



# Heathrow Performance Report

Service Quality Rebate and Bonus - November 2018

Integrated Planning and Performance - Airport Operations

Printed: 06 March 2019

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report November 2018

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.38	4.17	4.28	4.09	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.38	4.18	4.25	4.31	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.31	4.25	4.27	4.25	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.43	4.41	4.38	4.39	
<b>Wi-Fi*</b> Ease of using WiFi	4.14	4.15	4.17	4.12	
<b>Security*</b> Passenger satisfaction	4.25	4.22	4.23	4.21	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	96.29%	96.48%	95.33%	97.88%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.95%	100%	99.86%	99.93%	
<b>Staff search</b> Based on 15min time periods measured	99.18%	99.48%	100%	98.57%	
<b>Transfer Search</b> Based on 15min time periods measured	98.67%	96.62%	99.02%	99.00%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	96.01%	95.09%	97.14%	96.17%	95.41%

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

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.60%	99.66%	99.73%	99.49%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.39%	99.24%	99.80%	99.58%
<b>Stands</b> Availability of stands	97.75%	99.90%	99.14%	99.89%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.99%	100%	99.99%	99.98%
<b>Jetties</b> Availability of Air-Bridges	99.92%	99.87%	99.85%	99.18%
<b>PCA</b> Availability of Pre-conditioned Air	100%	100%		99.99%
<b>SEGS</b>	99.97%	99.99%	100%	99.99%
<b>Pier Service*</b> % Pier served passengers	97.93%	96.04%	99.97%	0.00%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.65%	99.77%	99.88%	99.57%
<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				99.48%

	T2	T3	T4	T5	ALL
	99.60%	99.66%	99.73%	99.49%	
	99.39%	99.24%	99.80%	99.58%	
	97.75%	99.90%	99.14%	99.89%	
	99.99%	100%	99.99%	99.98%	
	99.92%	99.87%	99.85%	99.18%	
	100%	100%		99.99%	
	99.97%	99.99%	100%	99.99%	
	97.93%	96.04%	99.97%	0.00%	
	99.65%	99.77%	99.88%	99.57%	

## Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Nov - 2018					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	✗	✓	✓	✓		£ 126,392.00	£ 126,392.00	1
<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>						£ -	£ 126,392	1

	Bonuses:		Nov - 2018				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.38	4.17	4.28	4.09	£ -	£ -	0
	4.20	4.50	4.38	4.18	4.25	4.31	£ -	£ -	0
	4.20	4.50	4.31	4.25	4.27	4.25	£ 87,700	£ 684,059	11
	4.40	4.70	4.43	4.41	4.38	4.39	£ -	£ -	0
<b>Total</b>							£ 87,700	£ 684,059	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

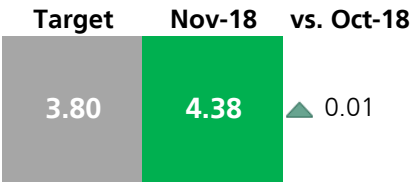
**Credit Notes:**  
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

# Terminal 2 Performance Report November 2018

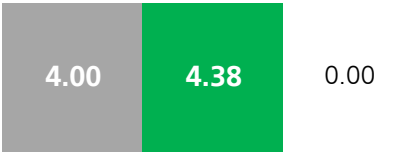
Calculation based on moving annual average (MAA) for these metrics

## Passenger Experience and Service Level Performance

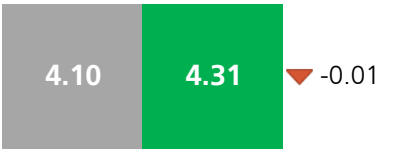
**Departure lounge seat availability\***  
Ease of finding a seat



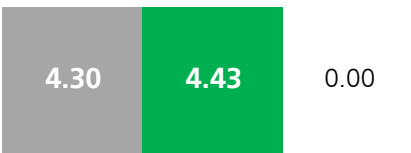
**Cleanliness\***  
Overall cleanliness of the terminal



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



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



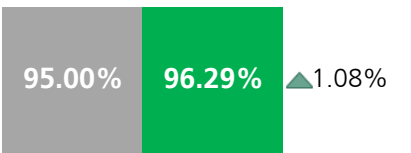
**Wi-Fi\***  
Ease of using WiFi



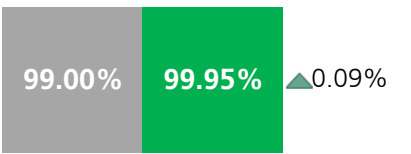
**Security\***  
Passenger satisfaction



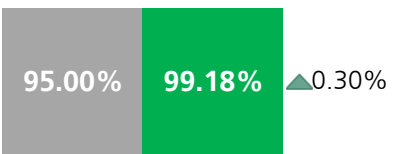
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



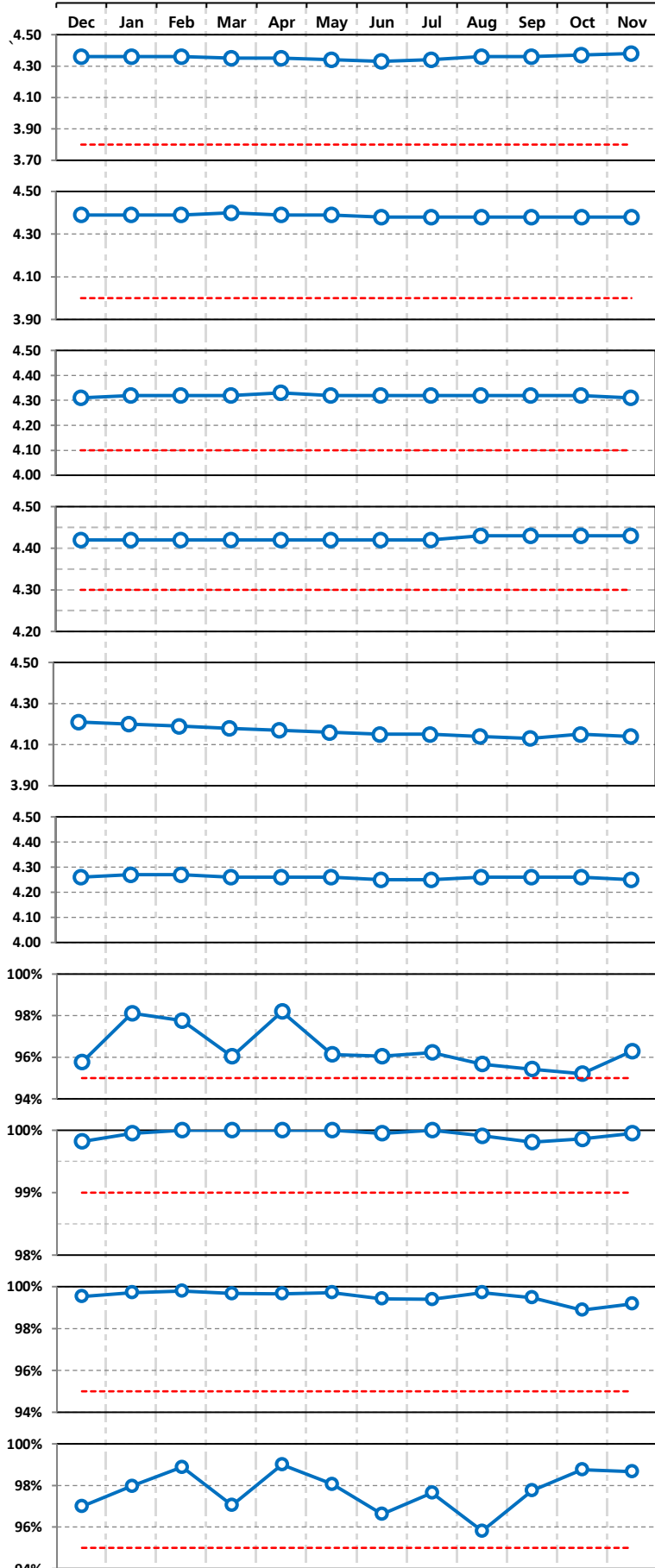
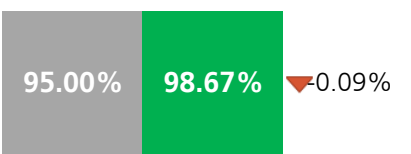
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



