



# Heathrow Performance Report

Service Quality Rebate and Bonus - March 2019

Integrated Planning and Performance - Airport Operations

Printed: 16 April 2019

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report March 2019

## 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	4.11	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.37	4.18	4.25	4.32	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.31	4.24	4.26	4.25	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.43	4.40	4.37	4.39	
<b>Wi-Fi*</b> Ease of using WiFi	4.14	4.14	4.19	4.15	
<b>Security*</b> Passenger satisfaction	4.25	4.21	4.23	4.22	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.44%	95.71%	96.73%	98.00%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.95%	99.68%	99.91%	99.79%	
<b>Staff search</b> Based on 15min time periods measured	99.77%	99.17%	99.76%	97.10%	
<b>Transfer Search</b> Based on 15min time periods measured	98.11%	95.67%	99.62%	98.84%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	97.34%	95.22%	98.29%	98.41%	96.12%

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

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.55%	99.72%	99.65%	99.53%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.60%	99.49%	99.93%	99.39%
<b>Stands</b> Availability of stands	99.89%	99.71%	99.70%	99.84%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.99%	99.99%	99.99%	99.97%
<b>Jetties</b> Availability of Air-Bridges	99.93%	99.92%	99.84%	99.85%
<b>PCA</b> Availability of Pre-conditioned Air	100%	100%		100%
<b>SEGs</b>	99.99%	99.79%	100%	99.99%
<b>Pier Service*</b> % Pier served passengers	97.91%	95.91%	99.99%	0.00%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.60%	99.69%	99.92%	99.96%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.87%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.71%

## Financial Report- Bonus and Rebates

	Rebates:					Campus	YTD		
	T2	T3	T4	T5	Estimated Rebate		Estimated Rebate	Total 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		
Passenger Sensitive Equipment (General)	✓	✓	✓	✓	£ -	£ -	0		
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓	£ -	£ -	0		
Stands	✓	✓	✓	✓	£ -	£ 137,517.00	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>					£ -	£ 137,517.00	1		

	Bonuses:		Mar - 2019				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	4.11	£ 13,750	£ 27,500	2	
4.20	4.50	4.37	4.18	4.25	4.32	£ -	£ -	0	
4.20	4.50	4.31	4.24	4.26	4.25	£ 73,335	£ 220,004	3	
4.40	4.70	4.43	4.40	4.37	4.39	£ -	£ -	0	
						<b>£ 87,085</b>	<b>£ 247,504</b>	<b>5</b>	

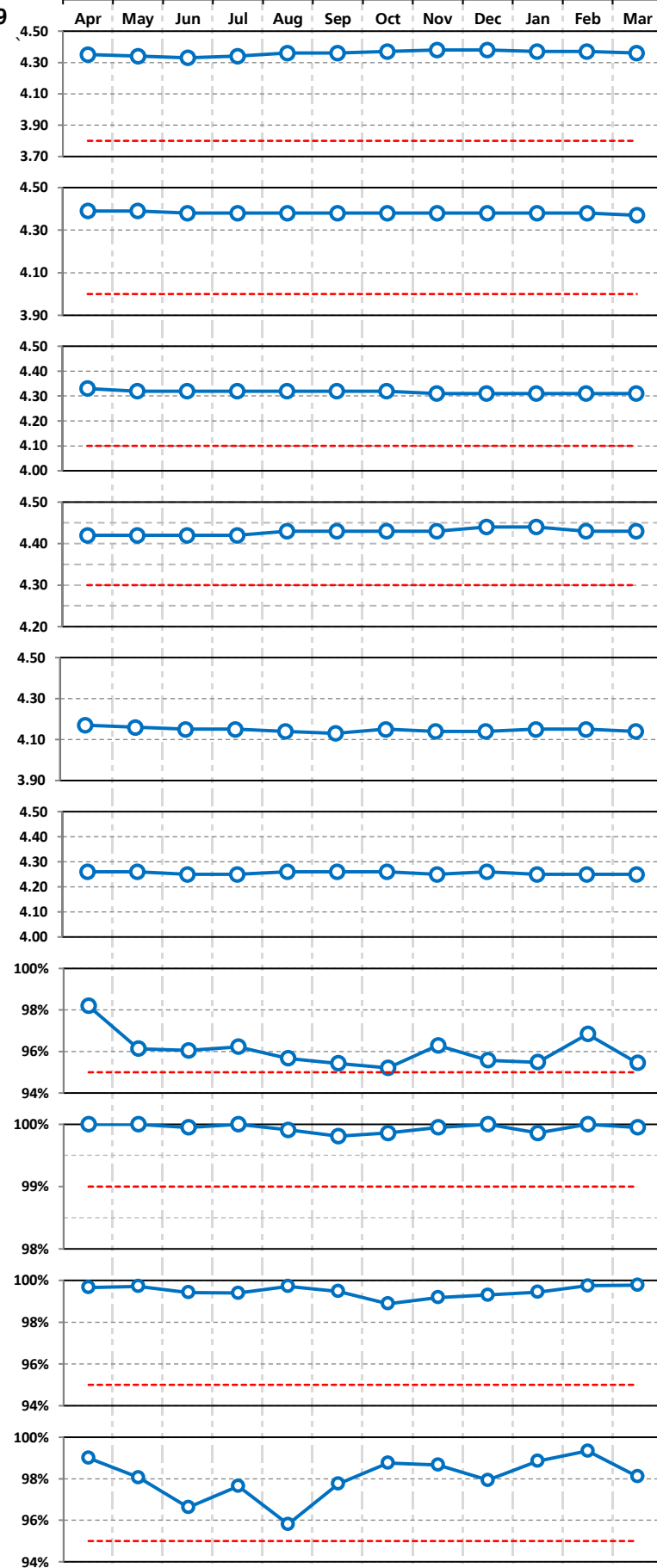
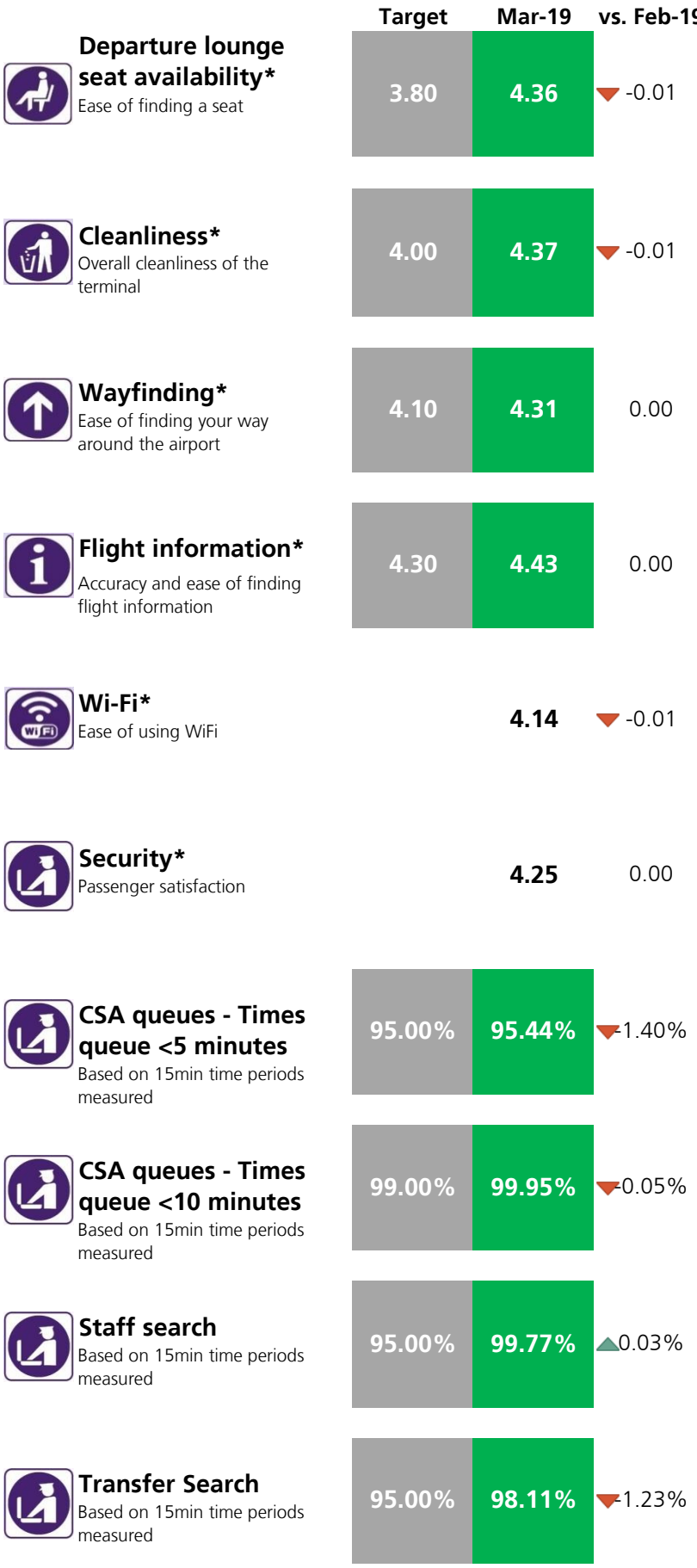
**Bonus:** All business units must exceed Lower Threshold. Lowest Score will be used to calculate bonus term each month for qualifying measures. Financial year is from January 2019 - December 2019

