



Heathrow Performance Report

Service Quality Rebate and Bonus - November 2019

Integrated Planning and Performance - Airport Operations

Printed: 20 December 2019

Heathrow
Making every journey better

Heathrow Performance Report November 2019

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.34	4.18	4.32	4.09	
Cleanliness* Overall cleanliness of the terminal	4.38	4.17	4.27	4.32	
Wayfinding* Ease of finding your way around the airport	4.32	4.25	4.28	4.26	
Flight information* Accuracy and ease of finding flight information	4.40	4.42	4.41	4.40	
Wi-Fi* Ease of using WiFi	4.20	4.18	4.27	4.23	
Security* Passenger satisfaction	4.27	4.23	4.25	4.21	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.42%	95.42%	96.14%	96.04%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.90%	99.85%	99.80%	99.54%	
Staff search Based on 15min time periods measured	99.27%	99.76%	99.71%	95.22%	
Transfer Search Based on 15min time periods measured	98.14%	97.61%	99.70%	97.18%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	97.08%	95.37%	96.51%	96.92%	95.36%

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

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.70%	99.61%	99.82%	99.53%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.56%	99.69%	99.98%	99.17%
Stands Availability of stands	99.76%	99.86%	99.34%	99.84%
FEGP Availability of Fixed Electrical Ground Power	99.99%	99.98%	99.99%	99.97%
Jetties Availability of Air-Bridges	99.96%	99.46%	99.97%	99.83%
PCA Availability of Pre-conditioned Air	100%	100%		100%
SEGs	100%	99.97%	100%	99.98%
Pier Service* % Pier served passengers	96.81%	95.79%	99.99%	
Arrivals Reclaims Bag reclaim belts availability	99.46%	99.85%	99.90%	99.95%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.89%
TTS - Two cars Track Transit System - % time two cars available				99.85%

Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Nov - 2019					Estimated Rebate	Estimated Rebate	Total Failures
	T2	T3	T4	T5	Campus			
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				✓		£ -	£ 628,800.00	2
Total						£ -	£ 628,800.00	2

	Bonuses:		Nov - 2019				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
4.10	4.50	4.34	4.18	4.32	4.09	£ -	£ 27,500	2	
4.20	4.50	4.38	4.17	4.27	4.32	£ -	£ -	0	
4.20	4.50	4.32	4.25	4.28	4.26	£ 91,668	£ 935,017	11	
4.40	4.70	4.40	4.42	4.41	4.40	£ -	£ -	0	
					Total	£ 91,668	£ 962,517	13	

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

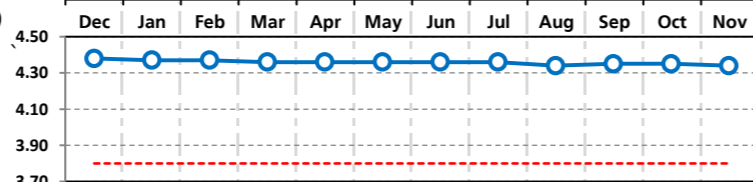
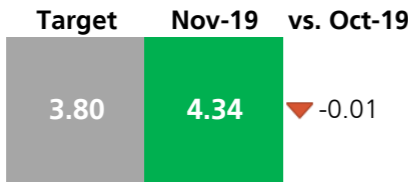
Credit Notes:
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Terminal 2 Performance Report November 2019

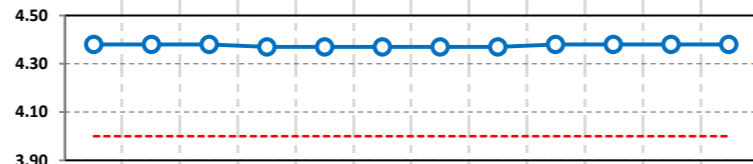
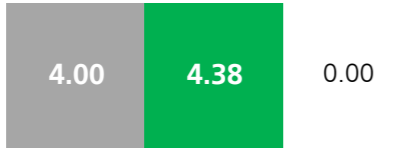
calculation based on moving annual average (MAA) for these metrics

Passenger Experience and Service Level Performance

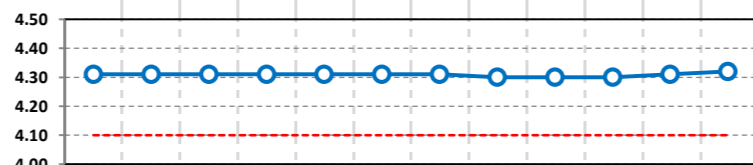
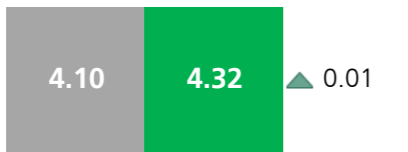
Departure lounge seat availability*
Ease of finding a seat



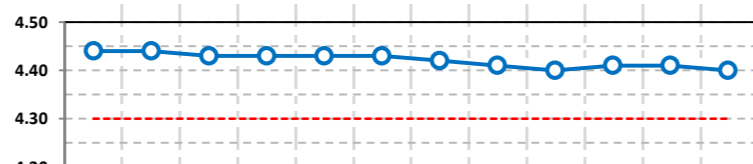
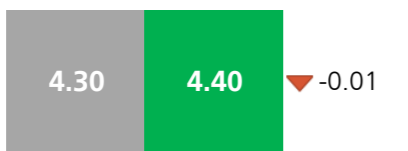
Cleanliness*
Overall cleanliness of the terminal



