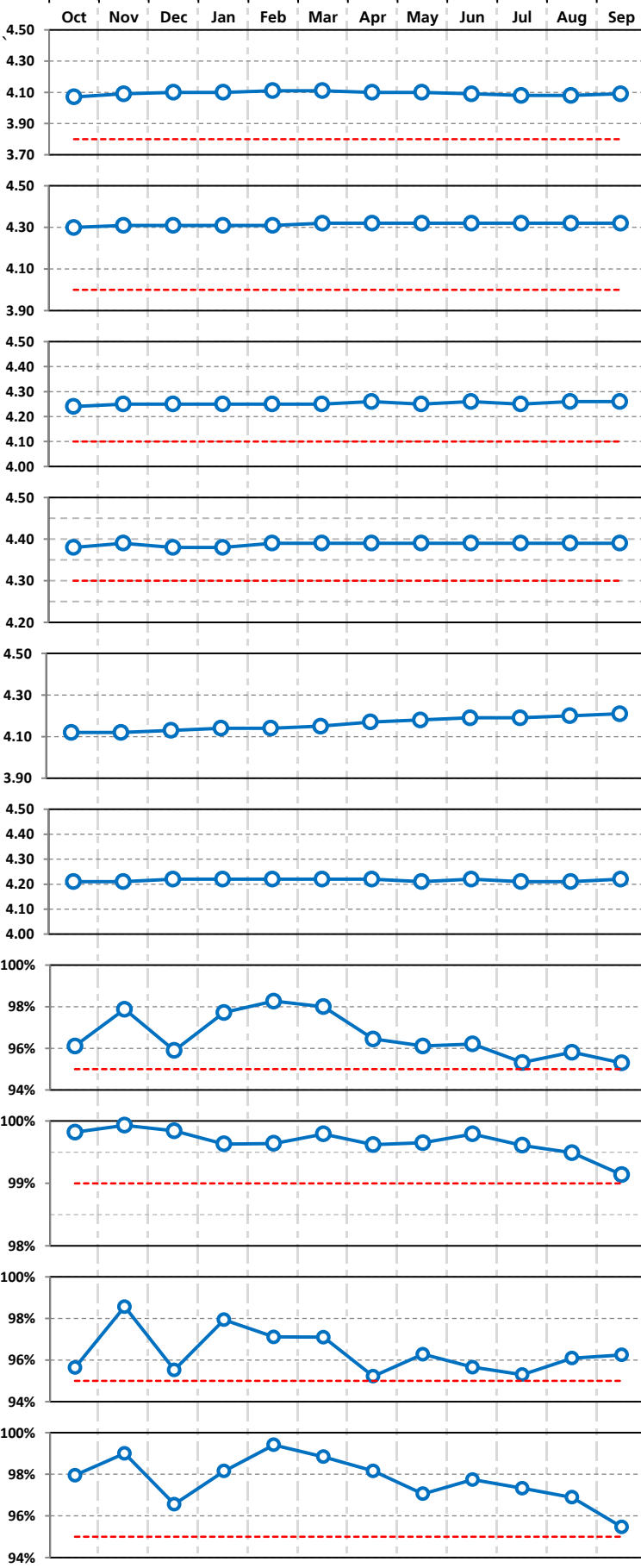
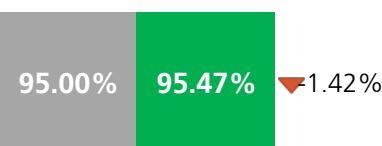
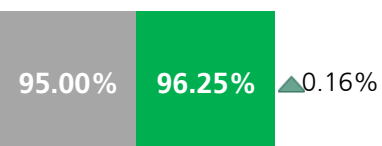
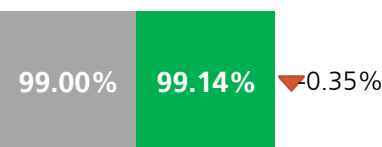
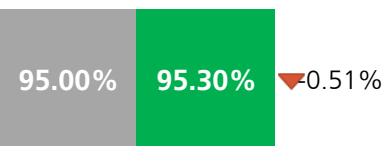
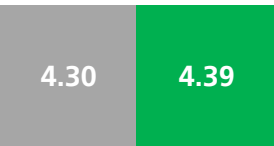
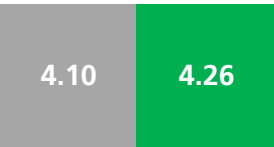
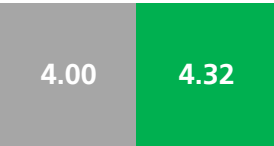
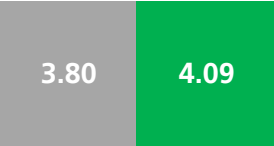
CSA queues - Times queue <10 minutes
Based on 15min time periods measured

