



# Heathrow Performance Report

Service Quality Rebate and Bonus - September 2018

Integrated Planning and Performance - Airport Operations

Printed: 16 October 2018

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report September 2018

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.36	4.17	4.28	4.07	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.38	4.19	4.23	4.29	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.32	4.25	4.27	4.24	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.43	4.40	4.39	4.37	
<b>Wi-Fi*</b> Ease of using WiFi	4.13	4.15	4.15	4.11	
<b>Security*</b> Passenger satisfaction	4.26	4.22	4.24	4.21	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.43%	96.05%	96.86%	95.88%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.81%	99.19%	99.76%	99.83%	
<b>Staff search</b> Based on 15min time periods measured	99.47%	99.86%	100%	95.02%	
<b>Transfer Search</b> Based on 15min time periods measured	97.76%	95.95%	99.07%	96.87%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	97.35%	95.24%	98.44%	97.22%	96.94%

\* 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%	99.65%	99.33%	99.42%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.32%	99.36%	99.90%	99.40%
<b>Stands</b> Availability of stands	99.95%	99.74%	99.86%	99.87%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.99%	99.95%	99.97%	99.93%
<b>Jetties</b> Availability of Air-Bridges	99.99%	99.84%	99.87%	99.88%
<b>PCA</b> Availability of Pre-conditioned Air	100%	99.99%		100%
<b>SEGS</b>	99.90%	99.64%	100%	99.96%
<b>Pier Service*</b> % Pier served passengers	97.88%	96.03%	99.97%	91.20%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.25%	99.59%	99.61%	99.97%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.98%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.83%

## Financial Report- Bonus and Rebates

	Rebates:				Campus	YTD		
	Sep - 2018					Estimated Rebate	Estimated Rebate	Total Failures
	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:		Sep - 2018				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.36	4.17	4.28	4.07	£ -	£ -	0
	4.20	4.50	4.38	4.19	4.23	4.29	£ -	£ -	0
	4.20	4.50	4.32	4.25	4.27	4.24	£ 70,160	£ 508,660	9
	4.40	4.70	4.43	4.40	4.39	4.37	£ -	£ -	0
<b>Total</b>							£ 70,160	£ 508,660	9

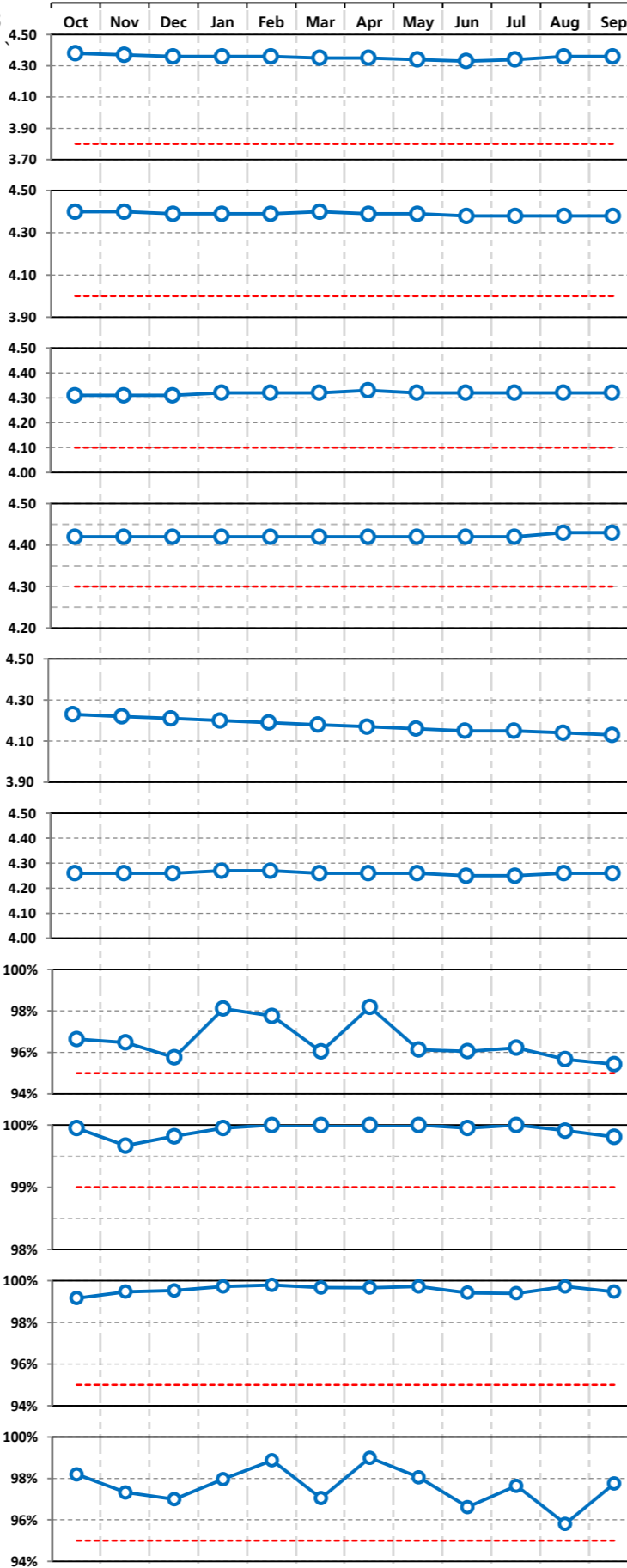
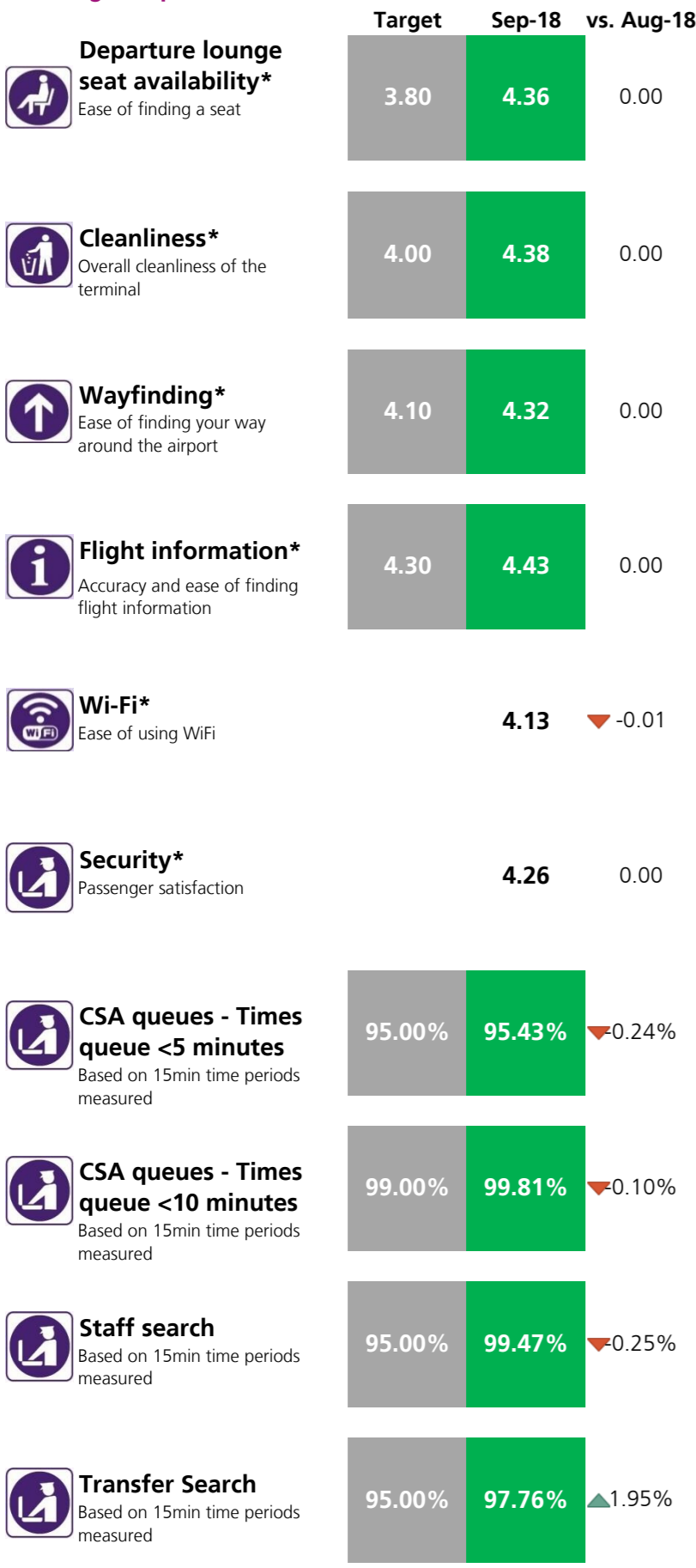
**Bonus:** All business units must exceed Lower Threshold.  
Lowest Score will be used to calculate bonus term each month for qualifying measures  
Financial year is from January 2018 - December 2018