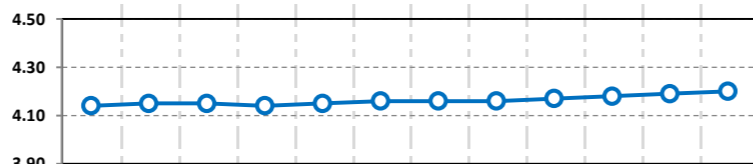
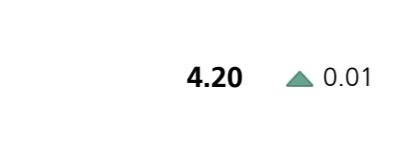
Wayfinding*
Ease of finding your way around the airport



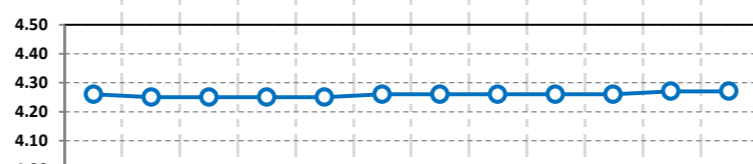
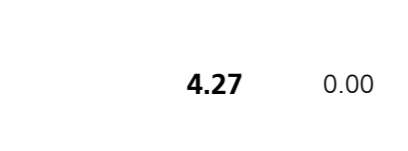
Flight information*
Accuracy and ease of finding flight information



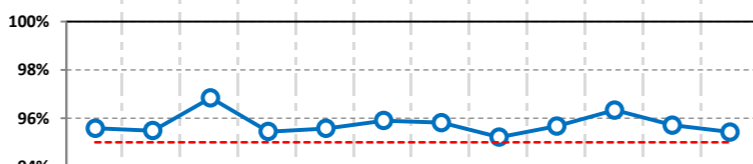
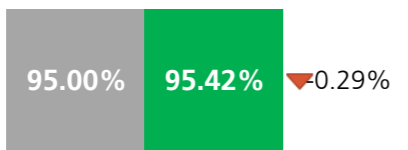
Wi-Fi*
Ease of using WiFi



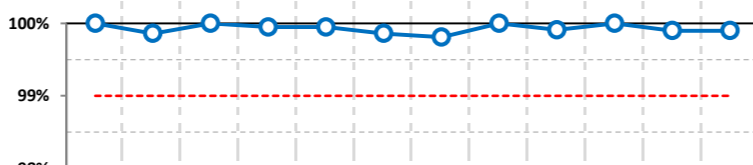
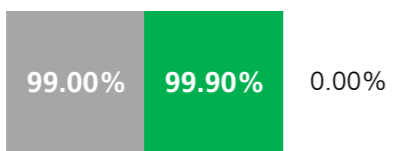
Security*
Passenger satisfaction



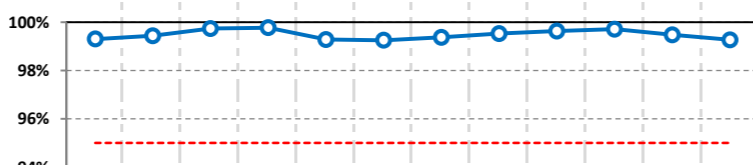
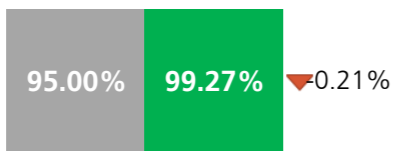
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



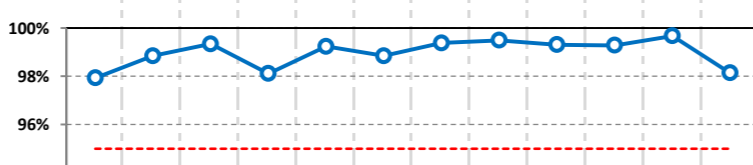
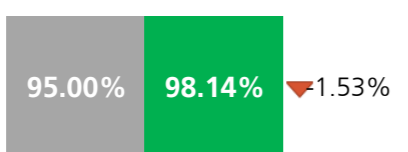
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



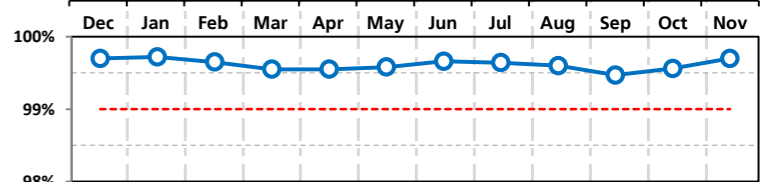
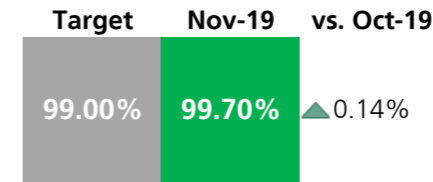
Transfer Search
Based on 15min time periods measured



Service Level Performance

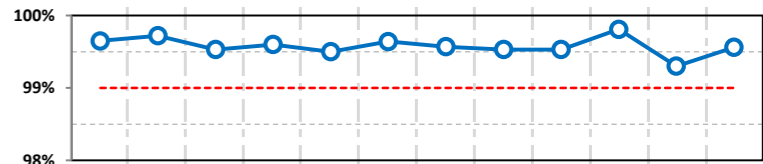
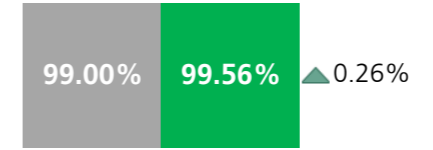
PSE (General)