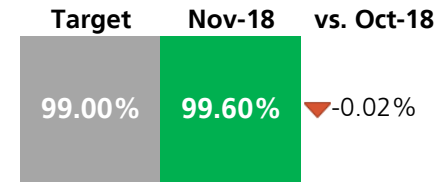
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

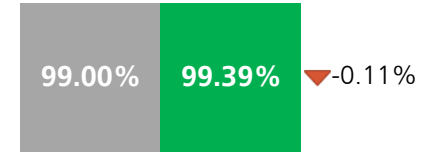
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



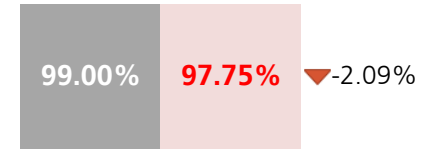
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



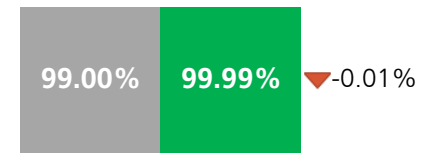
**Stands**

Availability of stands



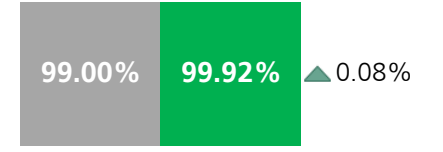
**FEGP**

Availability of Fixed Electrical Ground Power



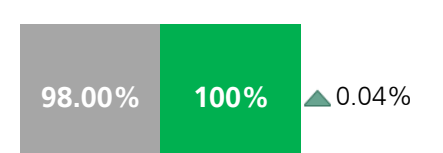
**Jetties**

Availability of Air-Bridges



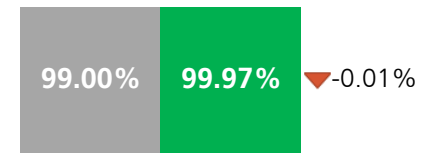
**PCA**

Availability of Pre-Conditioned Air



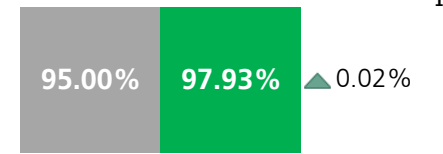
**SEGs**

Availability of Stand entry guidance



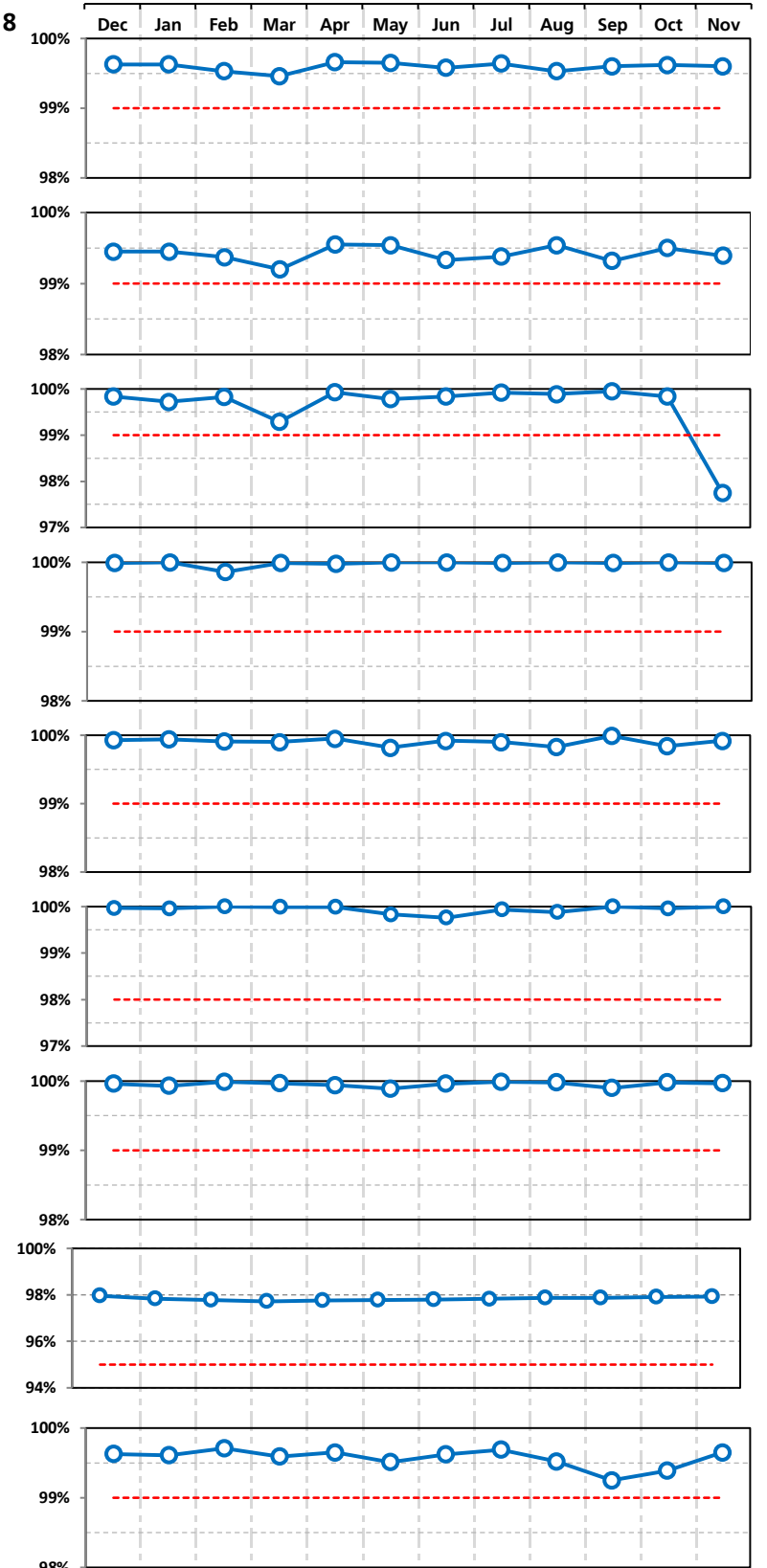
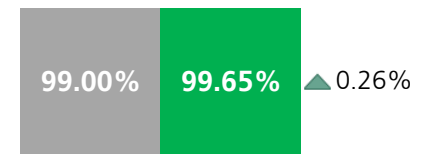
**Pier Service\***

% 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 November 2018

## Financial Report - Bonus and Rebates

### Rebates:

	Target Achieved	Nov - 2018		Year-to-Date	
		Estimated Rebate	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	✗	£ 126,392.00	£ 126,392.00	£ 126,392.00	1
<b>FEGP</b>	✓	£ -	£ -	£ -	0
Jetties	✓	£ -	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	£ -	0
SEGS	✓	£ -	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	£ -	0
		£ 126,392.00	£ 126,392.00	£ 126,392.00	1

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Nov - 2018		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.38	£ -	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.38	£ -	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.31	£ 87,700	£ 666,519	£ 666,519	11
Flight information	MAA	4.40	4.70	4.43	£ -	£ -	£ -	0
					£ 87,700	£ 666,519	£ 666,519	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.