### Credit Notes:

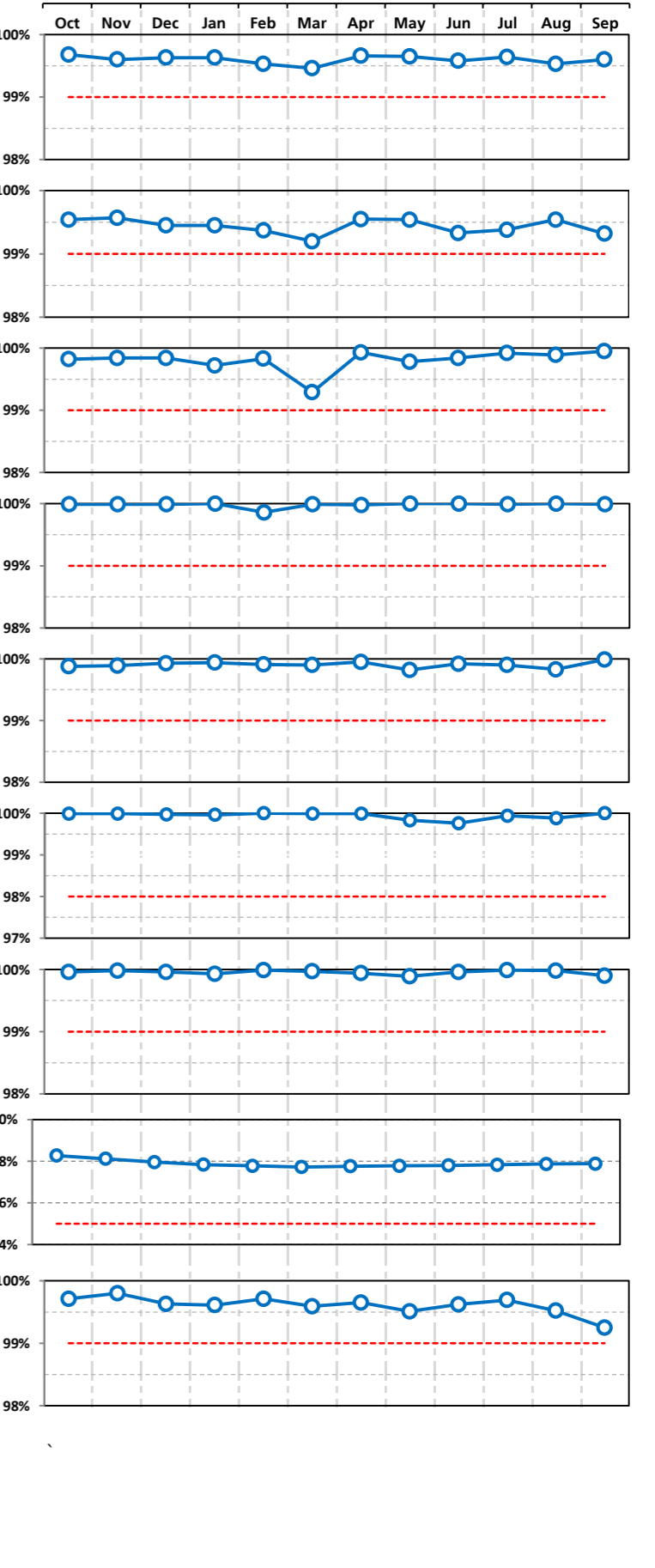
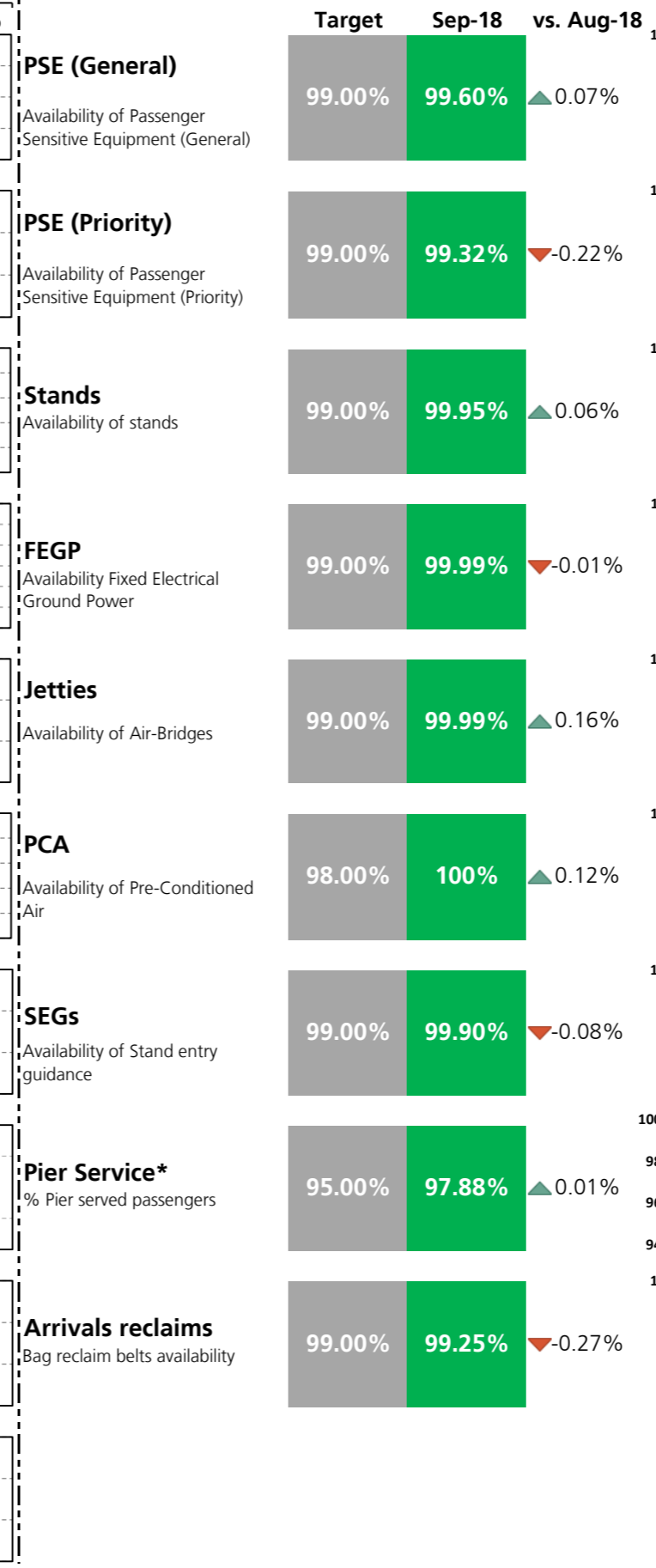
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