Staff search
Based on 15min time periods measured

Transfer Search
Based on 15min time periods measured

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

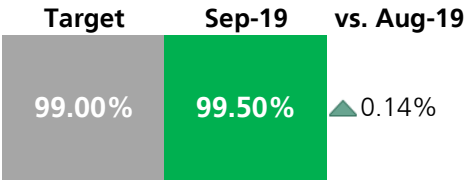
Target Sep-19 vs. Aug-19



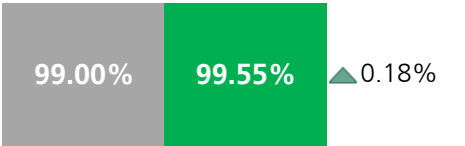
Classification: Internal
* SQRB calculation based on moving annual average (MAA) for these metrics

Service Level Performance

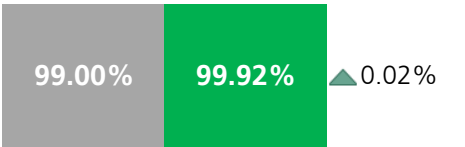
PSE (General)
Availability of Passenger Sensitive Equipment (General)



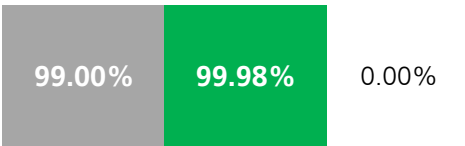
PSE (Priority)
Availability of Passenger Sensitive Equipment (Priority)



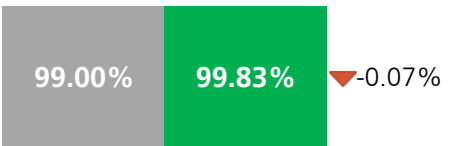
Stands
Availability of stands



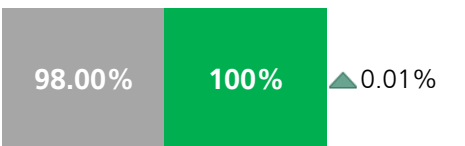
FEGP
Availability Fixed Electrical Ground Power



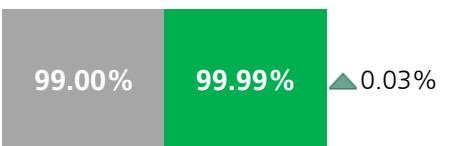
Jetties
Availability of Air-Bridges



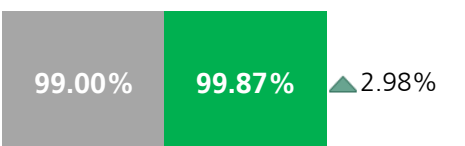
PCA
Availability of Pre-Conditioned Air



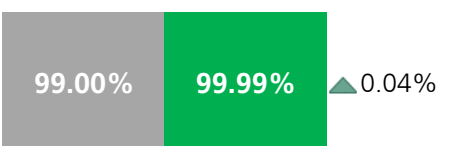
SEGs
Availability of Stand entry guidance