Availability of Passenger Sensitive Equipment (General)



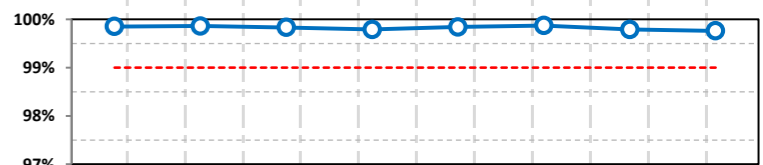
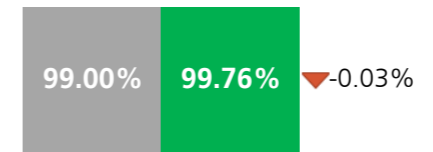
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



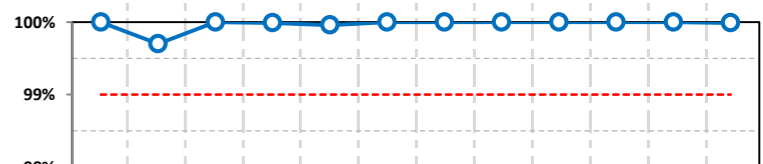
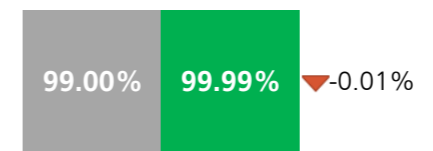
Stands

Availability of stands



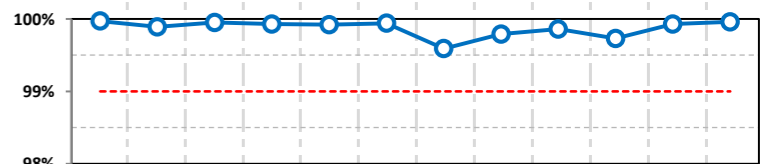
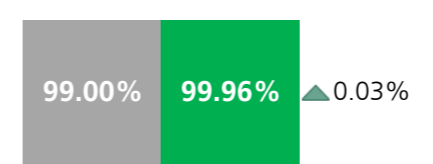
FEGP

Availability Fixed Electrical Ground Power



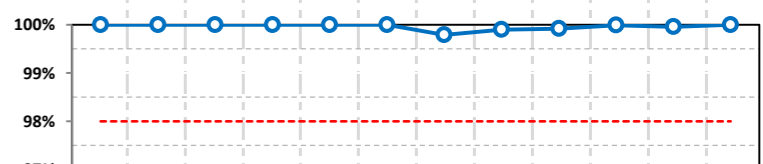
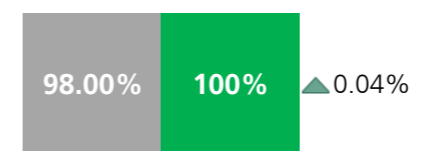
Jetties

Availability of Air-Bridges



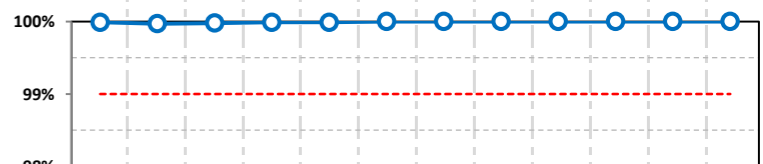
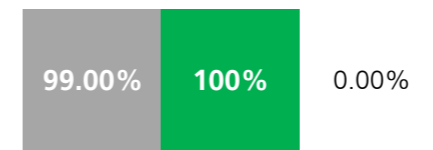
PCA

Availability of Pre-Conditioned Air



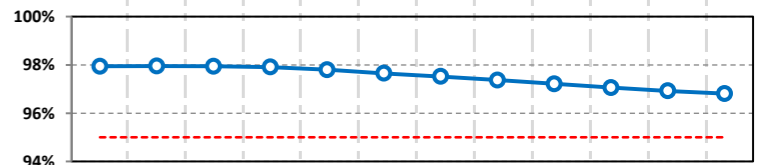
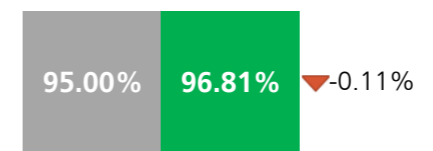
SEGS

Availability of Stand entry guidance



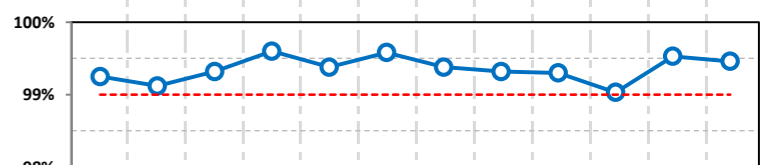
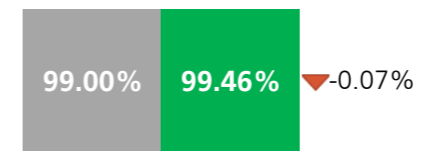
Pier Service*

% 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 2019

Financial Report - Bonus and Rebates

Rebates:

	Nov - 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	Nov - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.34	£ -	£ 27,500.50	2	
Cleanliness	MAA	4.20	4.50	4.38	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.32	£ 91,668	£ 935,017	11	
Flight information	MAA	4.40	4.70	4.40	£ -	£ -	0	
					£ 91,668	£ 962,517	13	