# Terminal 2 Performance Report September 2018

## Passenger Experience and Service Level Performance



## Service Level Performance



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



# Terminal 2 Performance Report September 2018

## Financial Report - Bonus and Rebates

### Rebates:

	Sep - 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	Sep - 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	4.36	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.38	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.32	£ 70,160	£ 508,660	9
Flight information	MAA	4.40	4.70	4.43	£ -	£ -	0
					£ 70,160	£ 508,660	9

### 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 2018 - December 2018

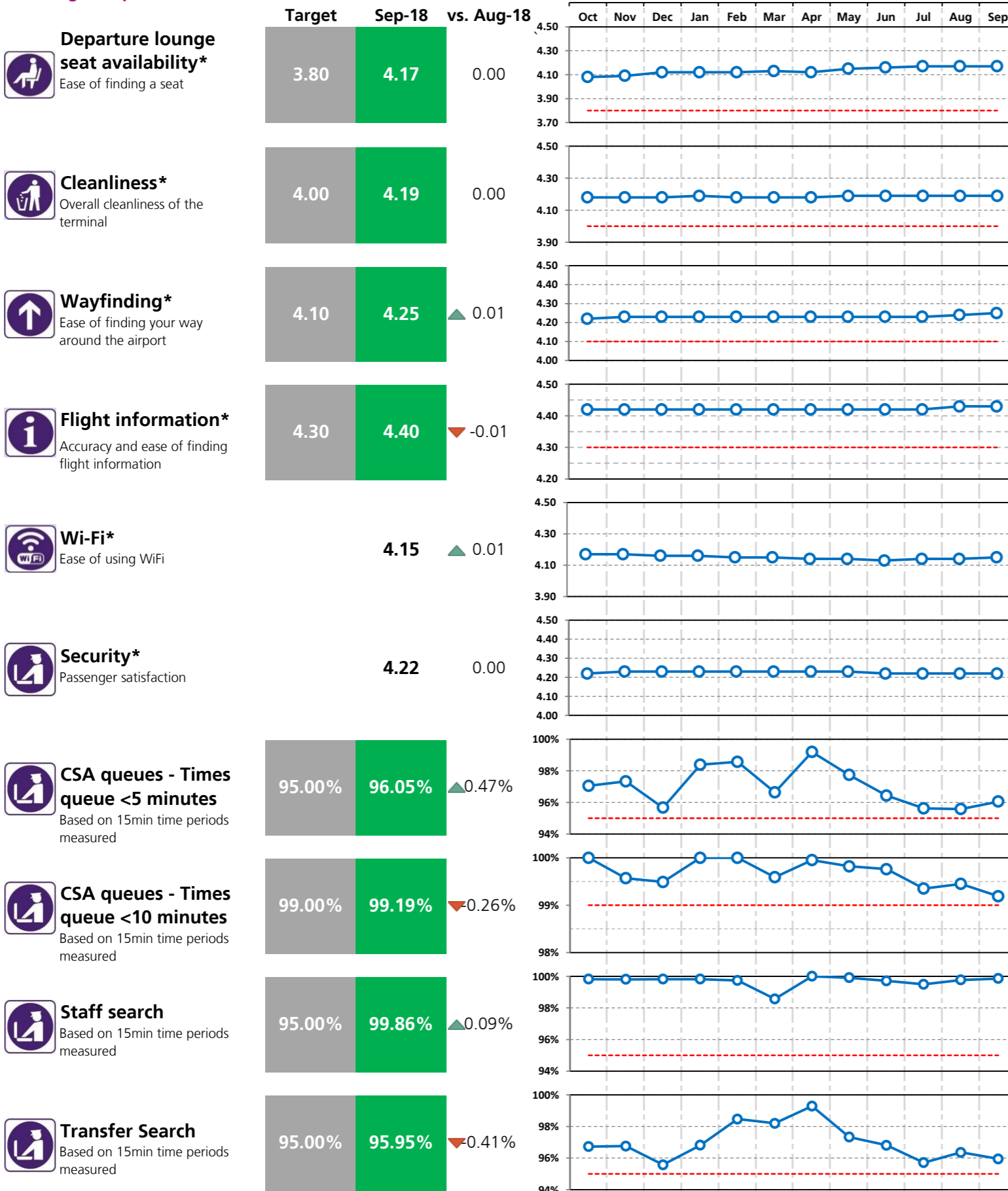
**Bonus:** All business units must exceed Lower Threshold.