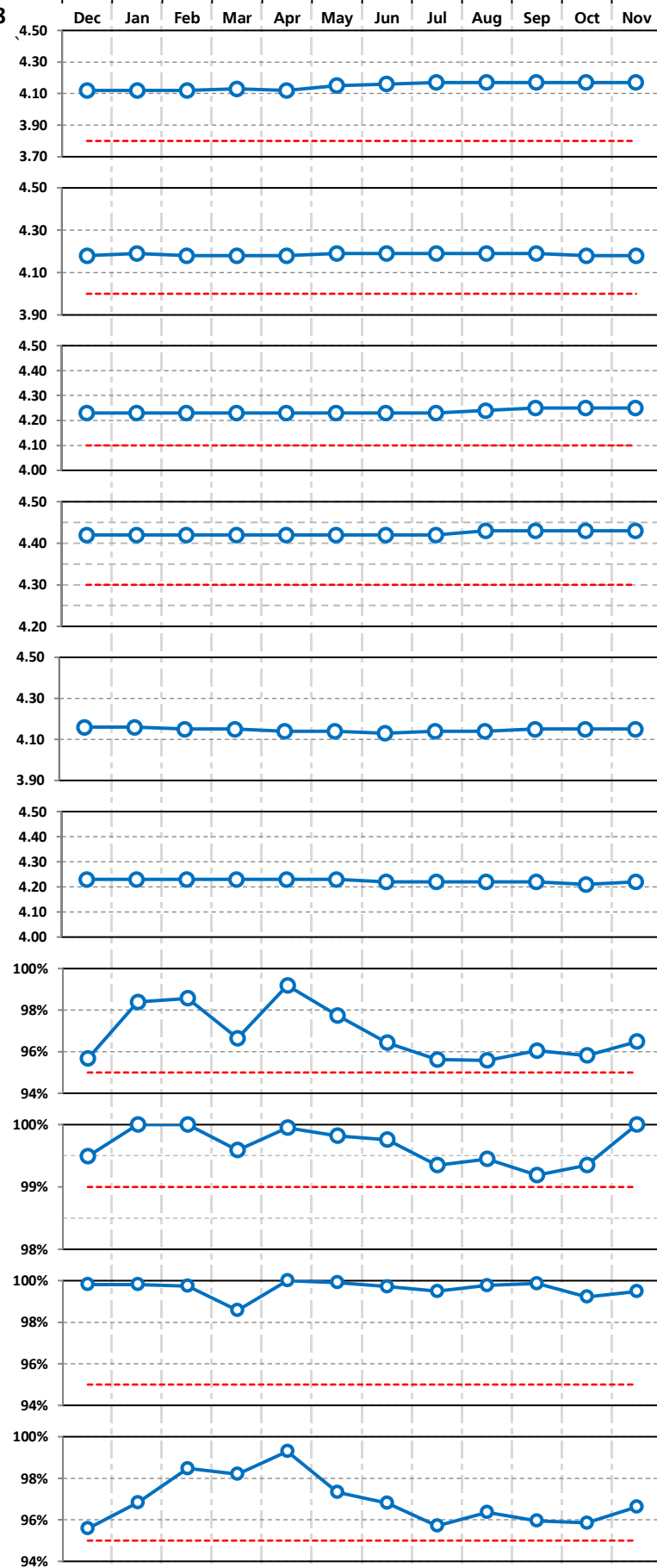
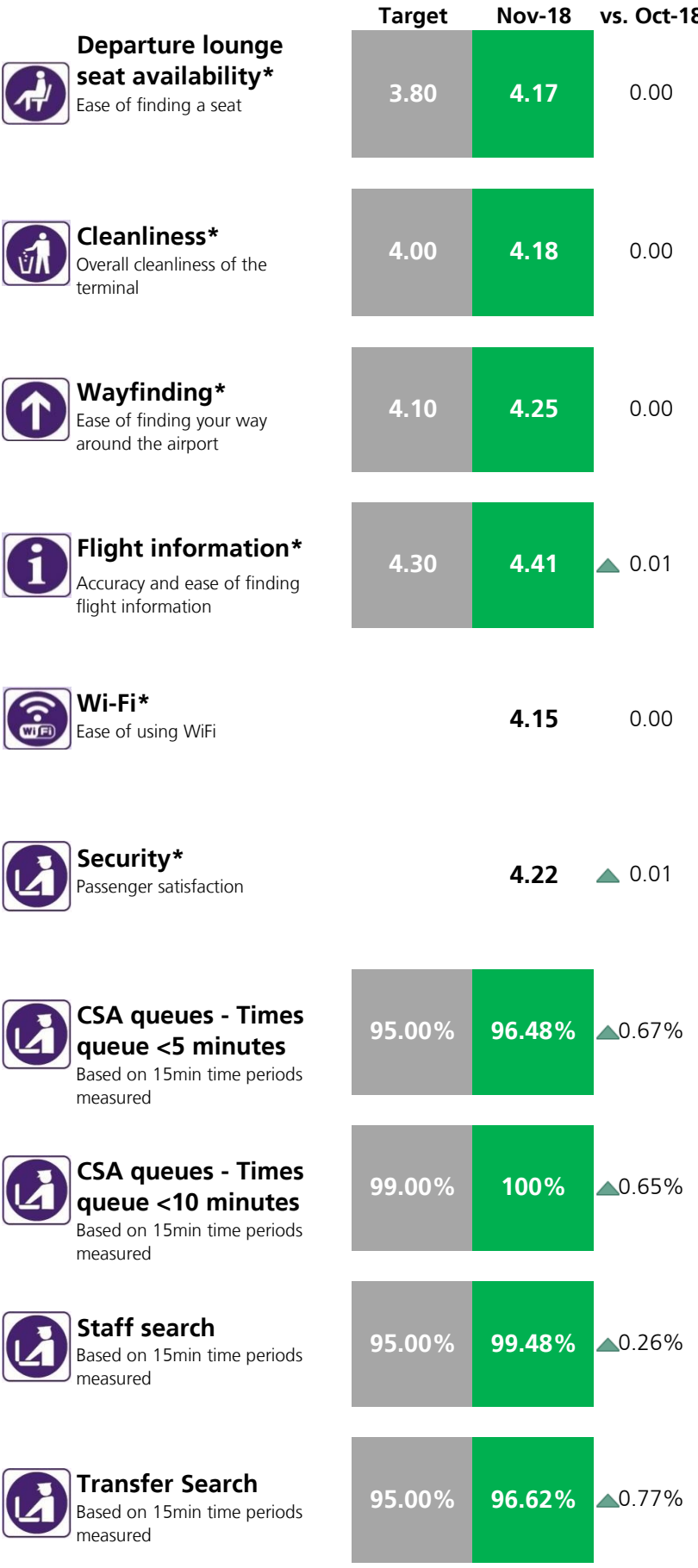
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