**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.

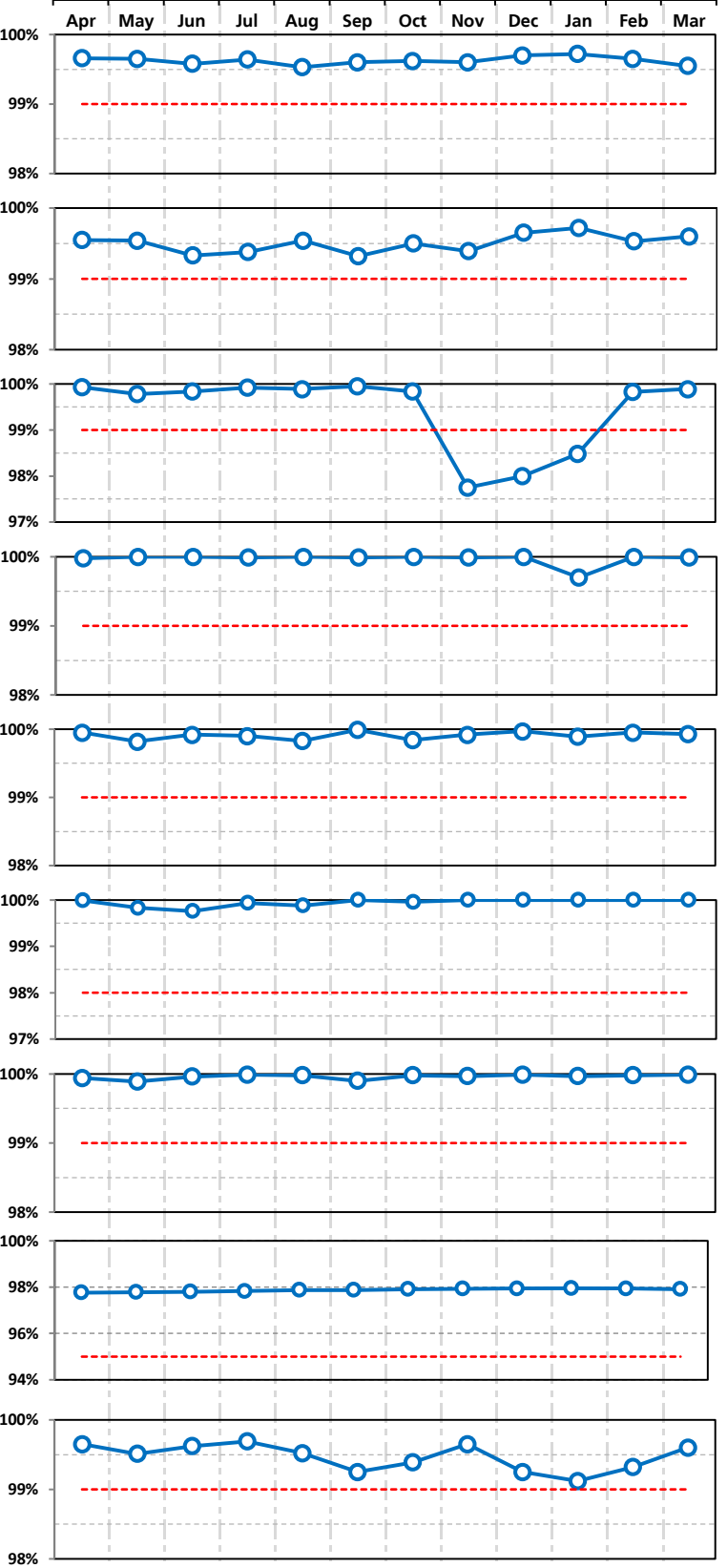
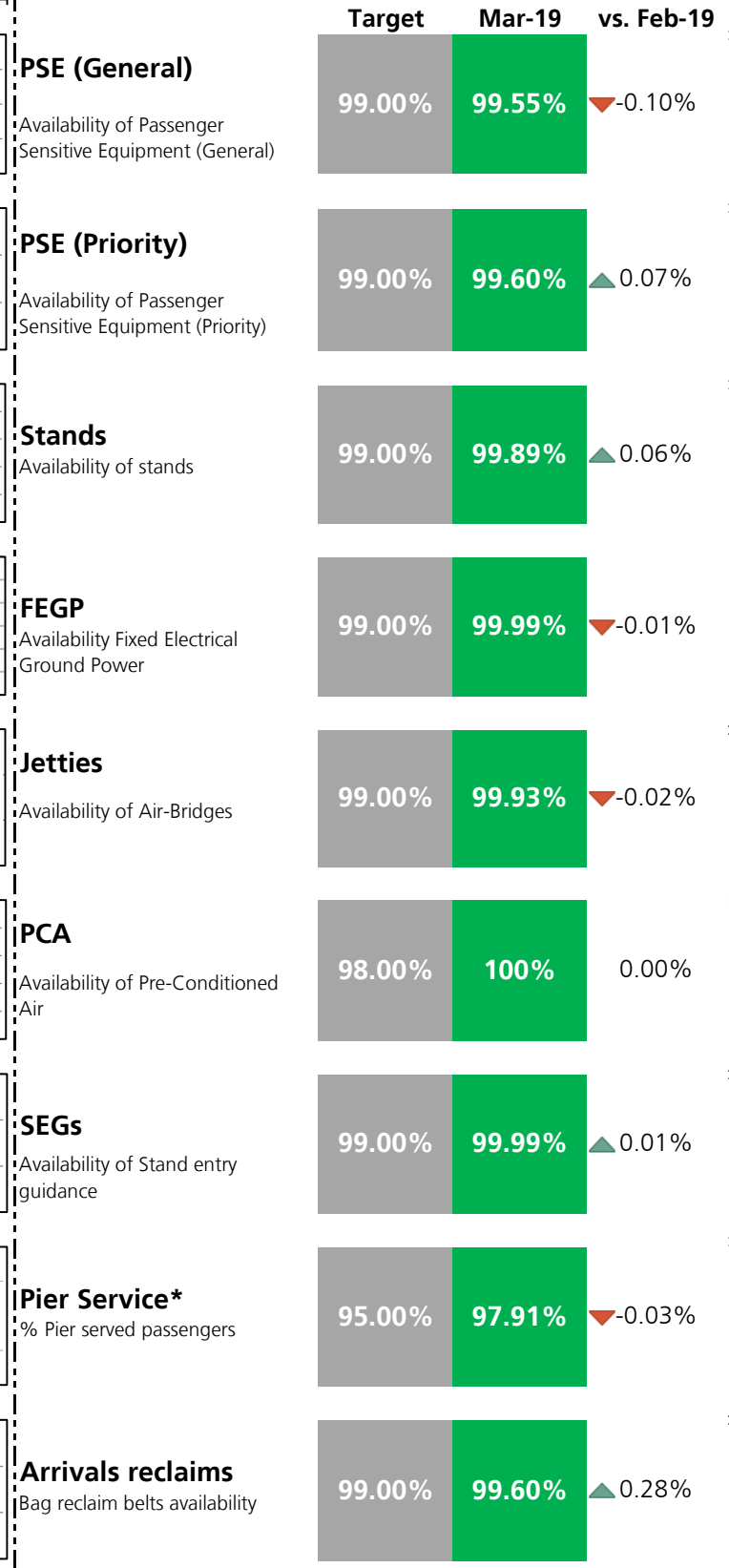
# Terminal 2 Performance Report March 2019