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

All bonus measures are based on MAA

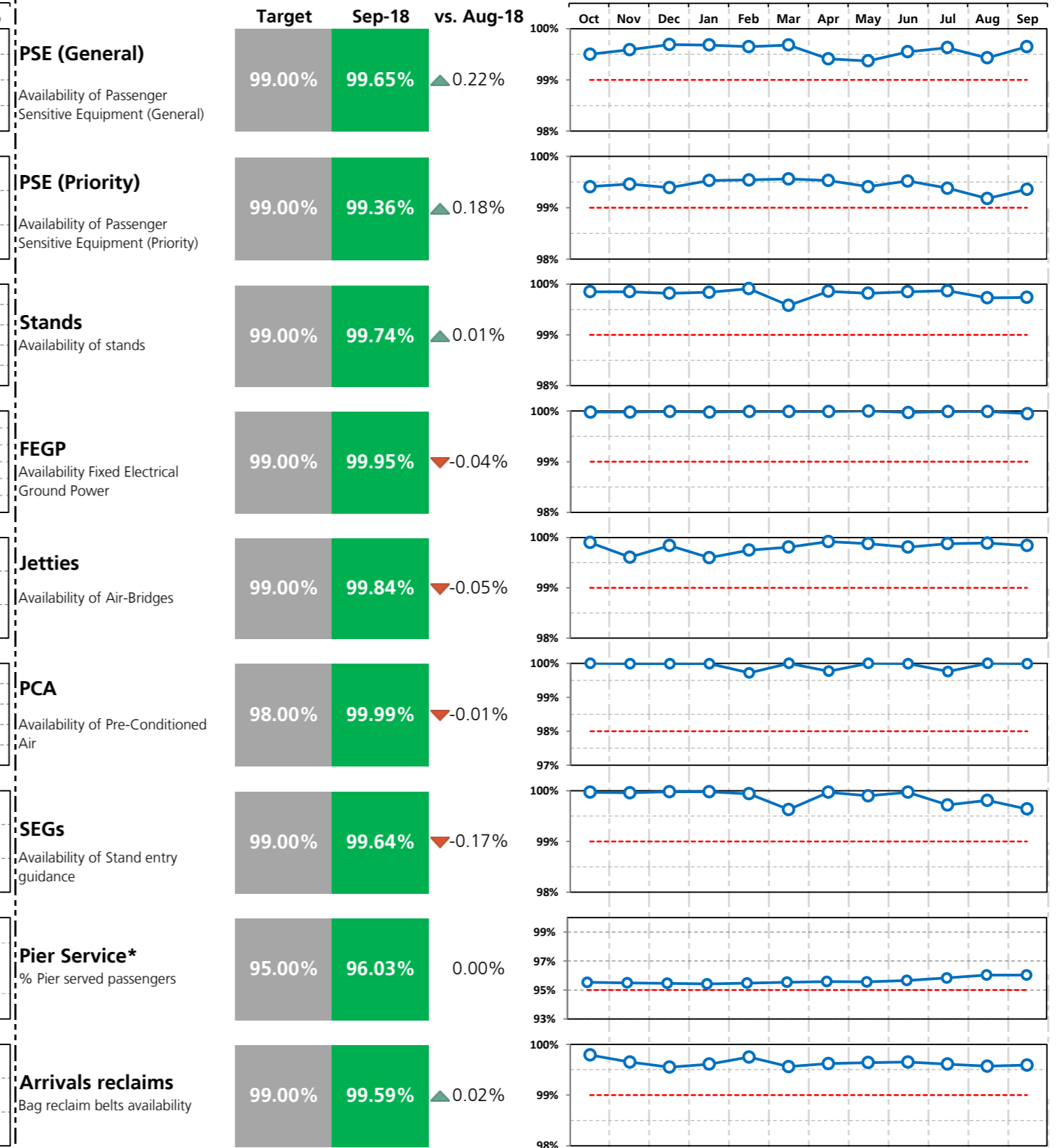
# Terminal 3 Performance Report September 2018

## Passenger Experience and Service Level Performance



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

## Service Level Performance



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

## Rebates:

	Sep - 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	Sep - 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	4.19	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.25	£ 70,160	£ 508,660	9	
Flight information	MAA	4.40	4.70	4.40	£ -	£ -	0	
					£ 70,160	£ 508,660	9	