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

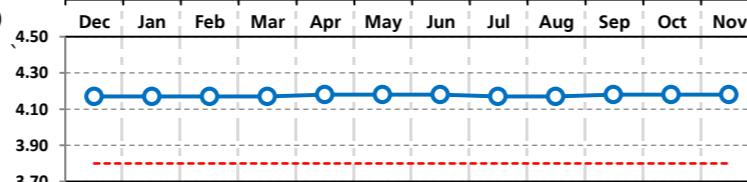
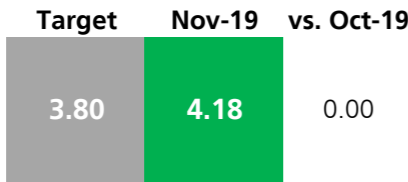
All bonus measures are based on MAA

Terminal 3 Performance Report November 2019

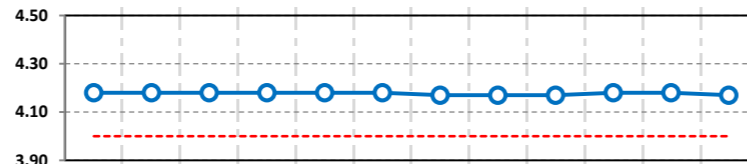
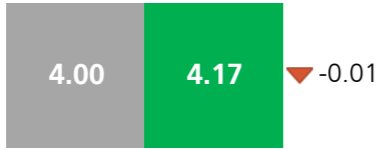
Calculation based on moving annual average (MAA) for these metrics

Passenger Experience and Service Level Performance

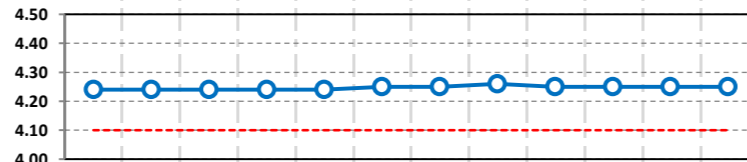
Departure lounge seat availability*
Ease of finding a seat



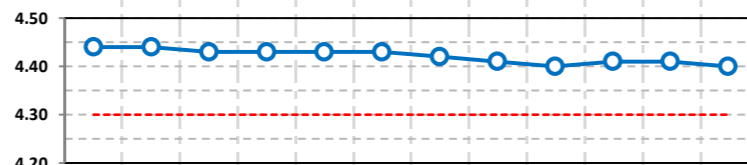
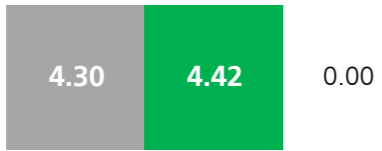
Cleanliness*
Overall cleanliness of the terminal



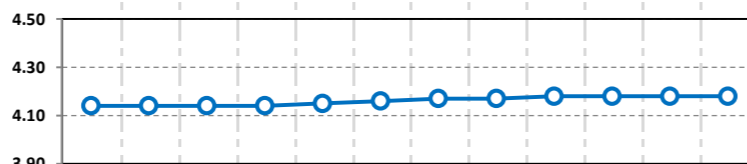
Wayfinding*
Ease of finding your way around the airport



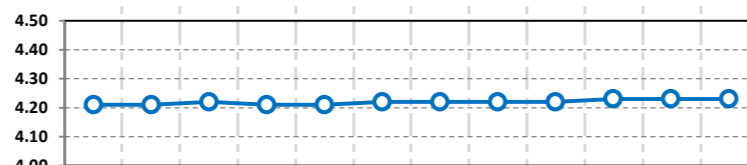
Flight information*
Accuracy and ease of finding flight information



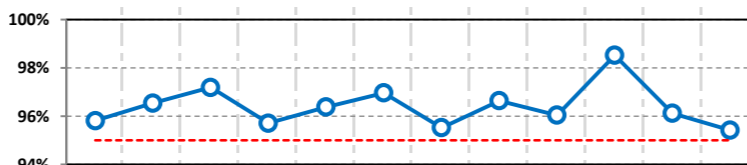
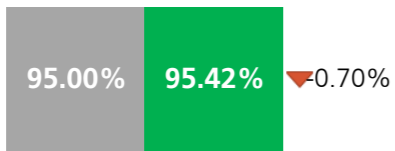
Wi-Fi*
Ease of using WiFi



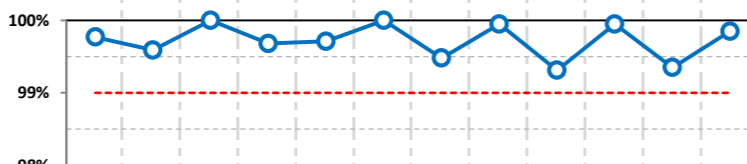
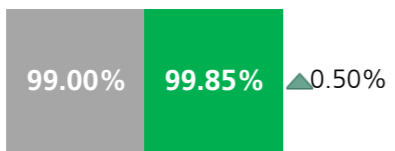
Security*
Passenger satisfaction



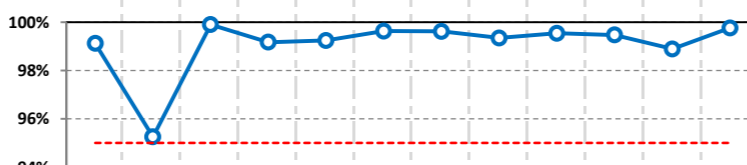
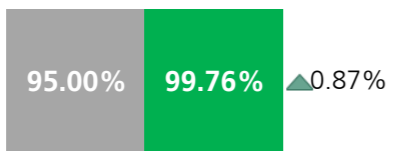
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