SQRB 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 2 Performance Report March 2019

## Financial Report - Bonus and Rebates

**Rebates:**

	Mar - 2019		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	✓	£ -	£ 137,517.00	1
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ 137,517.00	1

**Bonuses:**

	Measure	Lower Threshold	Upper Threshold	Mar - 2019		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	£ 13,750	£ 13,750.25	1
Cleanliness	MAA	4.20	4.50	4.37	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.31	£ 73,335	£ 146,669	2
Flight information	MAA	4.40	4.70	4.43	£ -	£ -	0
					£ 87,085	£ 160,420	3

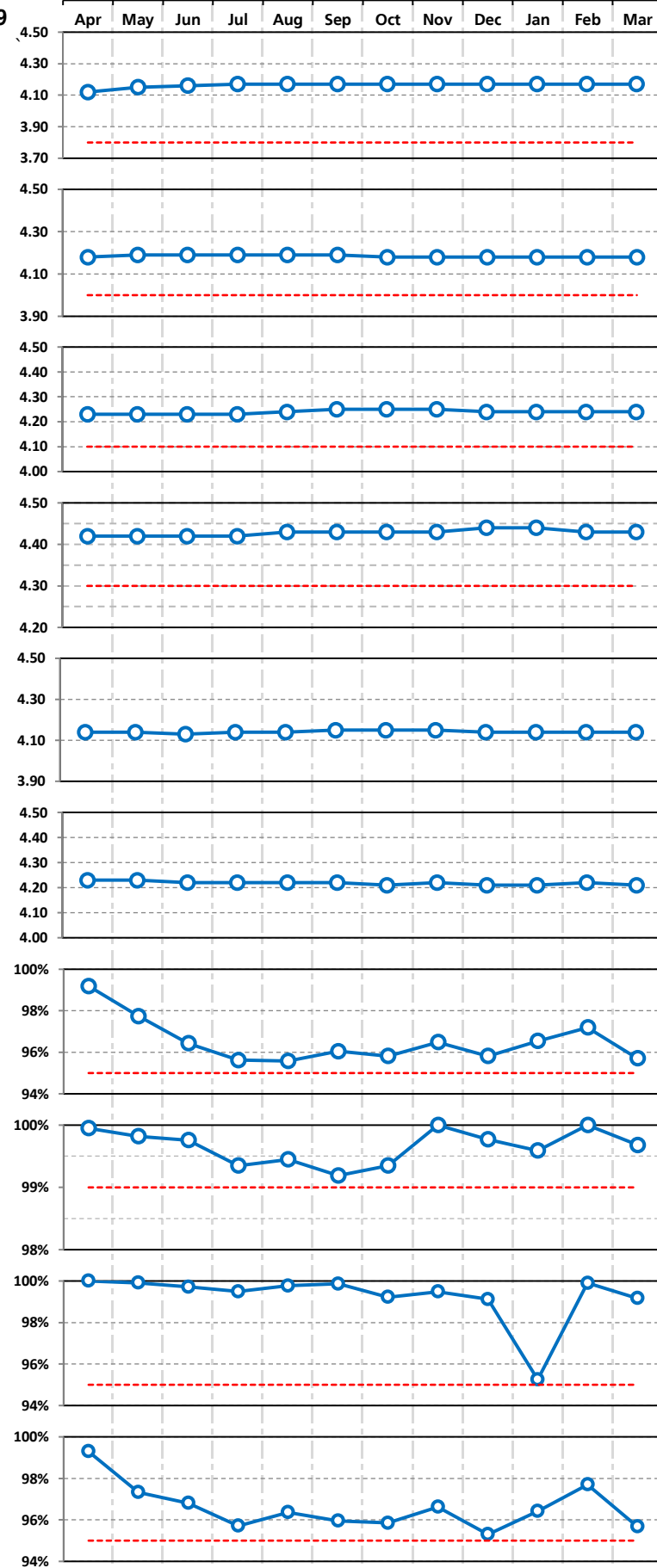
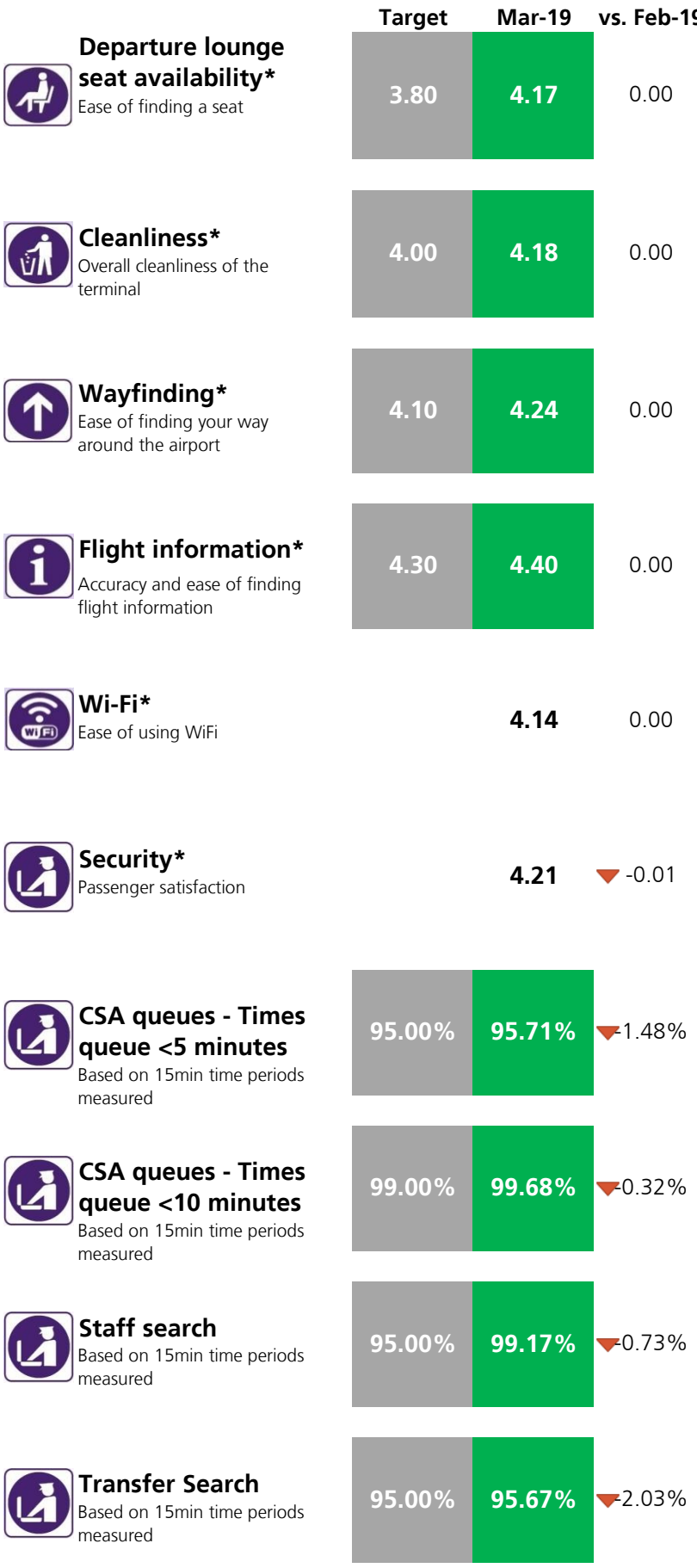
**Credit Notes:**