## 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 2018 - December 2018

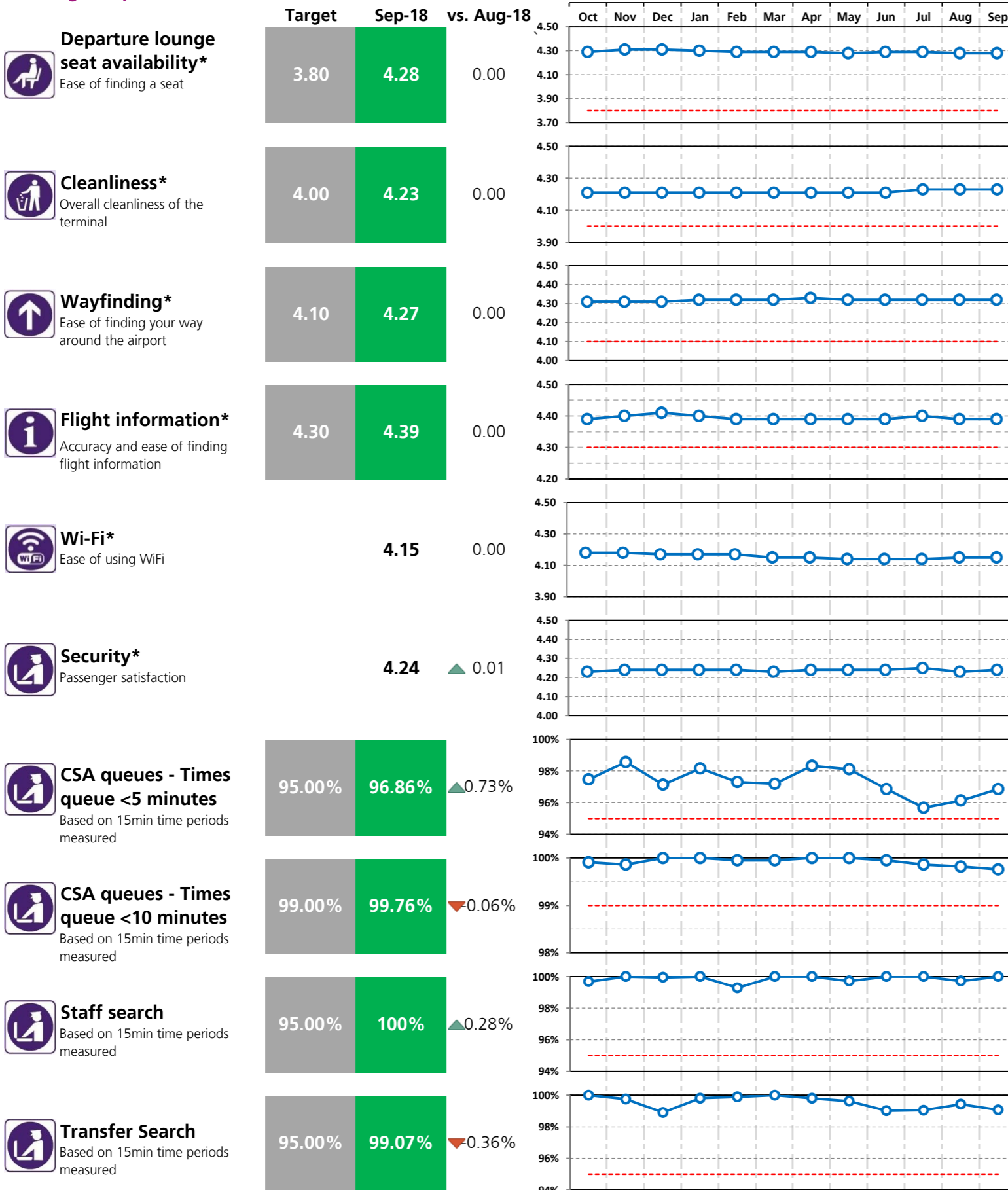
**Bonus:** All business units must exceed Lower Threshold.

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

All bonus measures are based on MAA

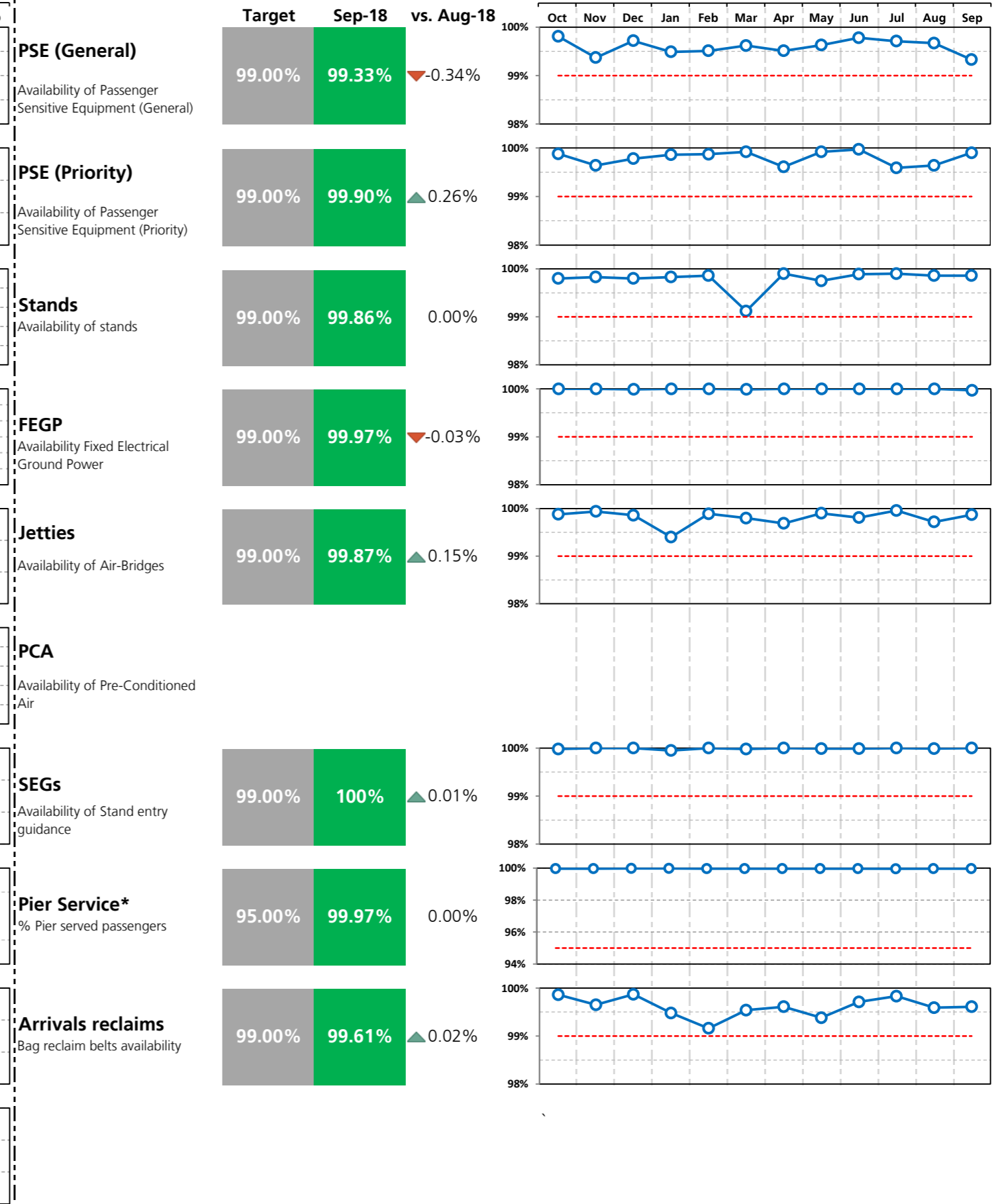
# Terminal 4 Performance Report September 2018