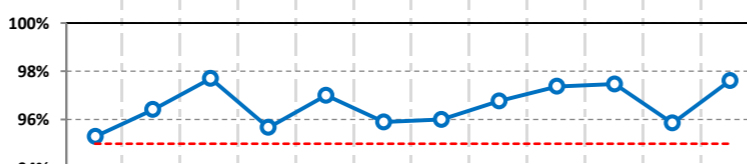
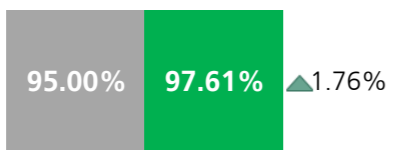
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



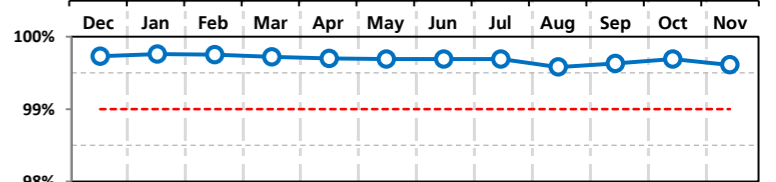
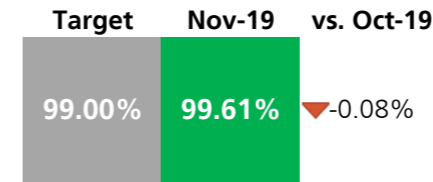
Transfer Search
Based on 15min time periods measured



Service Level Performance

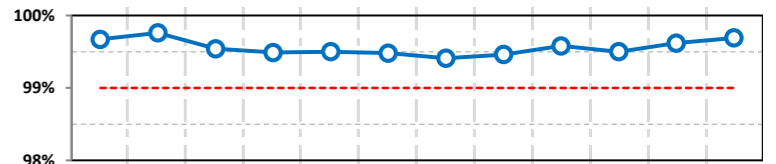
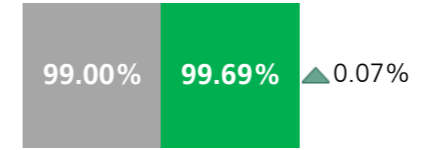
PSE (General)

Availability of Passenger Sensitive Equipment (General)



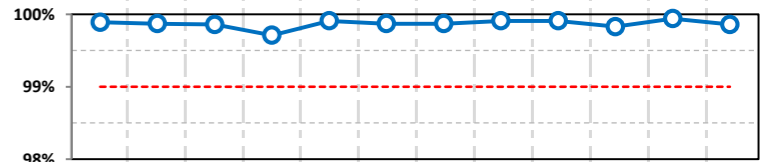
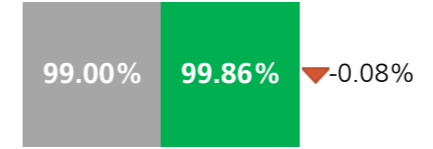
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



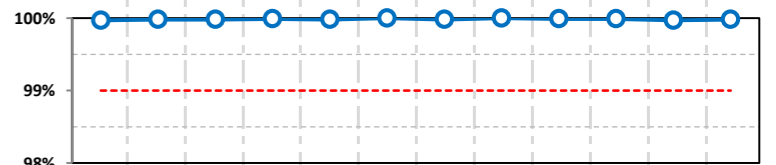
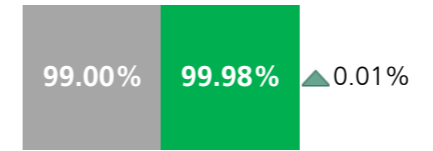
Stands

Availability of stands



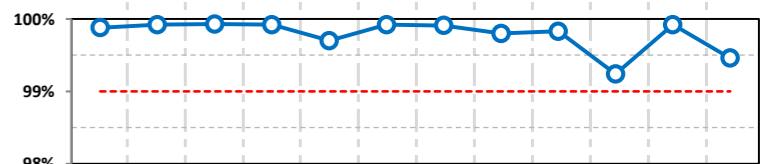
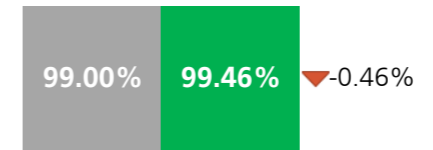
FEGP

Availability Fixed Electrical Ground Power



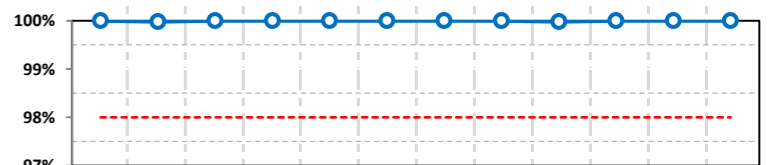
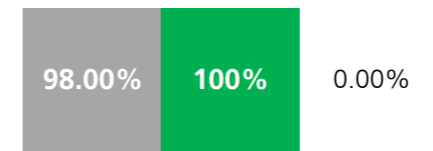
Jetties