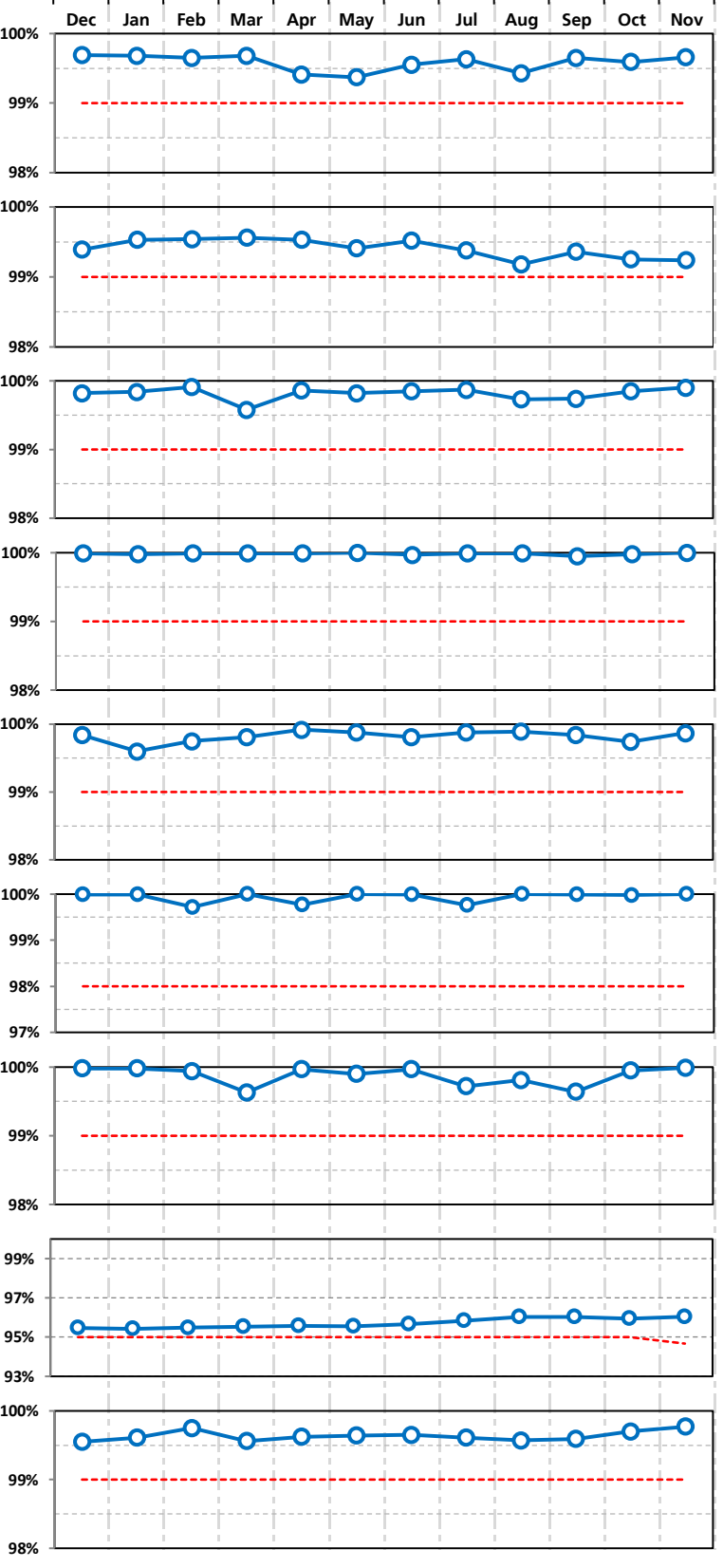
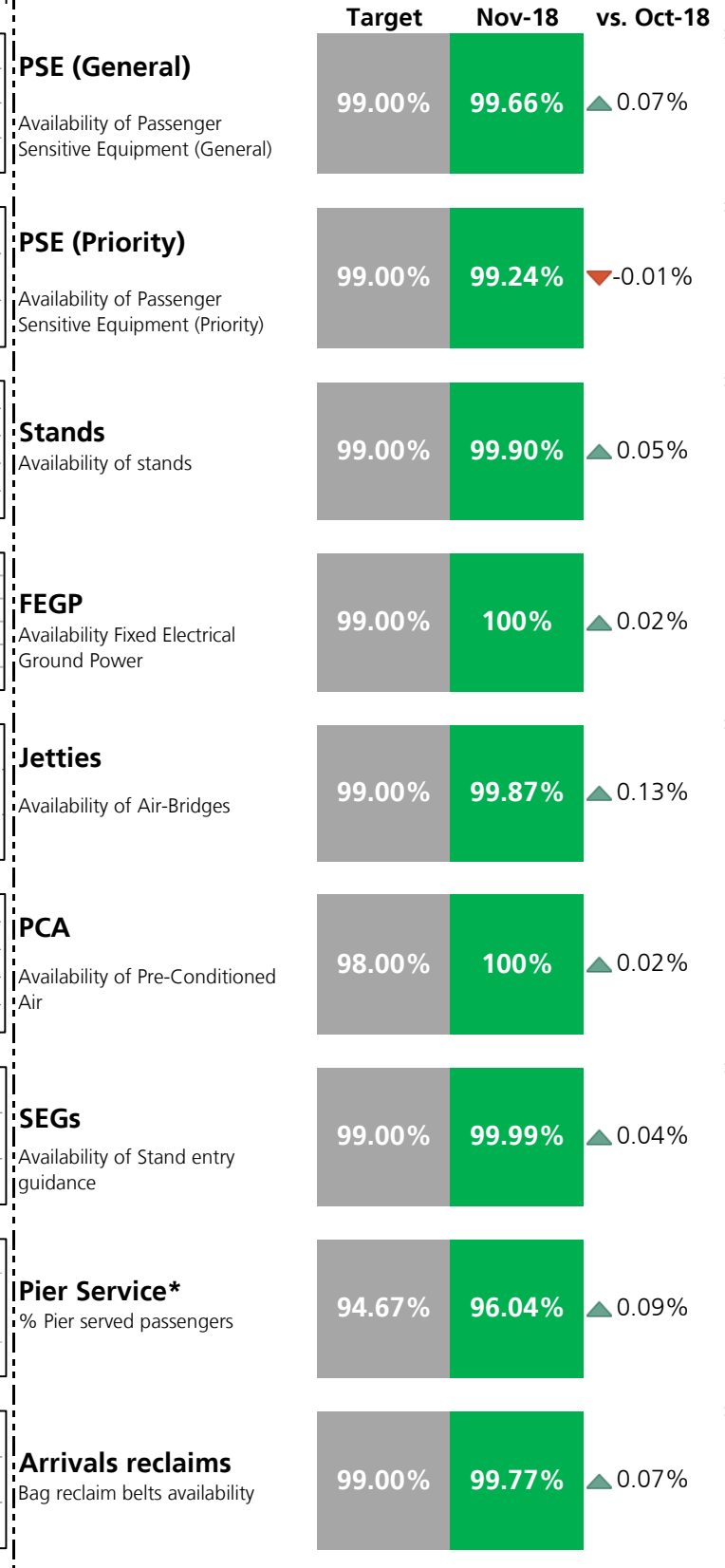
# Terminal 3 Performance Report November 2018

Calculation based on moving annual average (MAA) for these metrics

## Passenger Experience and Service Level Performance



## Service Level Performance



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

# Terminal 3 Performance Report November 2018

## Financial Report - Bonus and Rebates

### Rebates:

	Nov - 2018		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	Nov - 2018		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.17	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.25	£ 87,700	£ 666,519	11	
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	0	
					£ 87,700	£ 666,519	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