## Passenger Experience and Service Level Performance



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

## Service Level Performance



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

# Terminal 4 Performance Report September 2018

## Financial Report - Bonus and Rebates

### Rebates:

	Sep - 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	Sep - 2018		Year-to-Date	
				Actual	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	4.23	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.27	£ 70,160	£ 508,660	9
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0
					£ 70,160	£ 508,660	9

### 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 2018 - December 2018

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

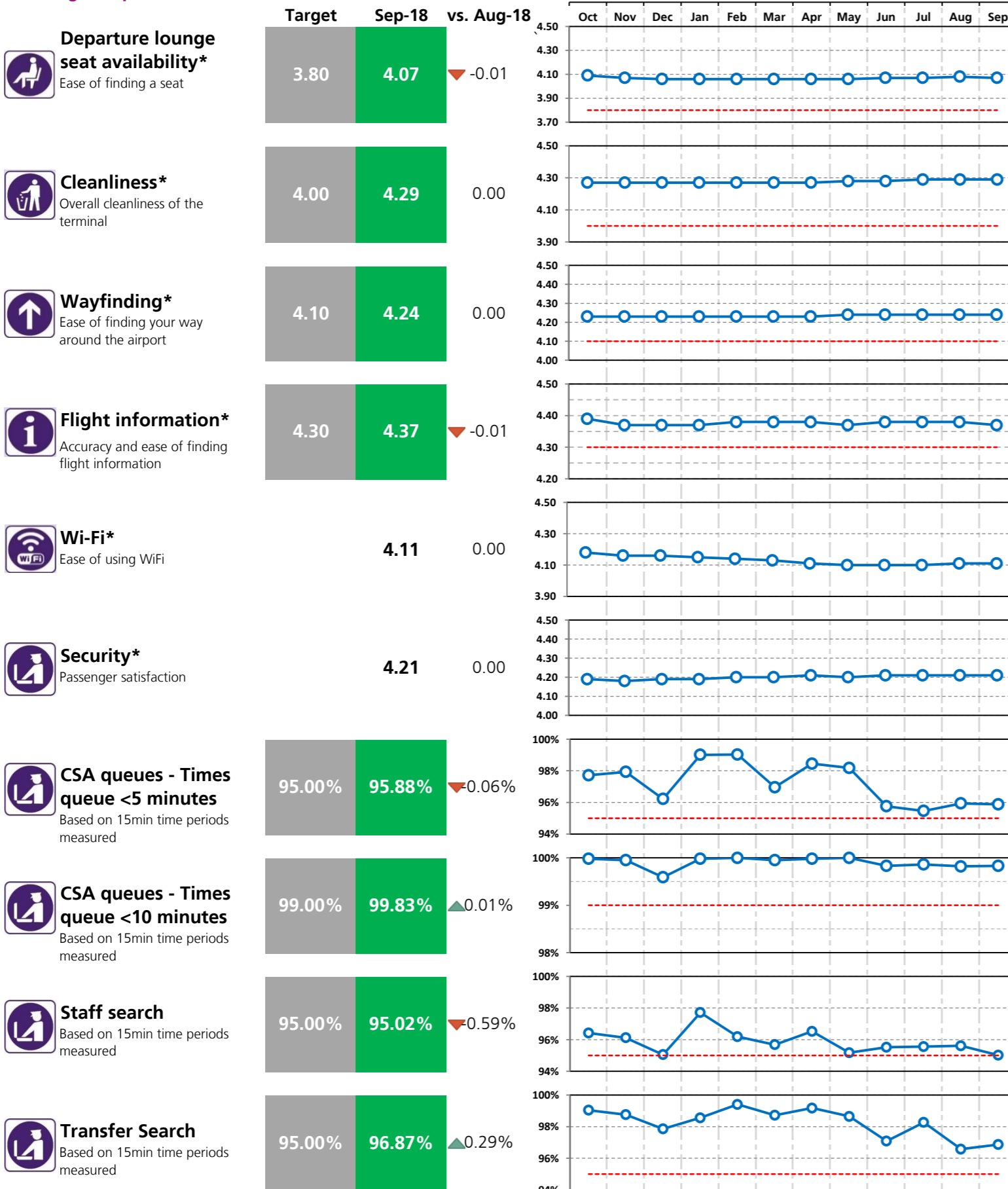
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA



# Terminal 5 Performance Report September 2018

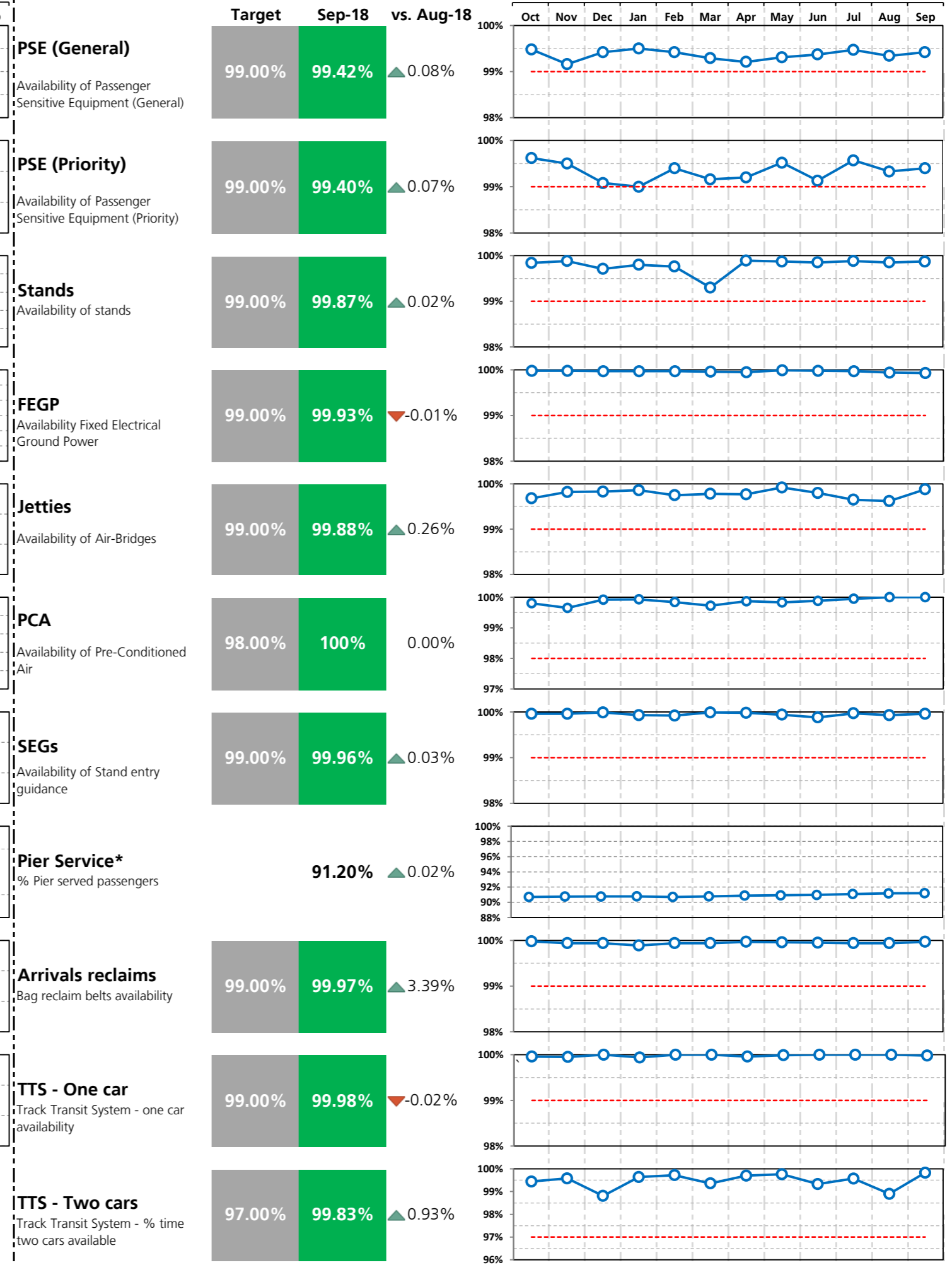
## Passenger Experience and Service Level Performance