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

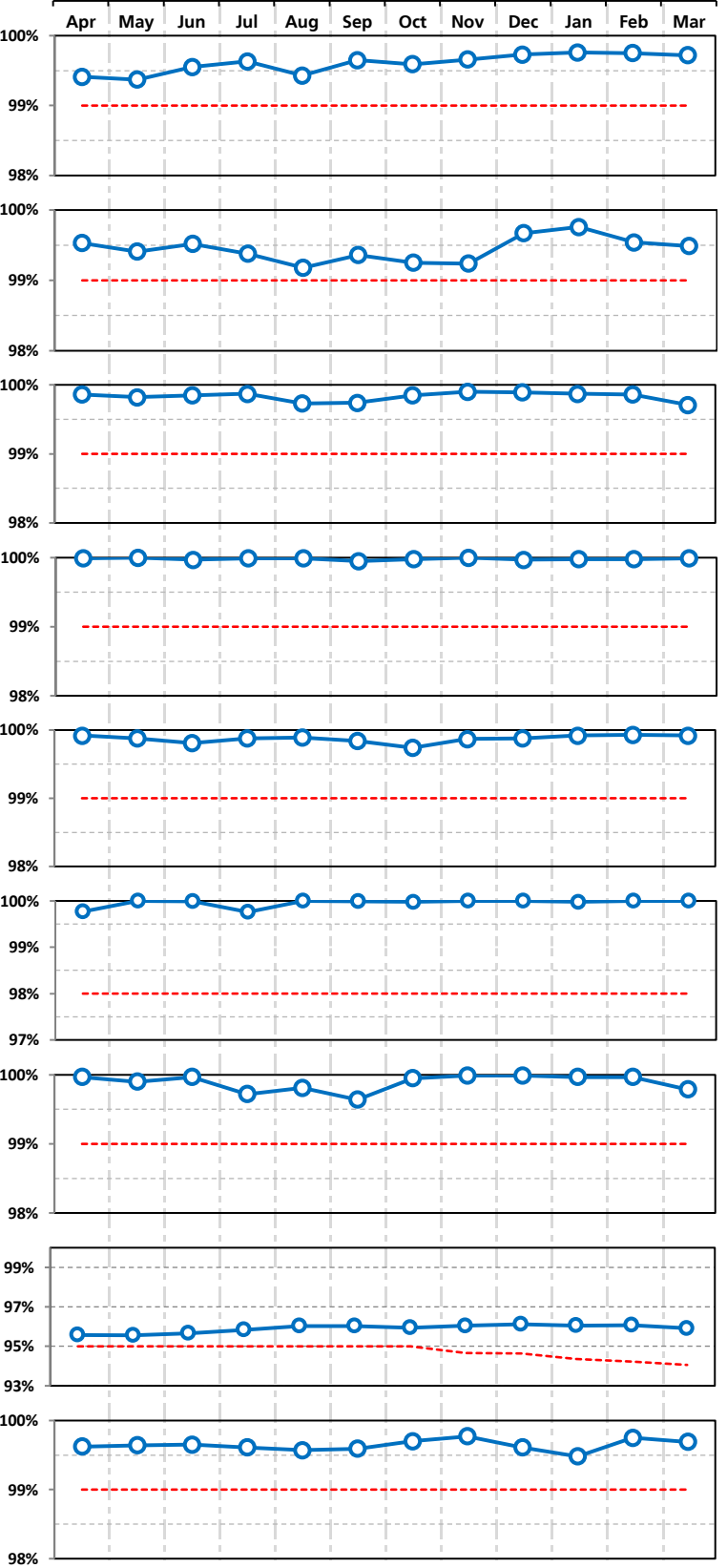
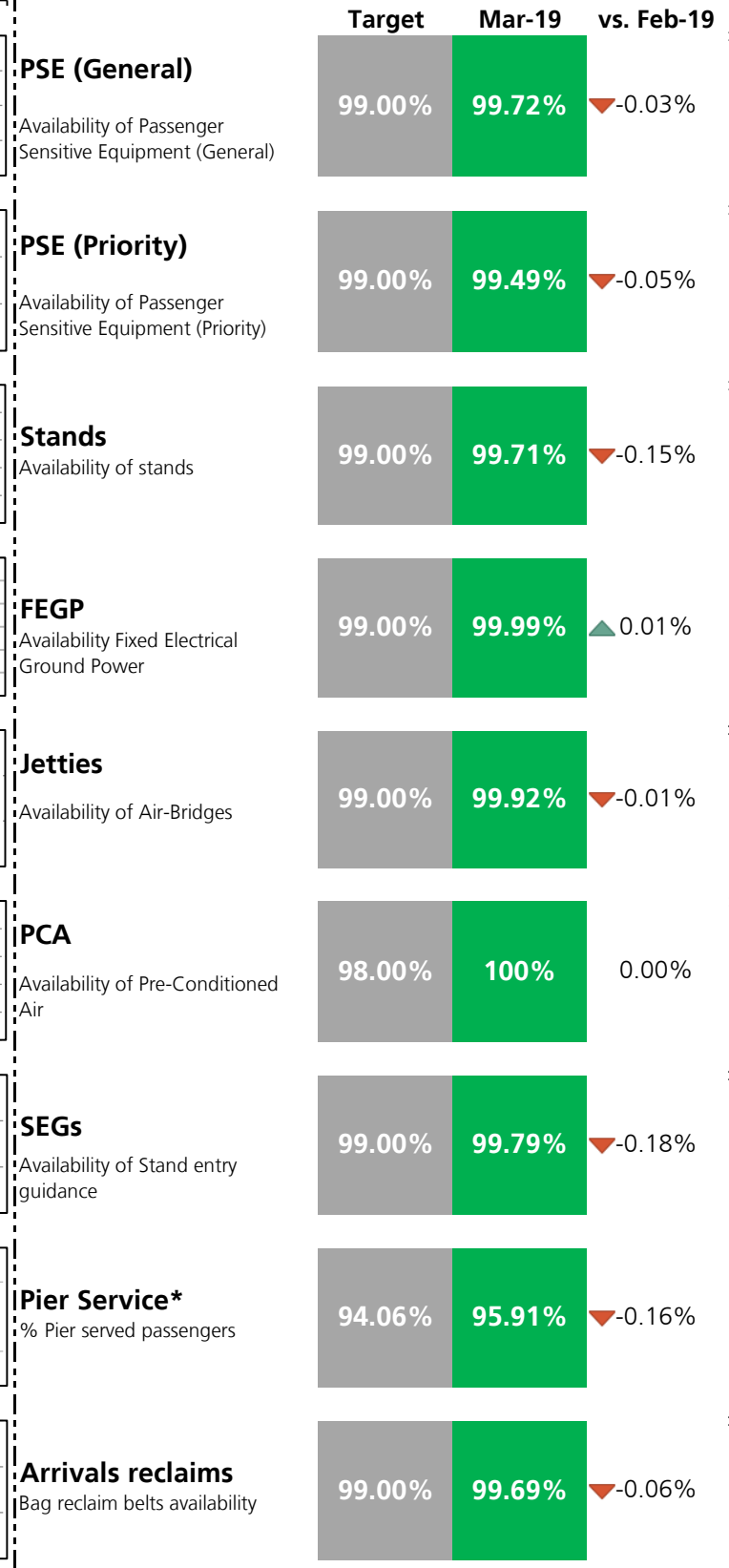
# Terminal 3 Performance Report March 2019

SQRB 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.