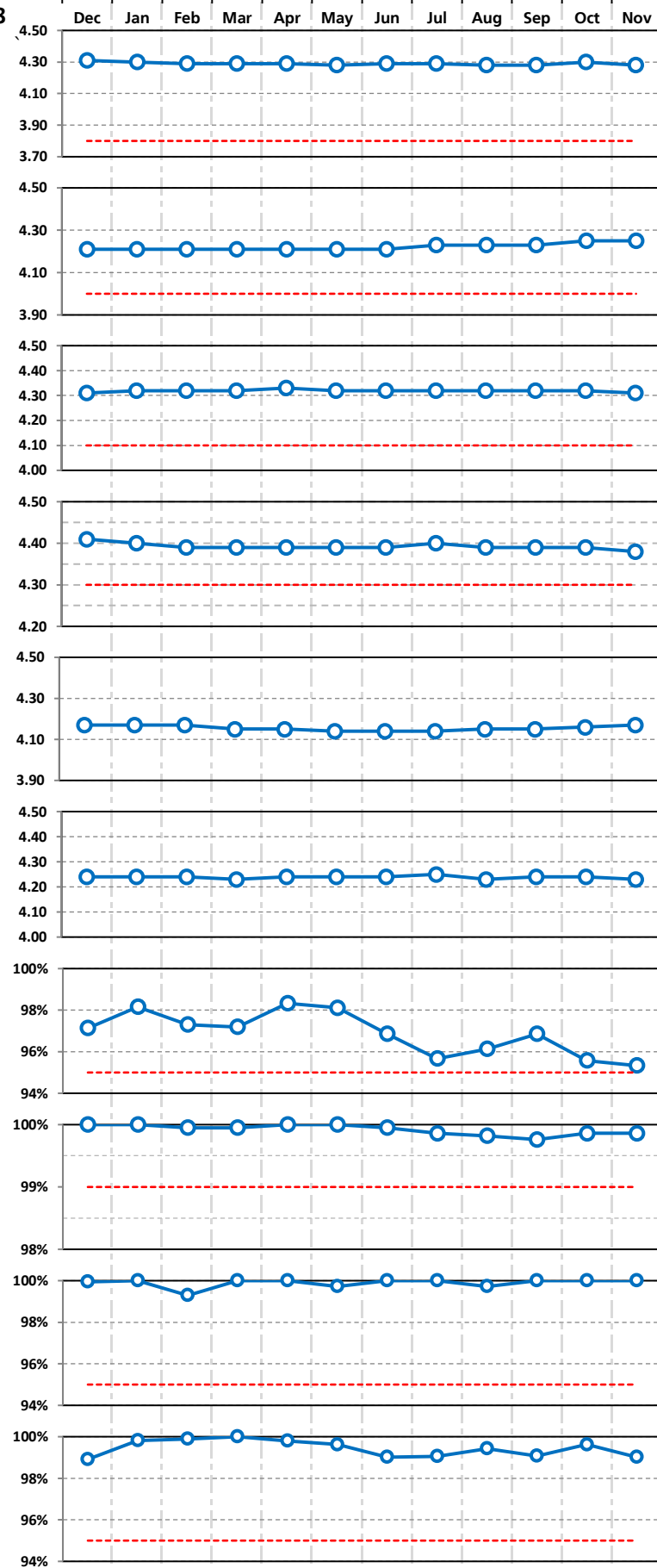
All bonus measures are based on MAA

# Terminal 4 Performance Report November 2018

Calculation based on moving annual average (MAA) for these metrics

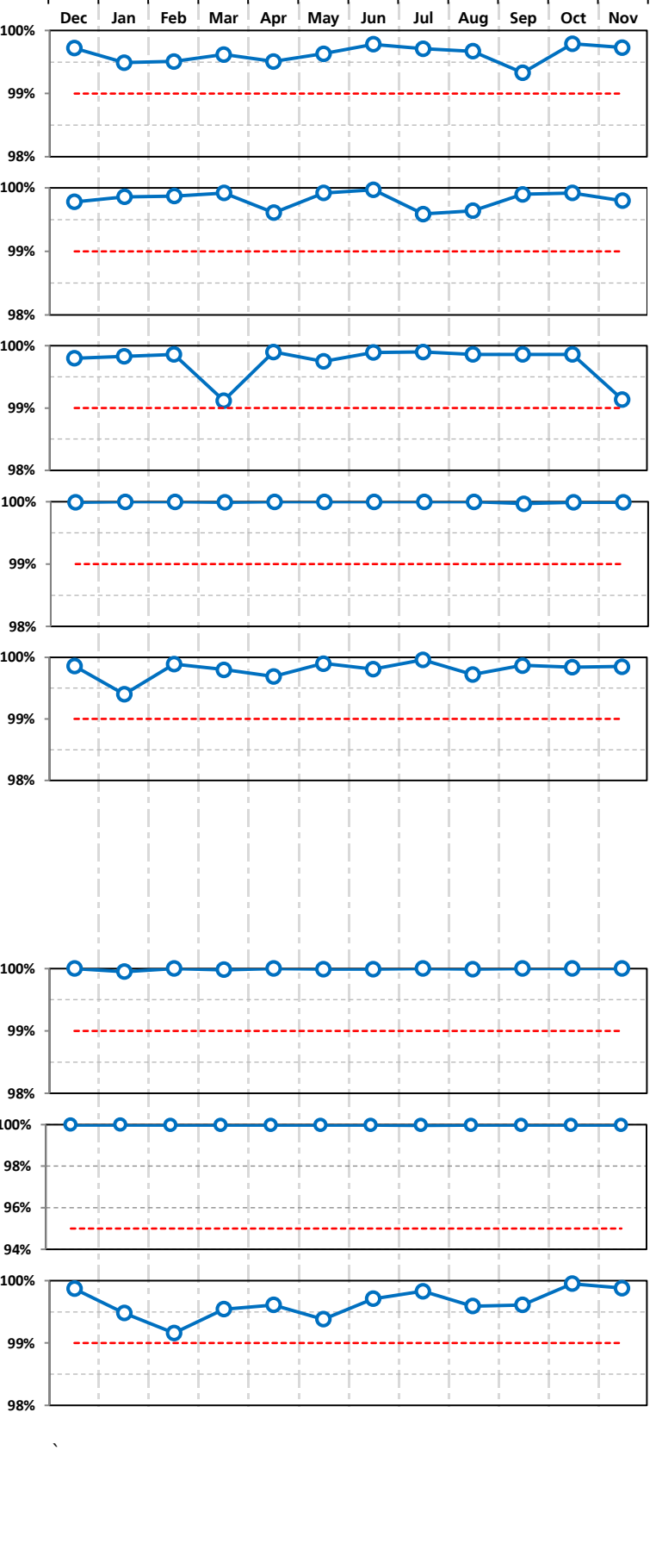
## Passenger Experience and Service Level Performance

	Target	Nov-18	vs. Oct-18
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.28	-0.02
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.25	0.00
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.27	0.00
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.38	-0.01
<b>Wi-Fi*</b> Ease of using WiFi		4.17	▲ 0.01
<b>Security*</b> Passenger satisfaction		4.23	▼ -0.01
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	95.33%	▼ -0.25%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.86%	0.00%
<b>Staff search</b> Based on 15min time periods measured	95.00%	100%	0.00%
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	99.02%	▼ -0.60%



## Service Level Performance

	Target	Nov-18	vs. Oct-18
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.73%	▼ -0.06%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.80%	▼ -0.12%
<b>Stands</b> Availability of stands	99.00%	99.14%	▼ -0.72%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.00%	99.99%	0.00%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.85%	▲ 0.01%
<b>PCA</b> Availability of Pre-Conditioned Air			
<b>SEGs</b> Availability of Stand entry guidance	99.00%	100%	0.00%
<b>Pier Service*</b> % Pier served passengers	95.00%	99.97%	0.00%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.88%	▼ -0.07%



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

# Terminal 4 Performance Report November 2018

## Financial Report - Bonus and Rebates

### Rebates:

	Nov - 2018		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	Nov - 2018		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.28	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.25	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.27	£ 87,700	£ 666,519	11	
Flight information	MAA	4.40	4.70	4.38	£ -	£ -	0	
					£ 87,700	£ 666,519	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