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

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

## Service Level Performance



# Terminal 5 Performance Report September 2018

## Financial Report - Bonus and Rebates

### Rebates:

	Sep - 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	Actual	Sep - 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	4.07	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.29	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.24	£ 70,160	£ 508,660	9	
Flight information	MAA	4.40	4.70	4.37	£ -	£ -	0	
					£ 70,160	£ 508,660	9	

### Credit Notes:

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

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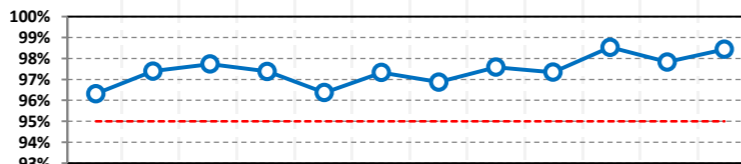
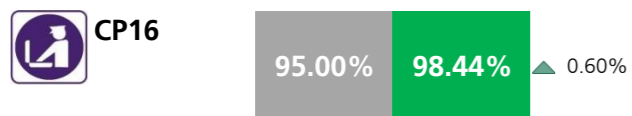
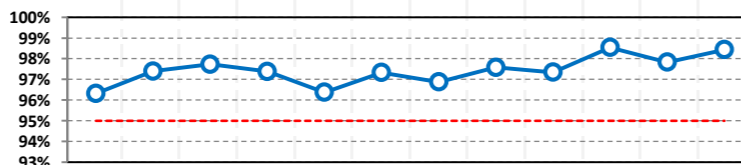
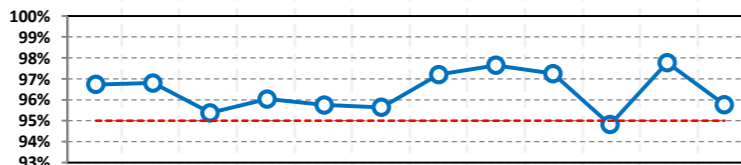
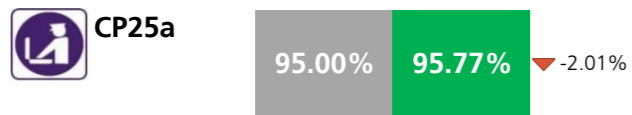
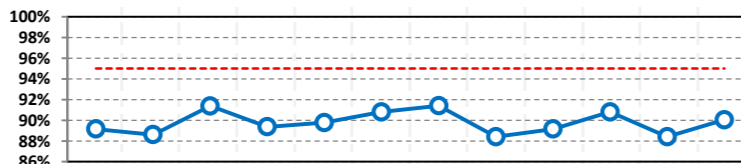
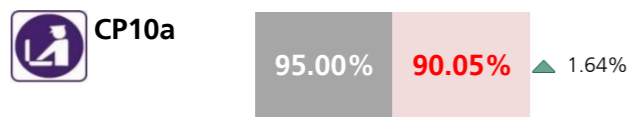
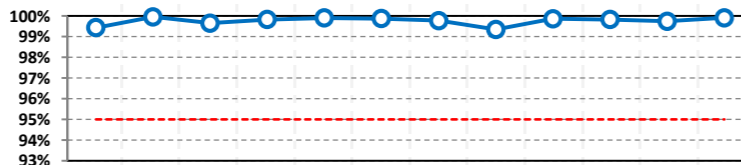
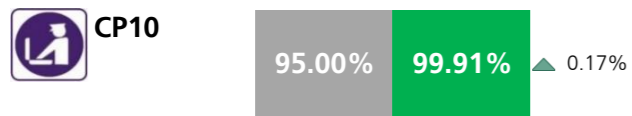
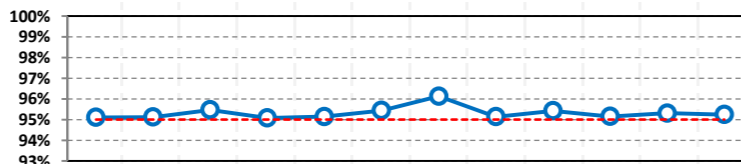
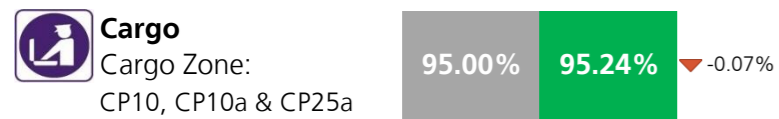
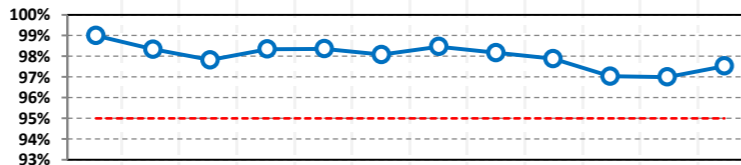
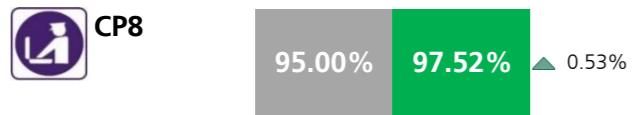
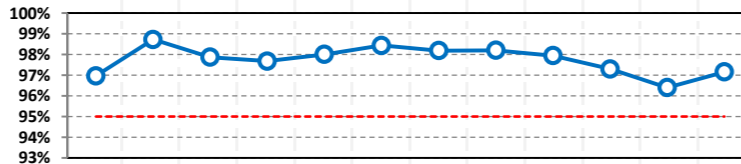
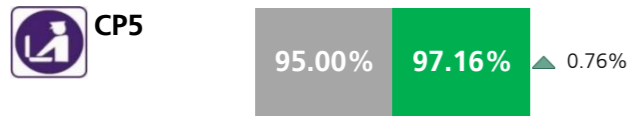
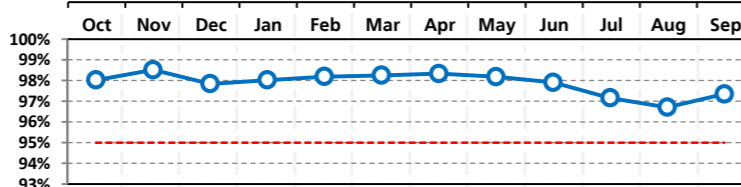
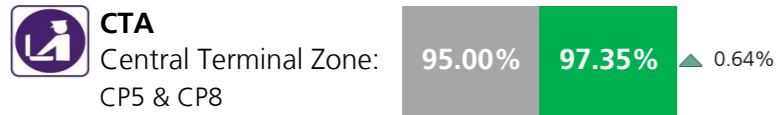
All bonus measures are based on MAA