## Rebates:

	Mar - 2019		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	Mar - 2019		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	£ 13,750.25	£ 13,750.25	1	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.24	£ 73,335	£ 146,669	2	
Flight information	MAA	4.40	4.70	4.40	£ -	£ -	0	
					£ 87,085	£ 160,420	3	

## 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

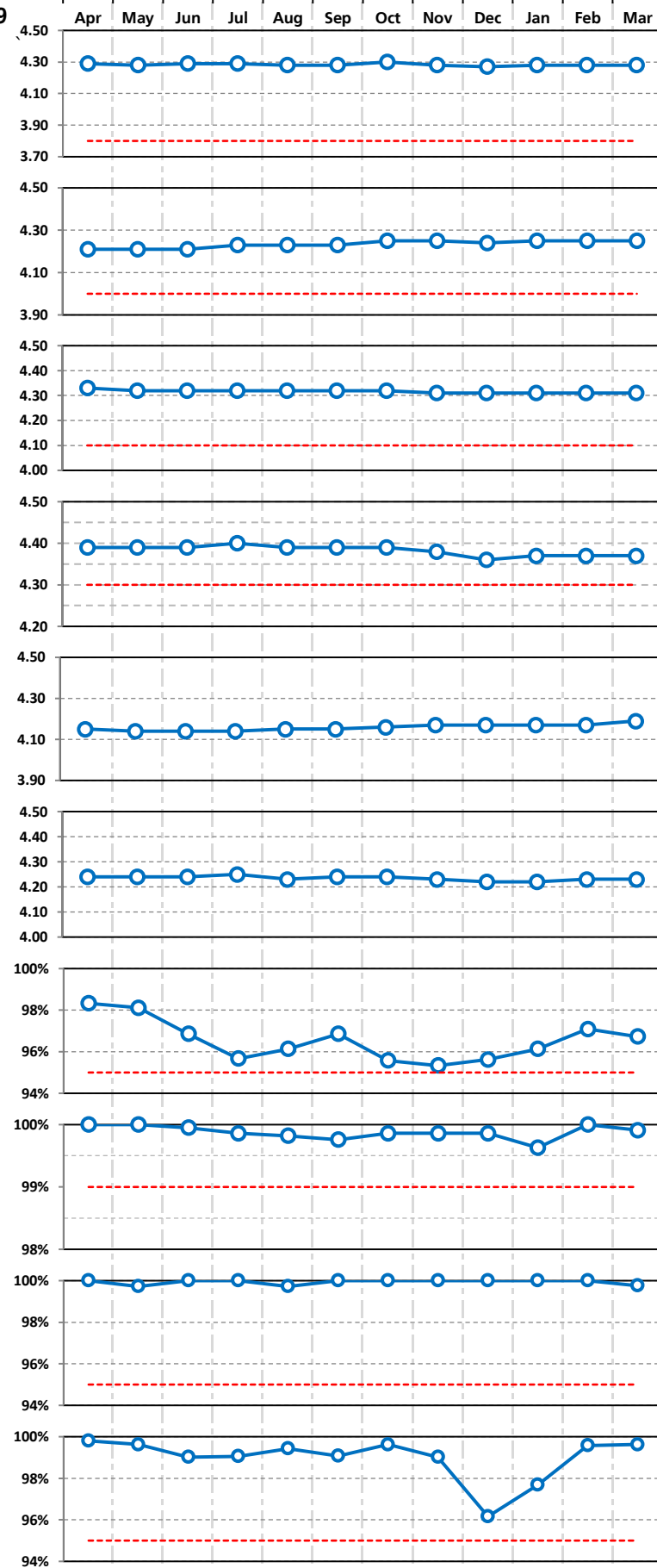
All bonus measures are based on MAA

# Terminal 4 Performance Report March 2019

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

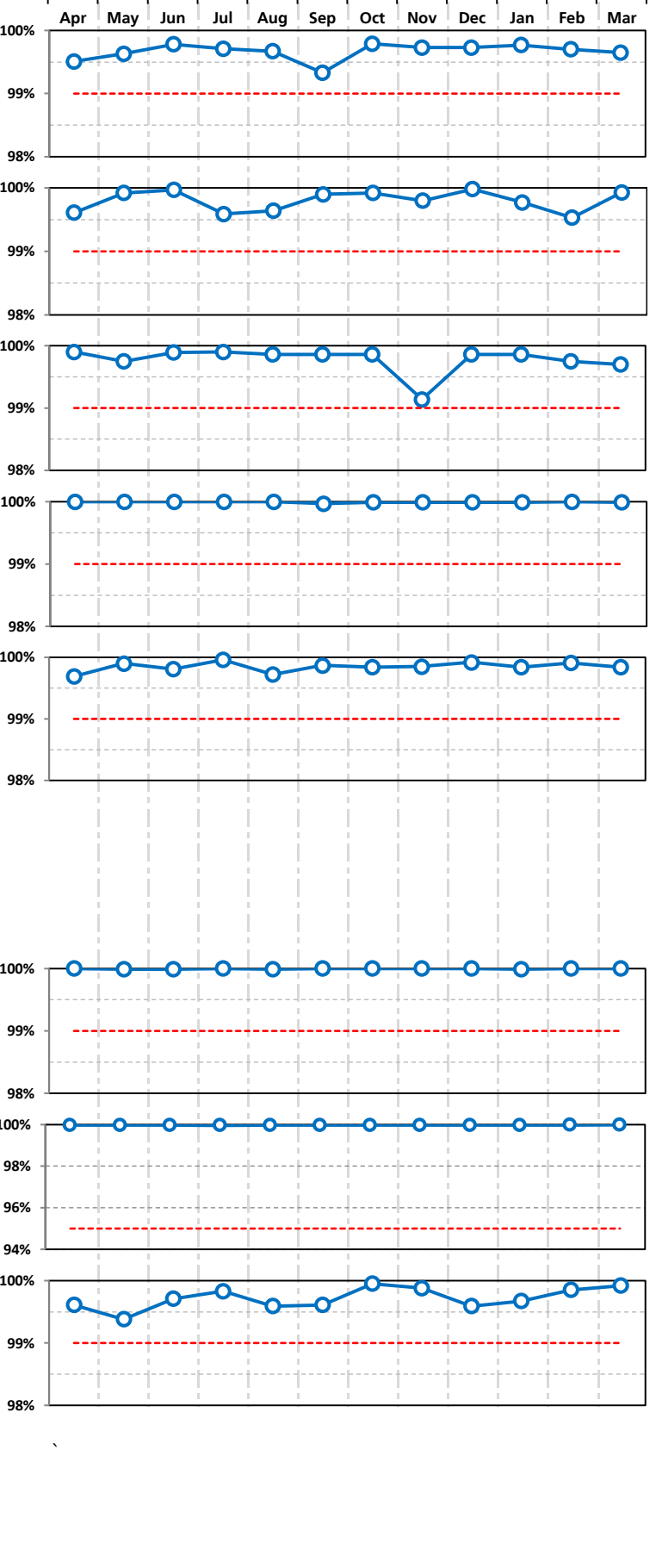
## Passenger Experience and Service Level Performance

Metric	Target	Mar-19	vs. Feb-19
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.28	0.00
<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	4.26	0.00
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.37	0.00
<b>Wi-Fi*</b> Ease of using WiFi		4.19	▲ 0.02
<b>Security*</b> Passenger satisfaction		4.23	0.00
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	96.73%	▼0.36%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.91%	▼0.09%
<b>Staff search</b> Based on 15min time periods measured	95.00%	99.76%	▼0.24%
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	99.62%	▲0.04%



## Service Level Performance

Metric	Target	Mar-19	vs. Feb-19
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.65%	▼-0.05%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.93%	▲0.40%
<b>Stands</b> Availability of stands	99.00%	99.70%	▼-0.05%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.00%	99.99%	▼-0.01%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.84%	▼-0.07%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	100%	0.00%
<b>Pier Service*</b> % Pier served passengers	95.00%	99.99%	▲0.01%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.92%	▲0.07%



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

## Rebates:

	Mar - 2019		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	Mar - 2019		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	£ 13,750.25	£ 13,750.25	1
Cleanliness	MAA	4.20	4.50	4.25	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.26	£ 73,335	£ 146,669	2
Flight information	MAA	4.40	4.70	4.37	£ -	£ -	0
					£ 87,085	£ 160,420	3