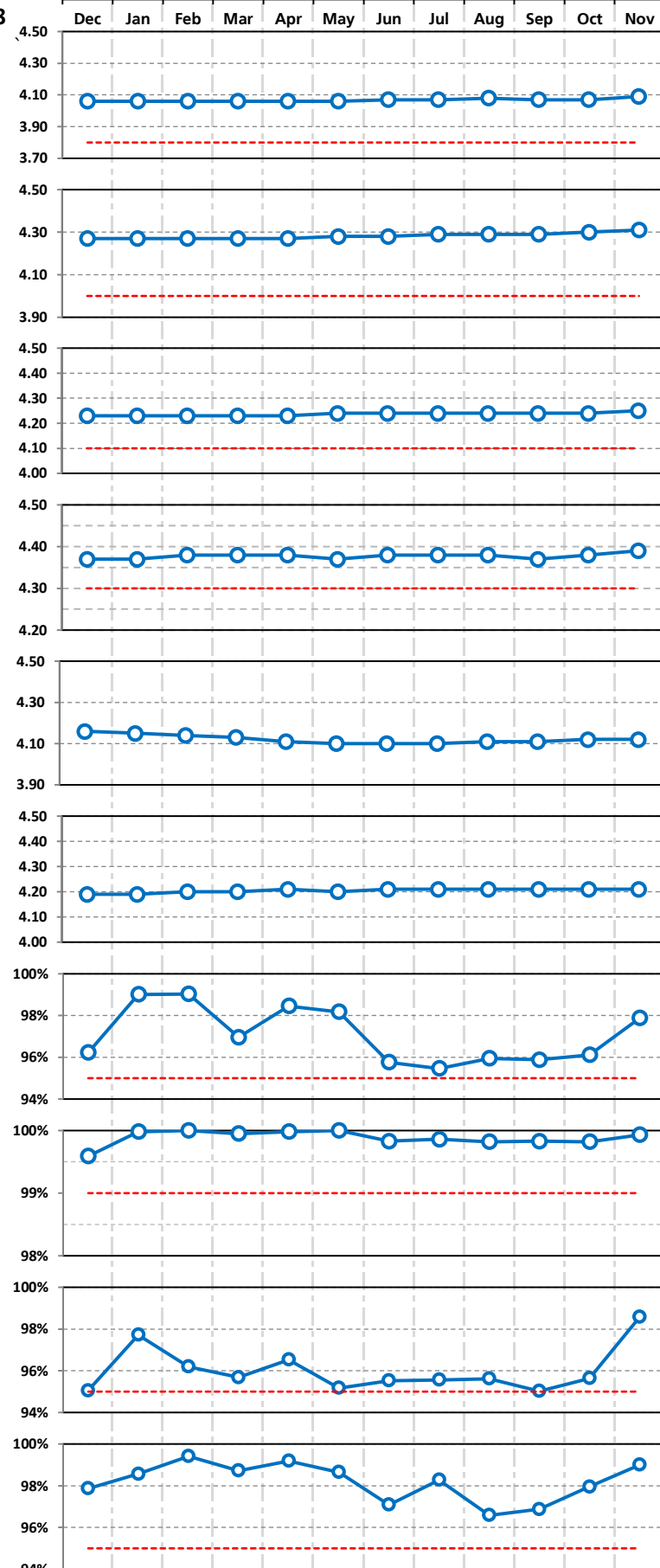
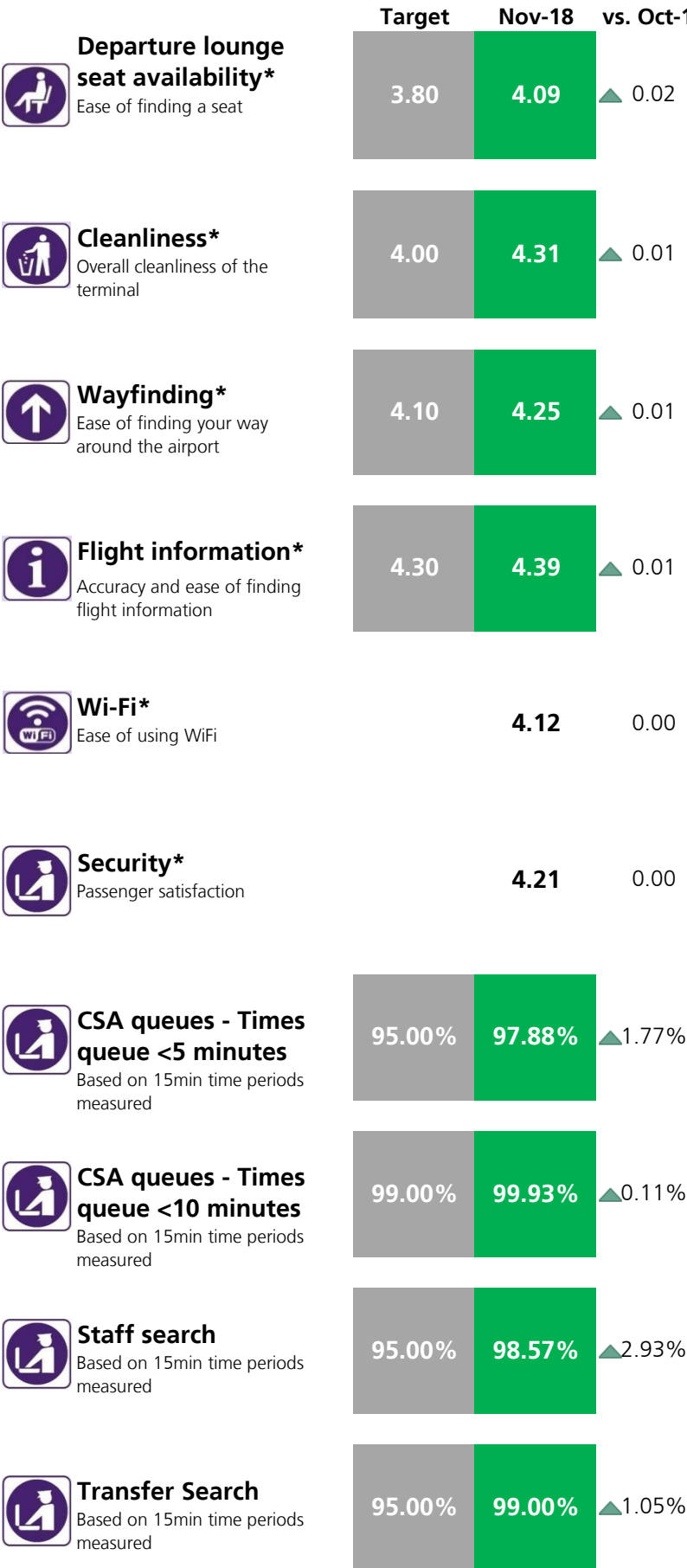
All bonus measures are based on MAA