Availability of Air-Bridges



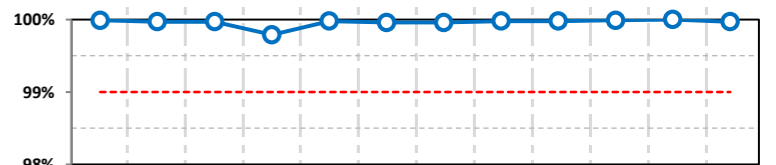
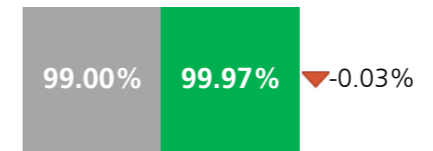
PCA

Availability of Pre-Conditioned Air



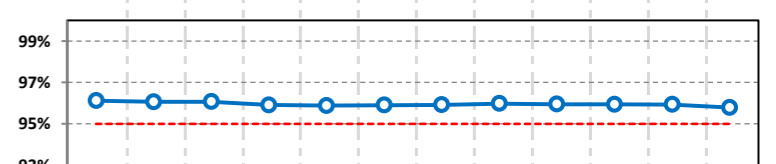
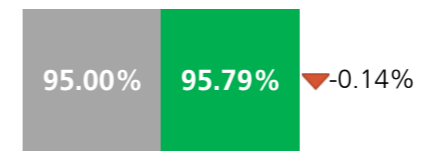
SEGS

Availability of Stand entry guidance



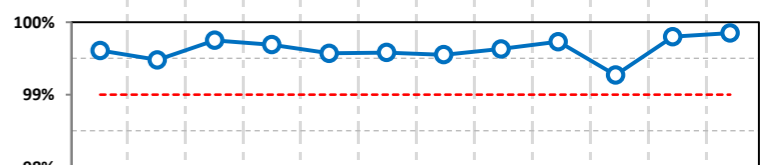
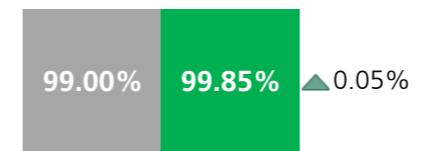
Pier Service*

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

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

Rebates:

	Target Achieved	Nov - 2019		Year-to-Date	
		Estimated Rebate	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	Nov - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	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	4.17	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.25	£ 91,668	£ 935,017	11	
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0	
					£ 91,668	£ 962,517	13	

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

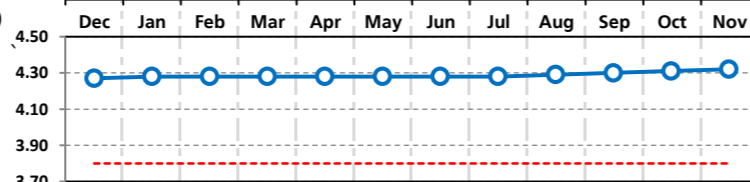
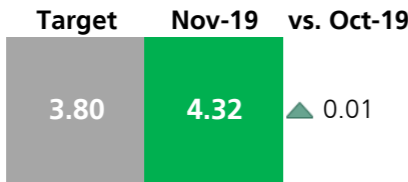
All bonus measures are based on MAA

Terminal 4 Performance Report November 2019

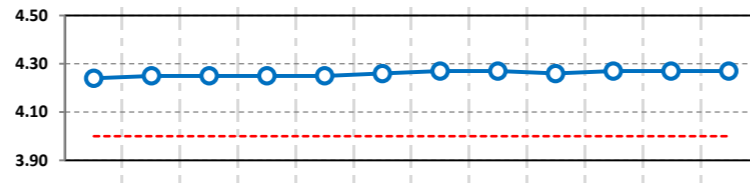
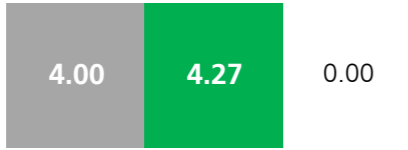
calculation based on moving annual average (MAA) for these metrics

Passenger Experience and Service Level Performance

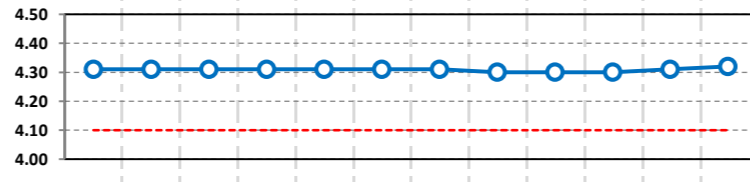
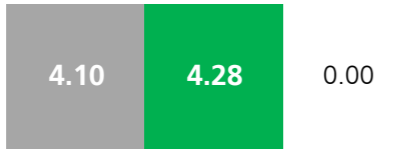
Departure lounge seat availability*
Ease of finding a seat



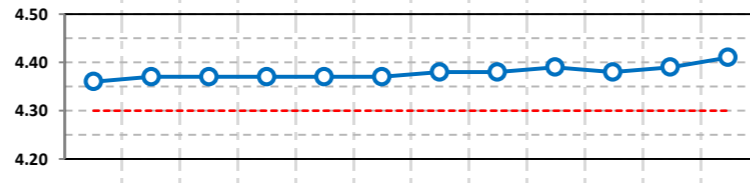
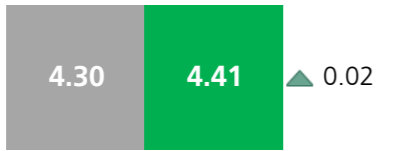
Cleanliness*
Overall cleanliness of the terminal