## 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

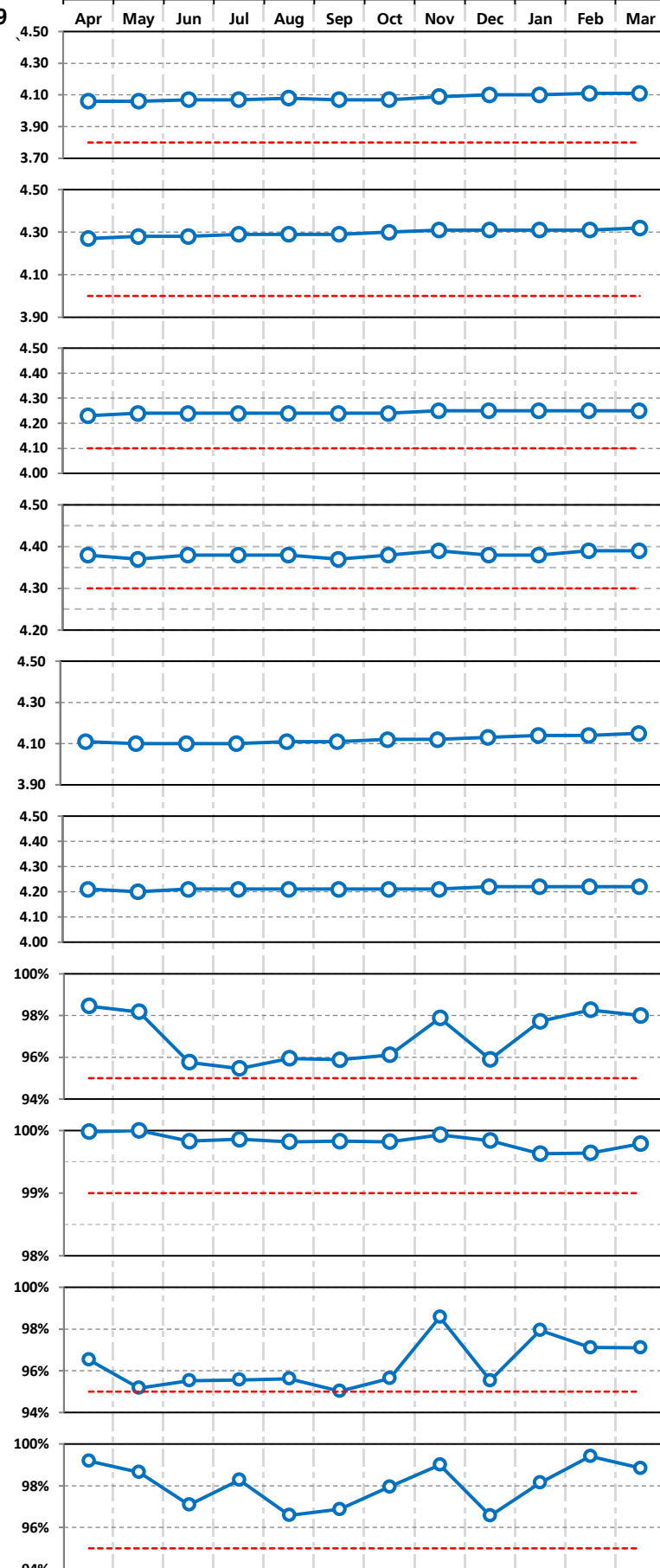
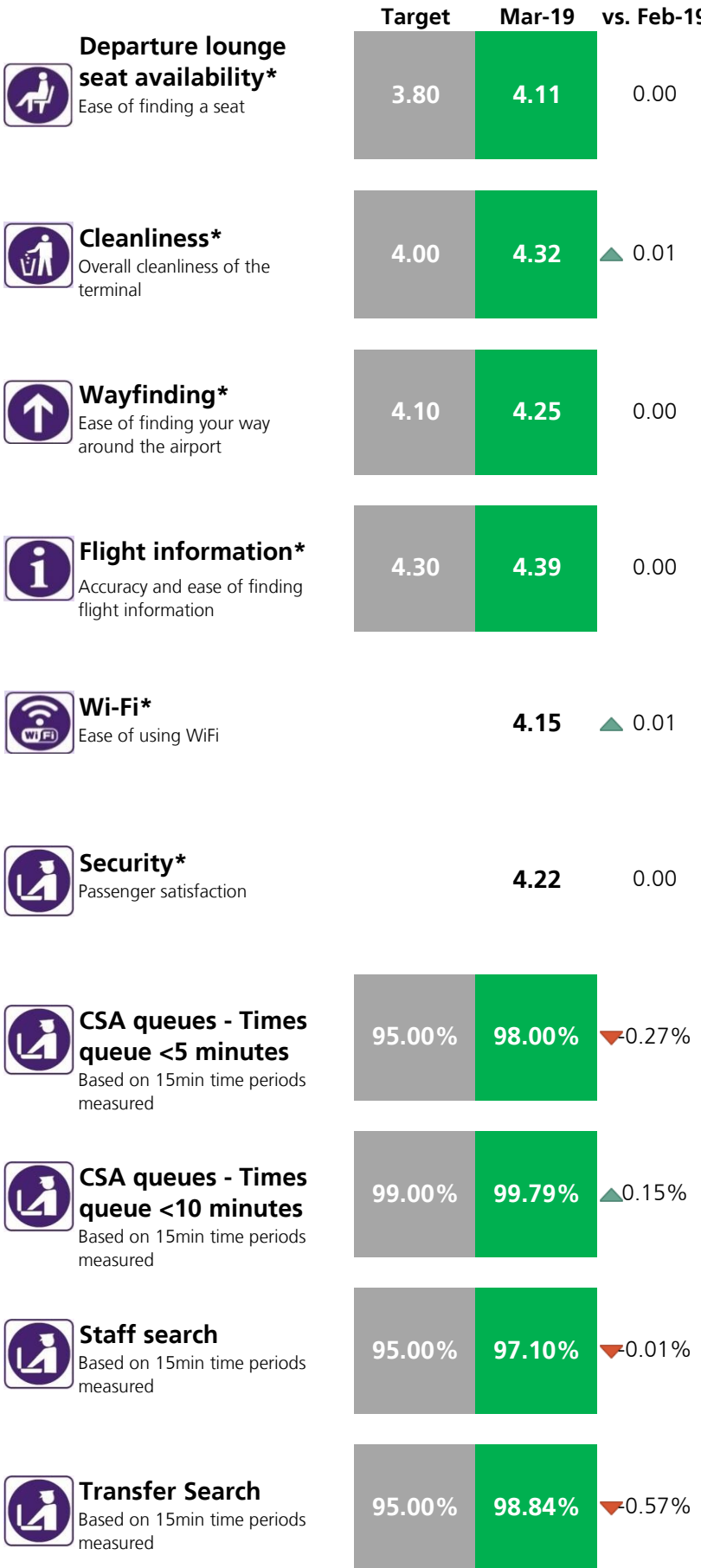
All bonus measures are based on MAA