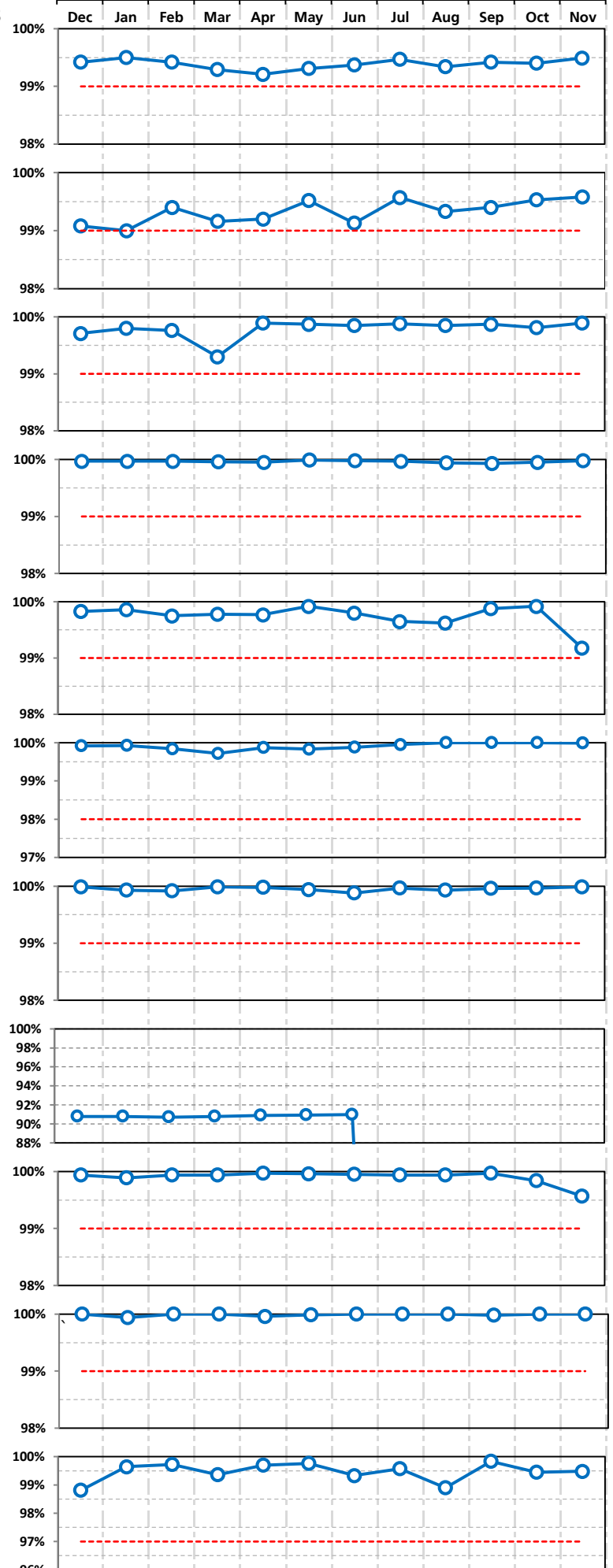
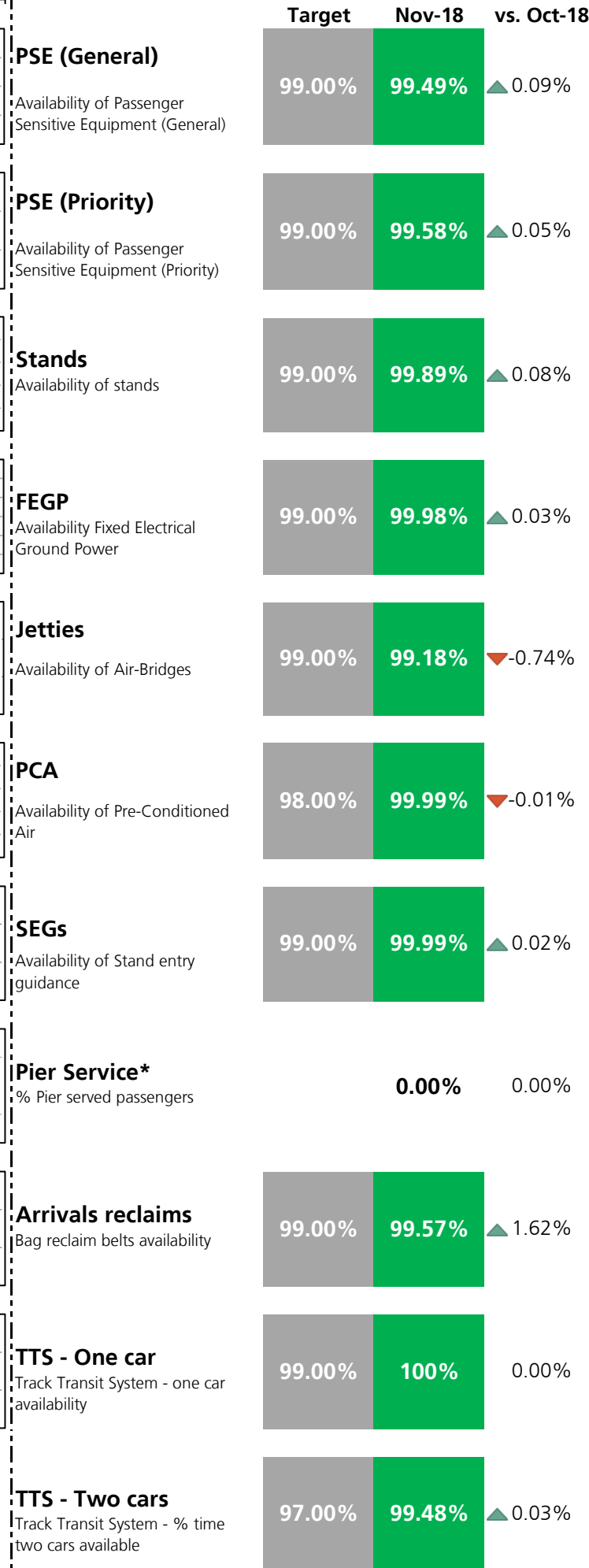
# Terminal 5 Performance Report November 2018

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

## Passenger Experience and Service Level Performance



## Service Level Performance



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

# Terminal 5 Performance Report November 2018

## Financial Report - Bonus and Rebates

### Rebates:

	Nov - 2018		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>				
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Nov - 2018		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.09	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.31	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.25	£ 87,700	£ 666,519	11
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0
					£ 87,700	£ 666,519	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

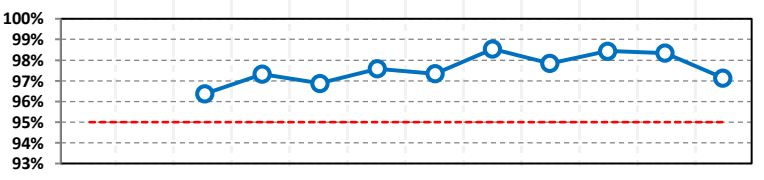
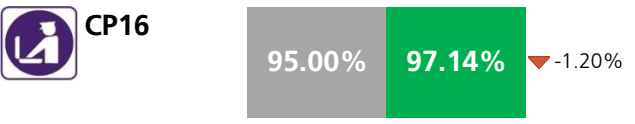
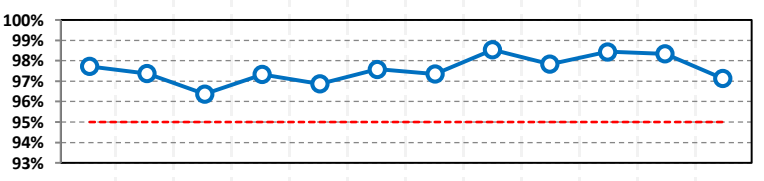
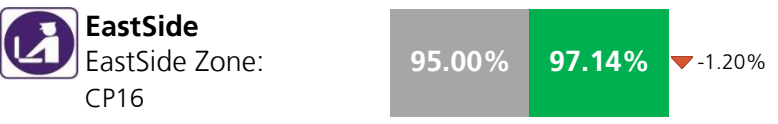
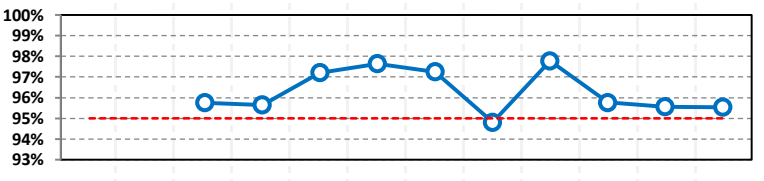
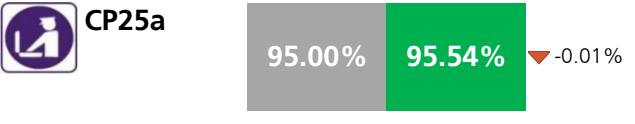
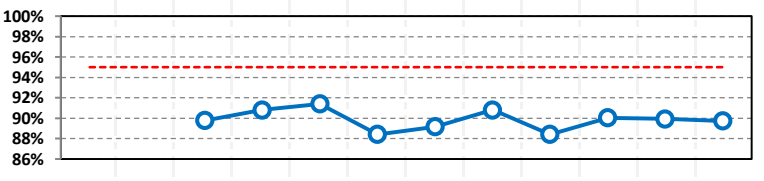
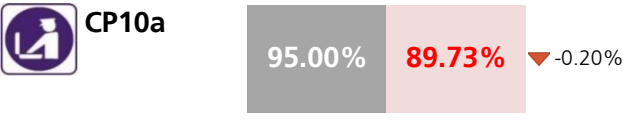
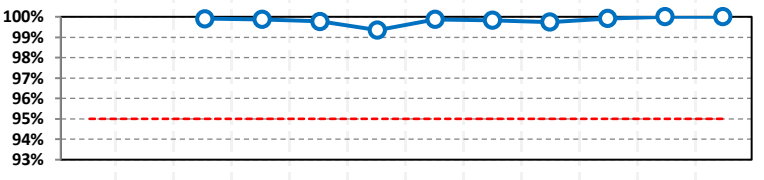
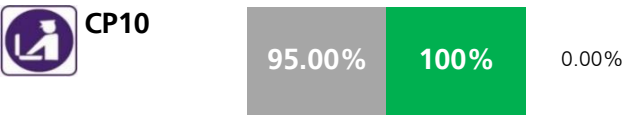
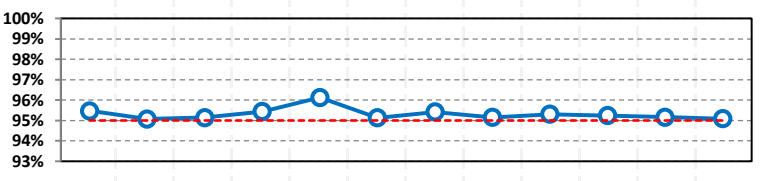
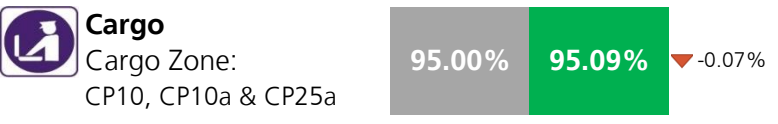
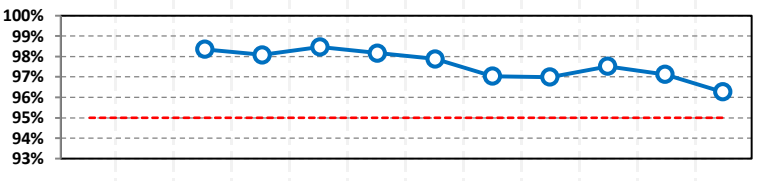
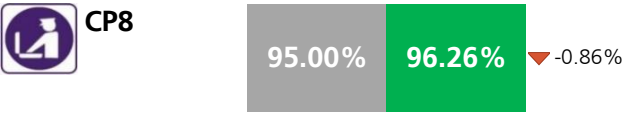
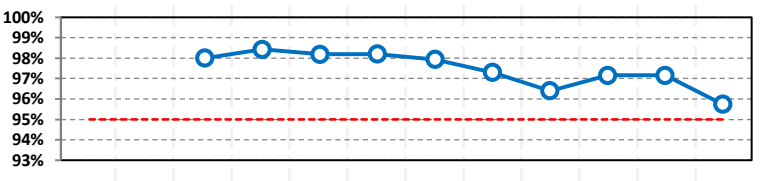
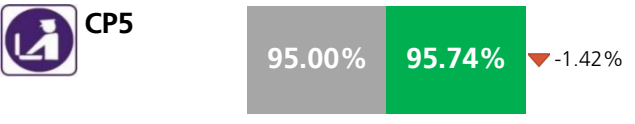
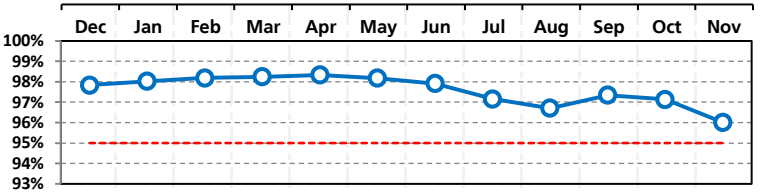
All bonus measures are based on MAA