# Campus Performance Report September 2018

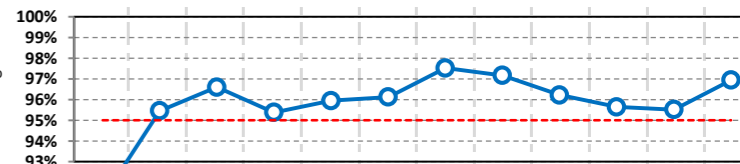
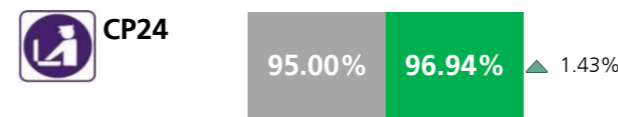
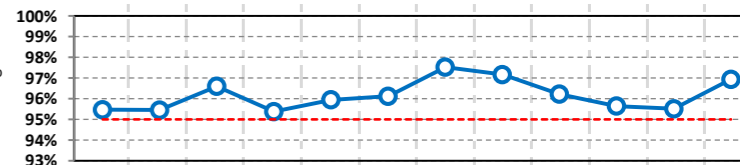
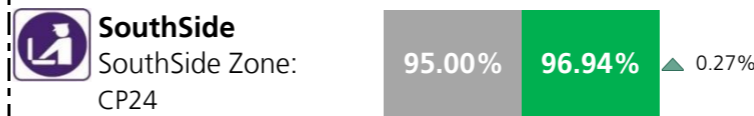
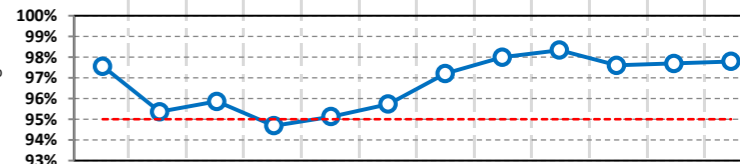
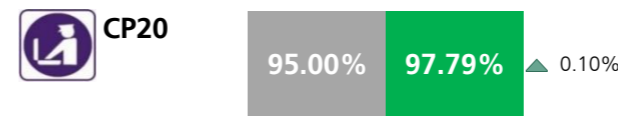
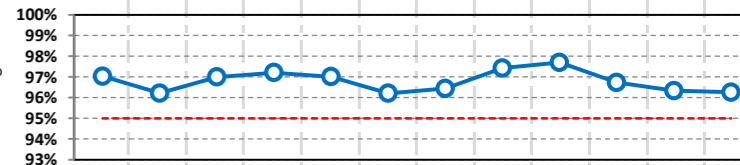
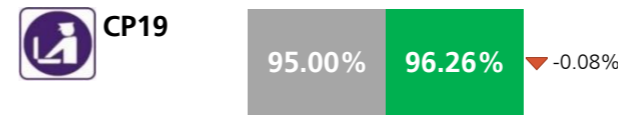
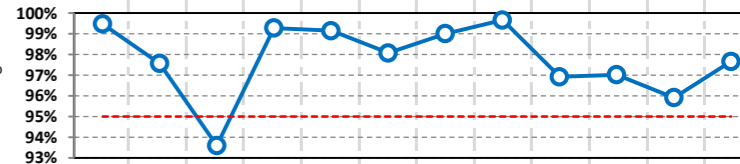
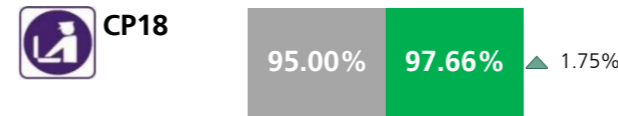
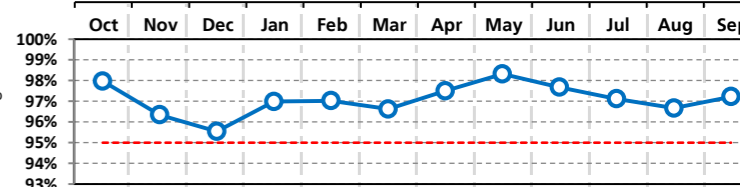
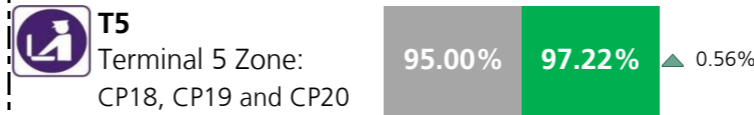
## Financial Report - Bonus and Rebates

### Service Level Performance

#### Control Post Security Search



### Service Level Performance



### Financial Report

Rebates:	Sep - 2018		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 2018 - December 2018

# Heathrow

*Making every journey better*