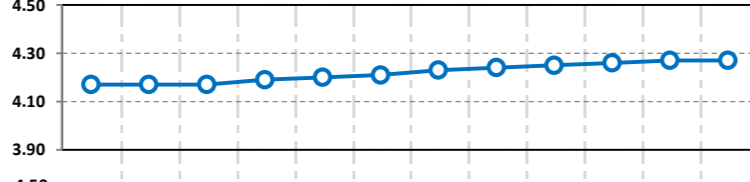
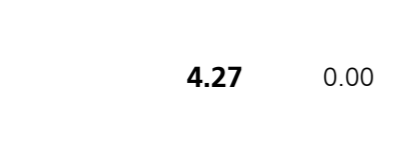
Wayfinding*
Ease of finding your way around the airport



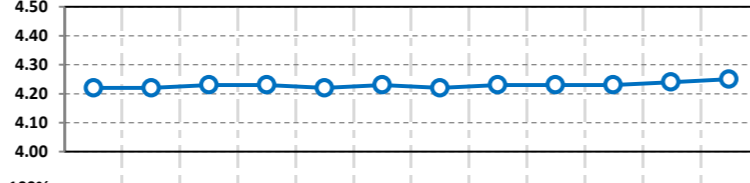
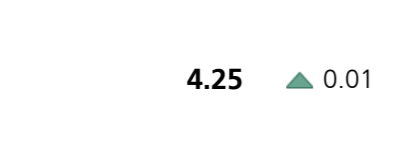
Flight information*
Accuracy and ease of finding flight information



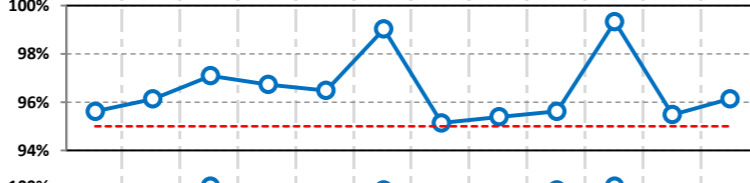
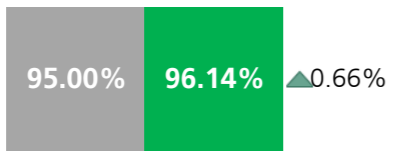
Wi-Fi*
Ease of using WiFi



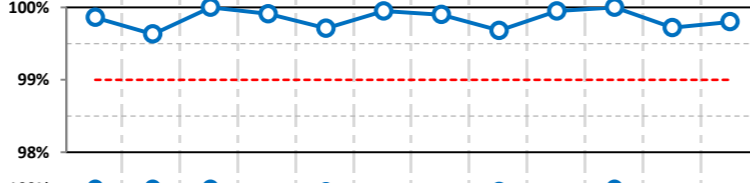
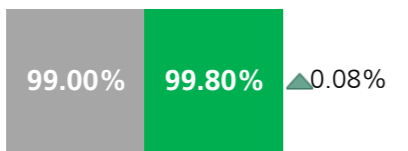
Security*
Passenger satisfaction



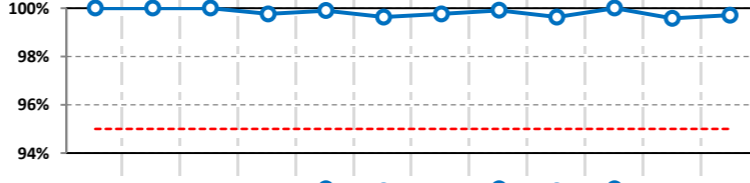
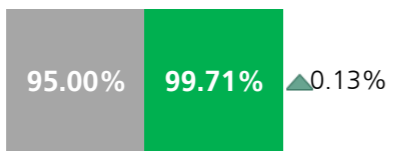
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



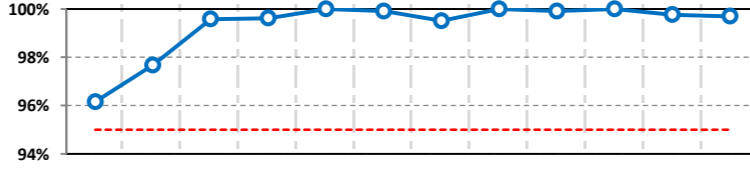
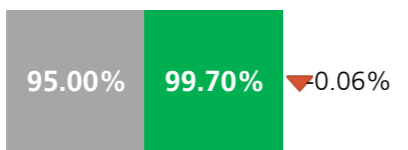
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



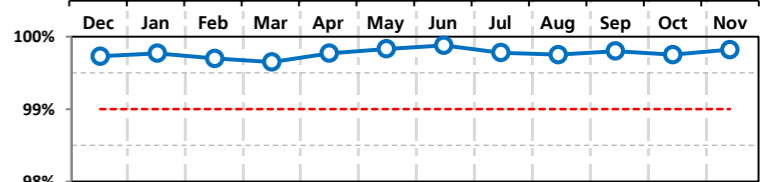
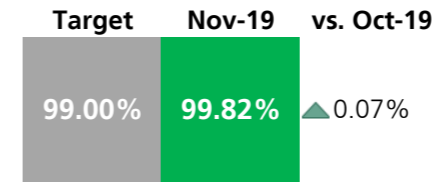
Transfer Search
Based on 15min time periods measured