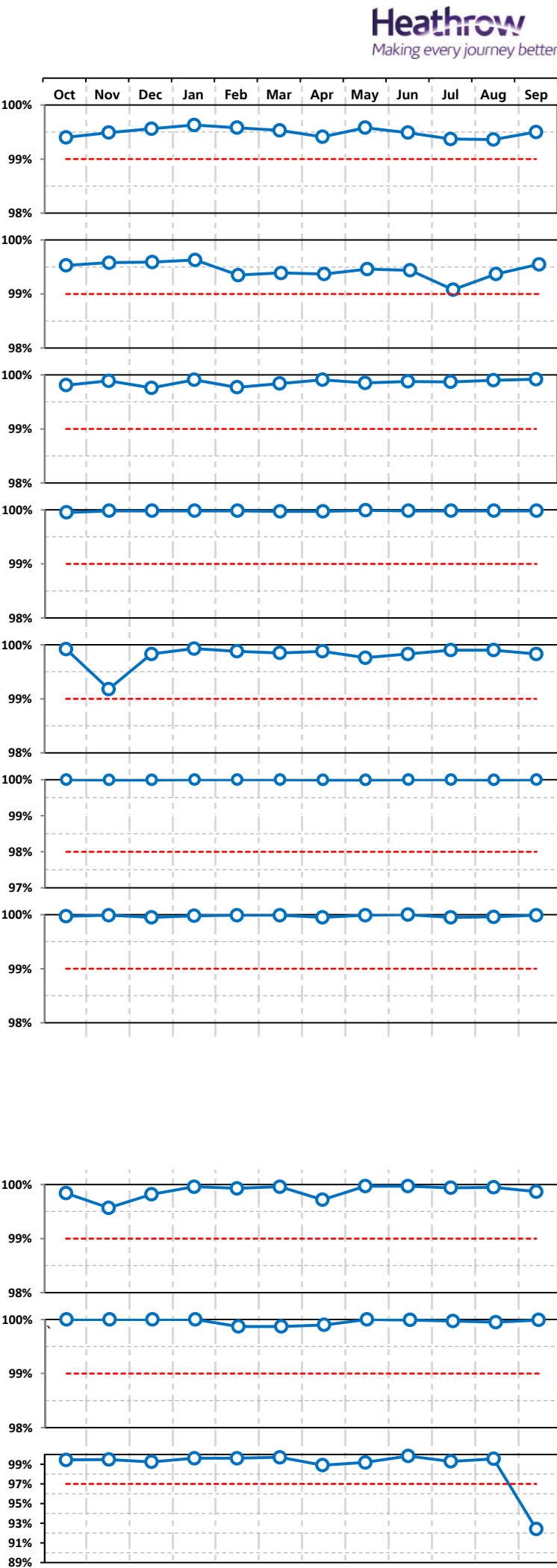
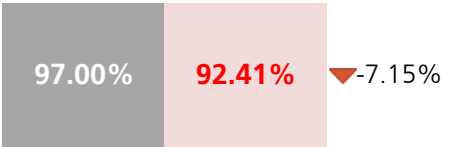
Arrivals reclaims
Bag reclaim belts availability



TTS - One car
Track Transit System - one car availability



TTS - Two cars
Track Transit System - % time two cars available



Terminal 5 Performance Report September 2019

Financial Report - Bonus and Rebates

Classification: Internal



Rebates:

	Sep - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
Pier Service				
Arrivals reclaims	✓	£ -	£ -	0
TTS - % Both	✗	£ 314,400.00	£ 314,400.00	1
		£ 314,400	£ 314,400.00	1

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Sep - 2019		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.09	£ -	£ 27,500.50	2
Cleanliness	MAA	4.20	4.50	4.32	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.26	£ 91,668	£ 751,680	9
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0
					£ 91,668	£ 779,181	11

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 2019 - December 2019
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 MAA

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