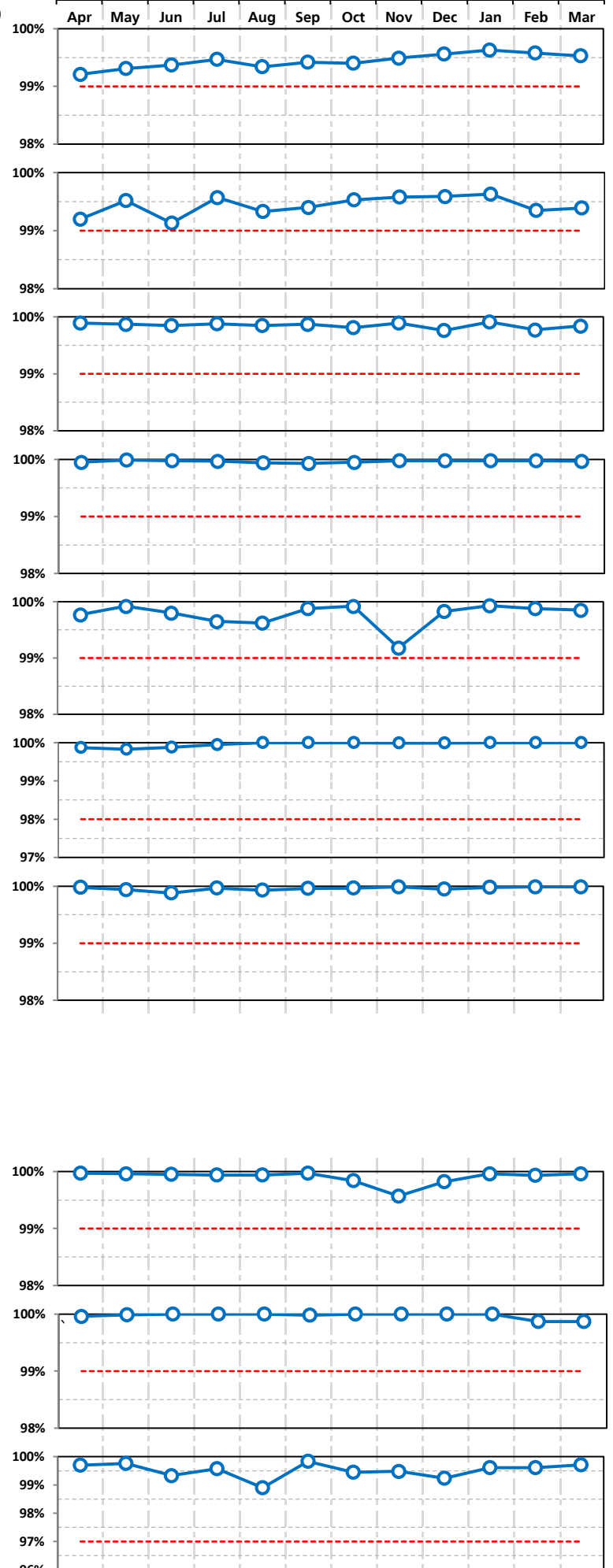
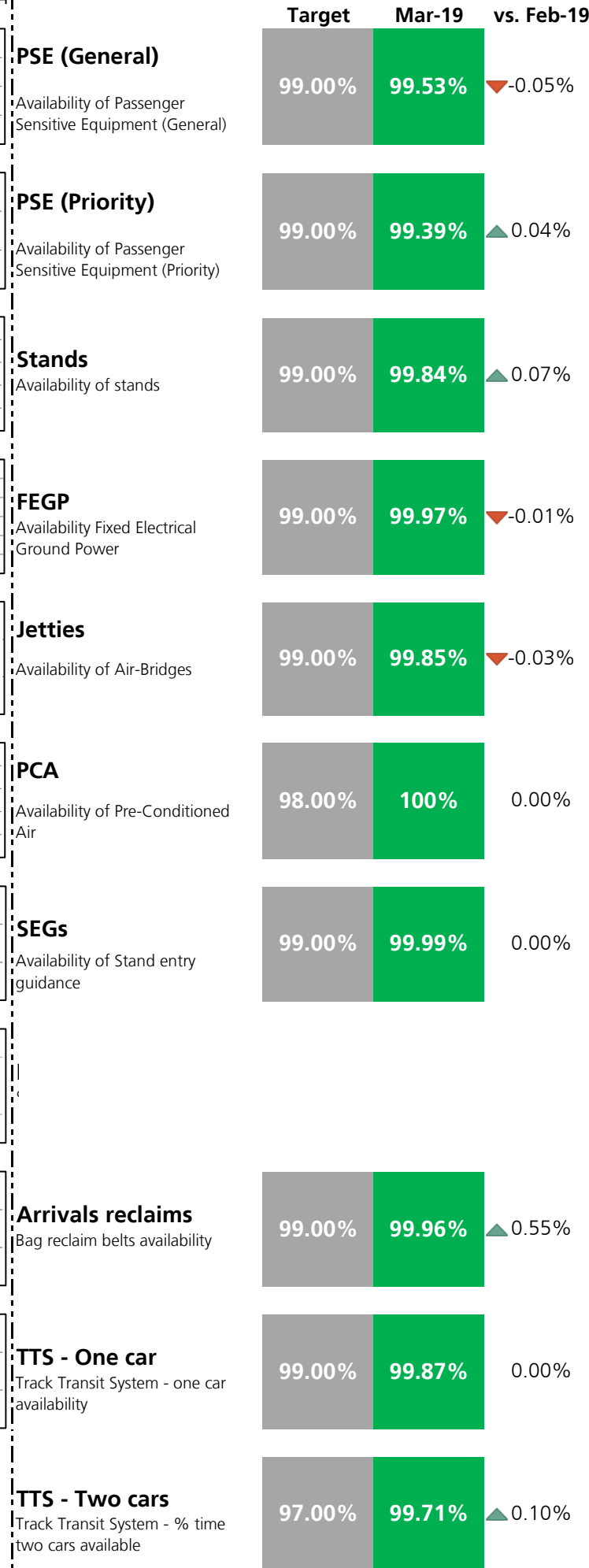
# Terminal 5 Performance Report March 2019

SQRB 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.

## Financial Report - Bonus and Rebates

## Rebates:

	Mar - 2019		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	Mar - 2019		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	4.11	£ 13,750.25	£ 13,750.25	1
Cleanliness	MAA	4.20	4.50	4.32	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.25	£ 73,335	£ 146,669	2
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0
					£ 87,085	£ 160,420	3

## 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

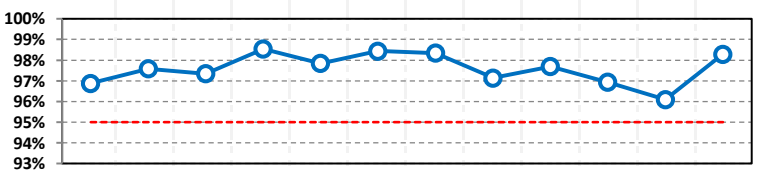
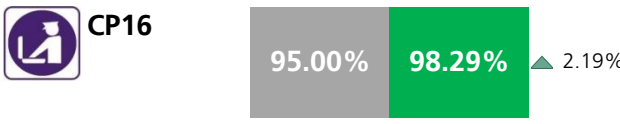
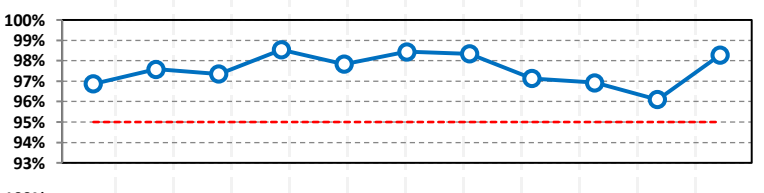
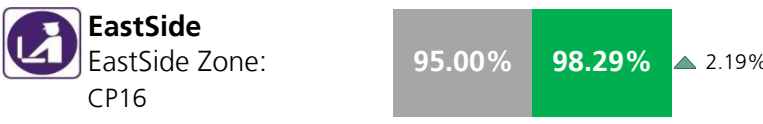
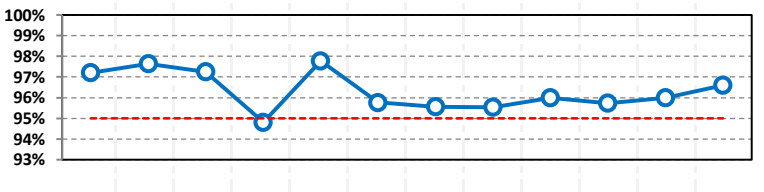
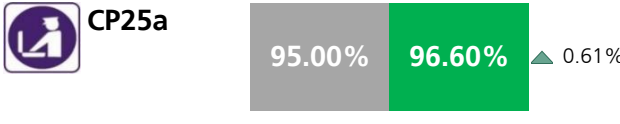
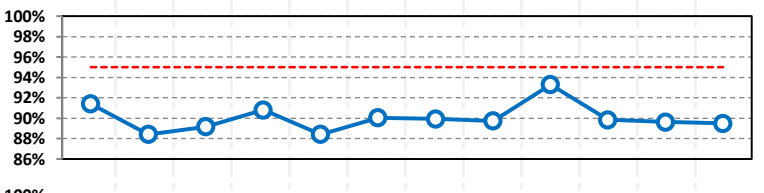
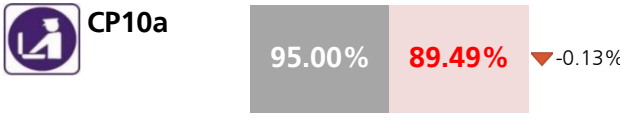
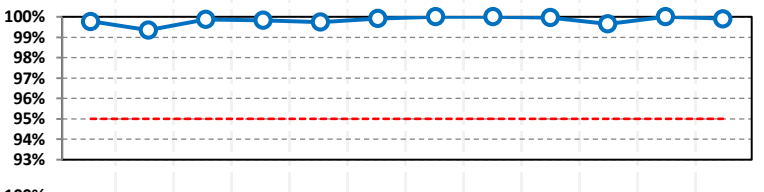
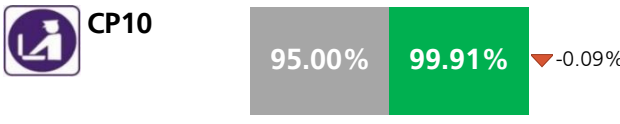
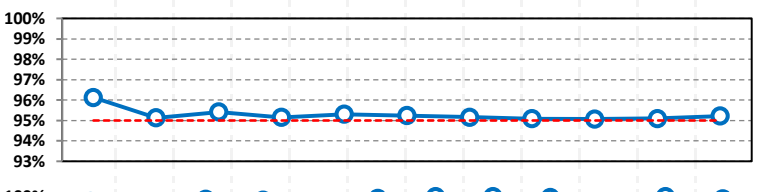
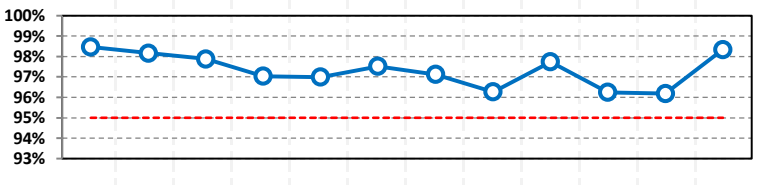
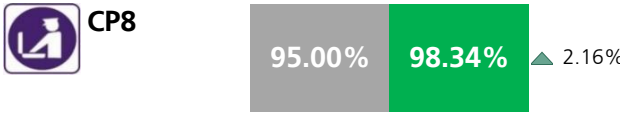
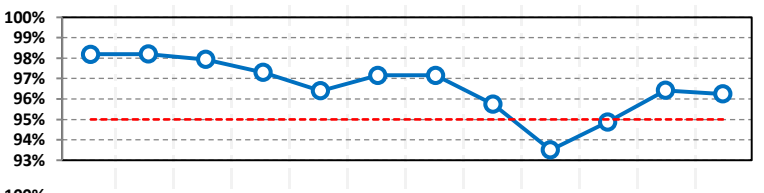
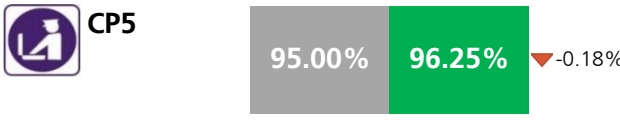
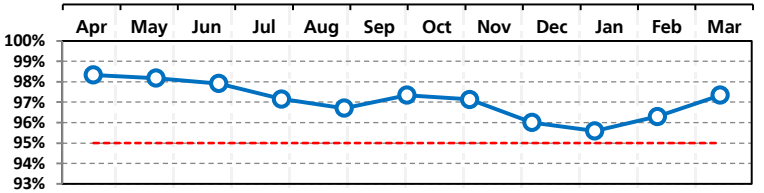
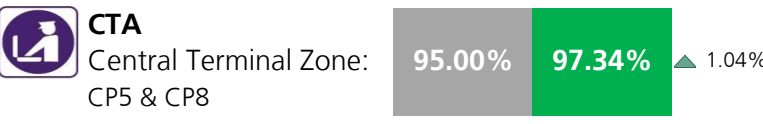
All bonus measures are based on MAA