# Campus Performance Report November 2018

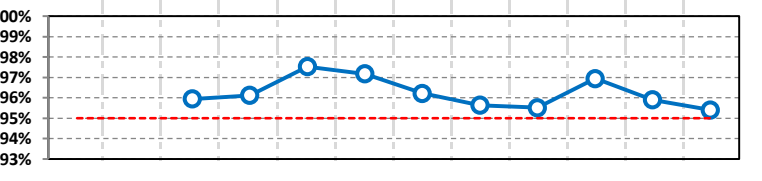
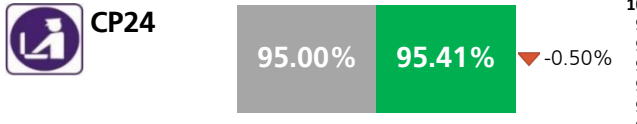
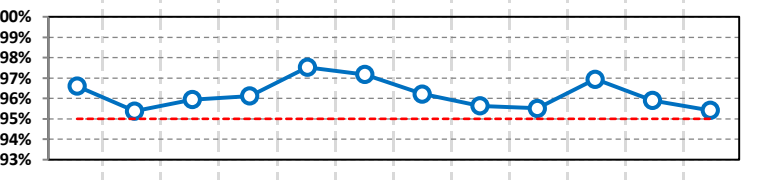
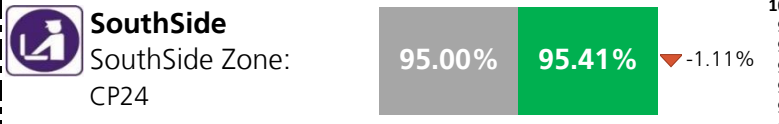
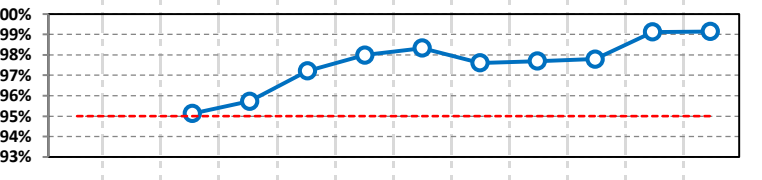
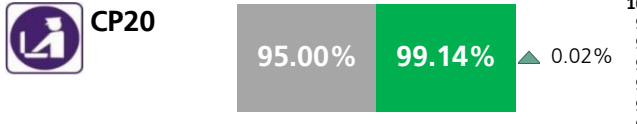
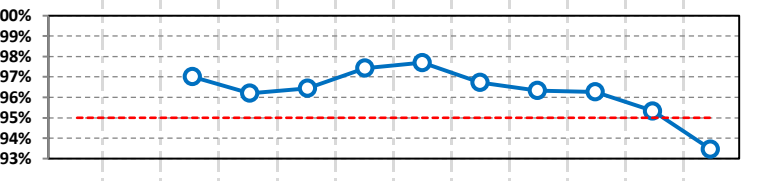
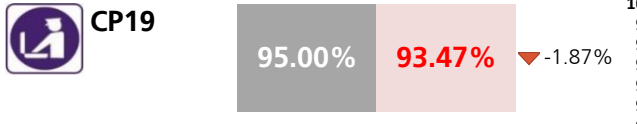
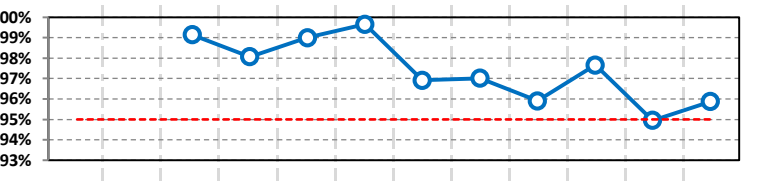
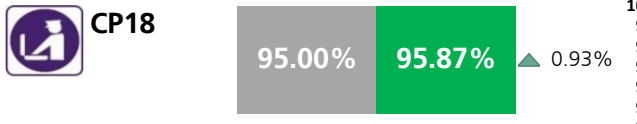
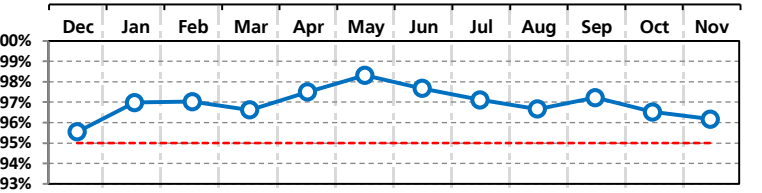
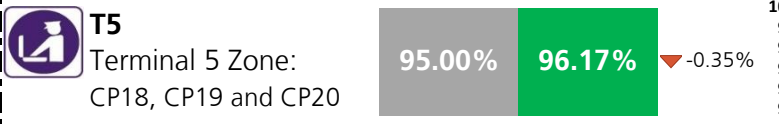
## Financial Report - Bonus and Rebates

### Service Level Performance

#### Control Post Security Search



### Service Level Performance



### Financial Report

Rebates:	Nov - 2018		Year-To-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
T2		£ -	£ -	0
T3		£ -	£ -	0
T4		£ -	£ -	0
T5		£ -	£ -	0

#### Credit Notes:

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

Financial year is from January 2019 - December 2019

# Heathrow

*Making every journey better*