# Campus Performance Report March 2019

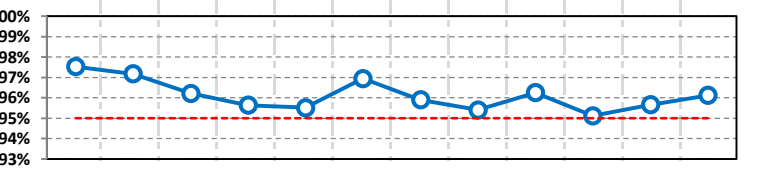
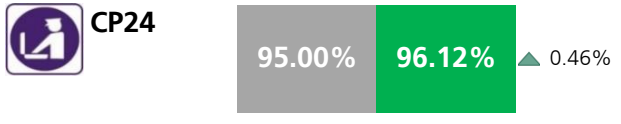
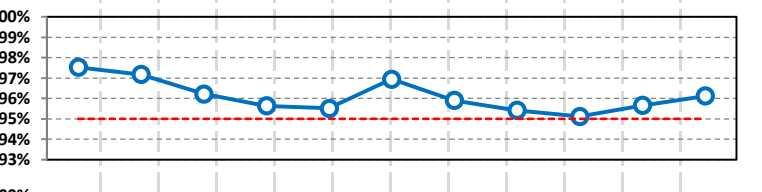
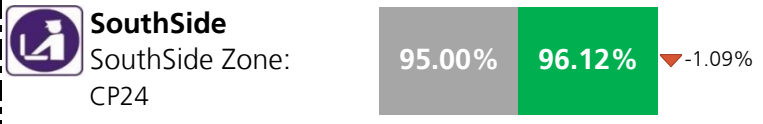
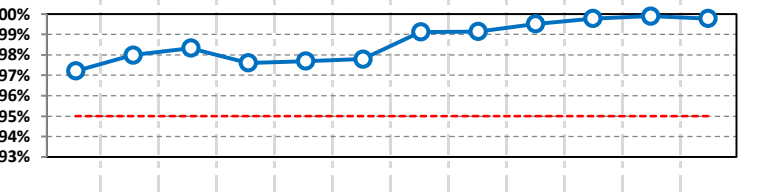
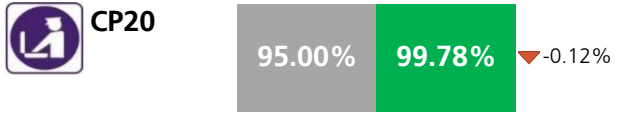
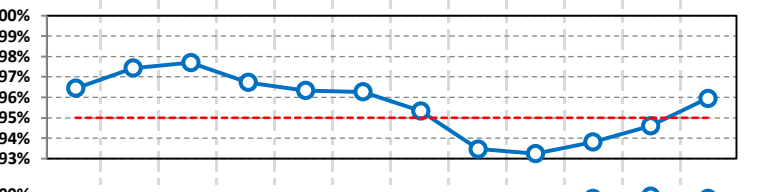
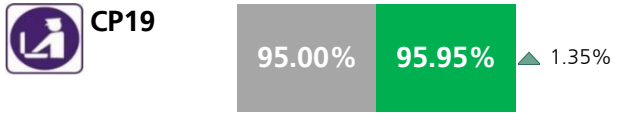
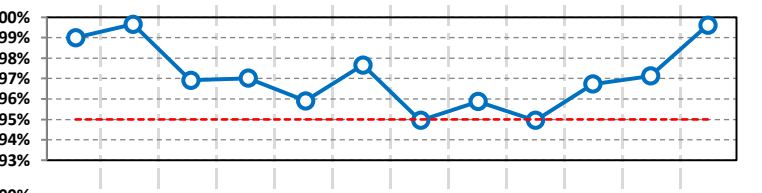
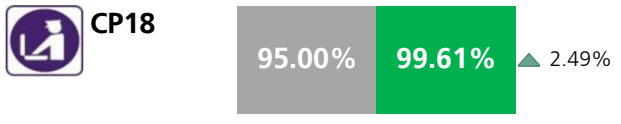
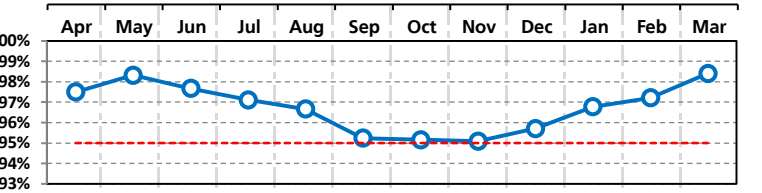
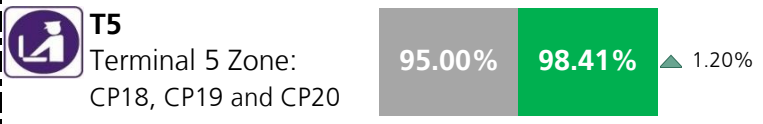
## Financial Report - Bonus and Rebates

### Service Level Performance

#### Control Post Security Search



### Service Level Performance



### Financial Report

Rebates:	Mar - 2019		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 2019 - December 2019

# Heathrow

*Making every journey better*