Service Level Performance

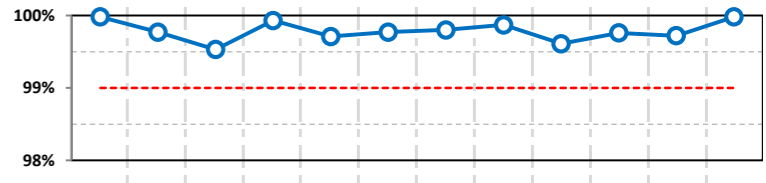
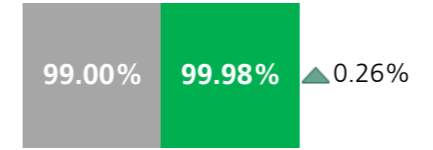
PSE (General)

Availability of Passenger Sensitive Equipment (General)



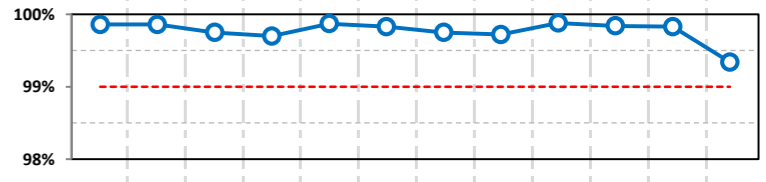
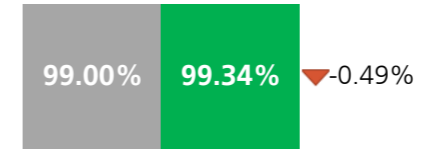
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



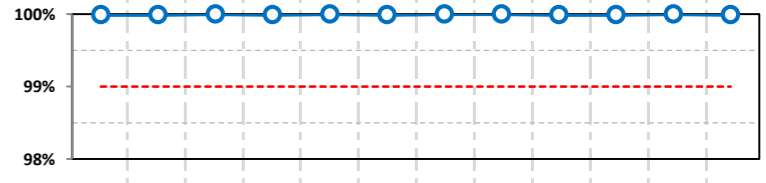
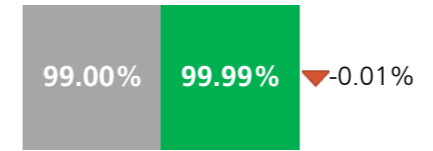
Stands

Availability of stands



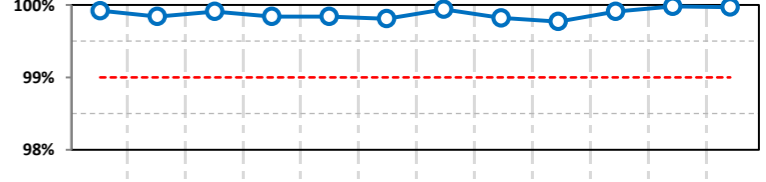
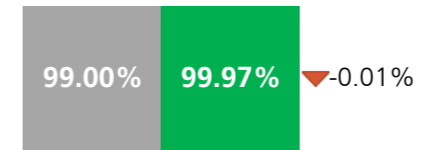
FEGP

Availability Fixed Electrical Ground Power



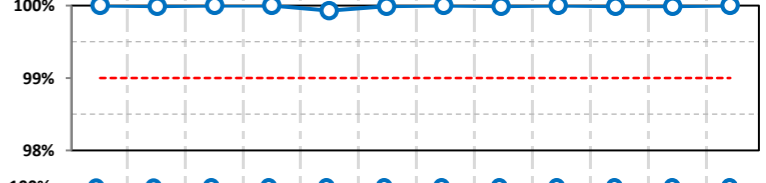
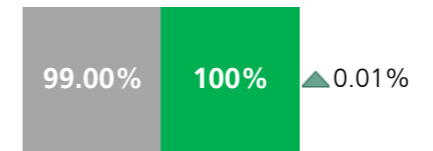
Jetties

Availability of Air-Bridges



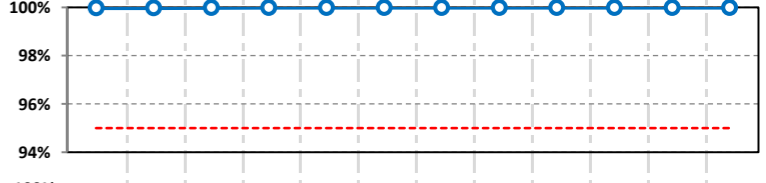
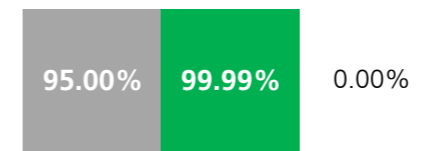
SEGS

Availability of Stand entry guidance



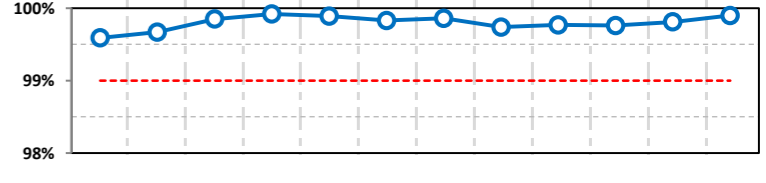
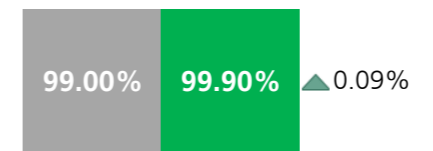
Pier Service*

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

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

Terminal 4 Performance Report November 2019

Financial Report - Bonus and Rebates

Rebates:

	Nov - 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	Nov - 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	4.32	£ -	£ 27,500.50	2
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.28	£ 91,668	£ 935,017	11
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	0
					£ 91,668	£ 962,517	13

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.

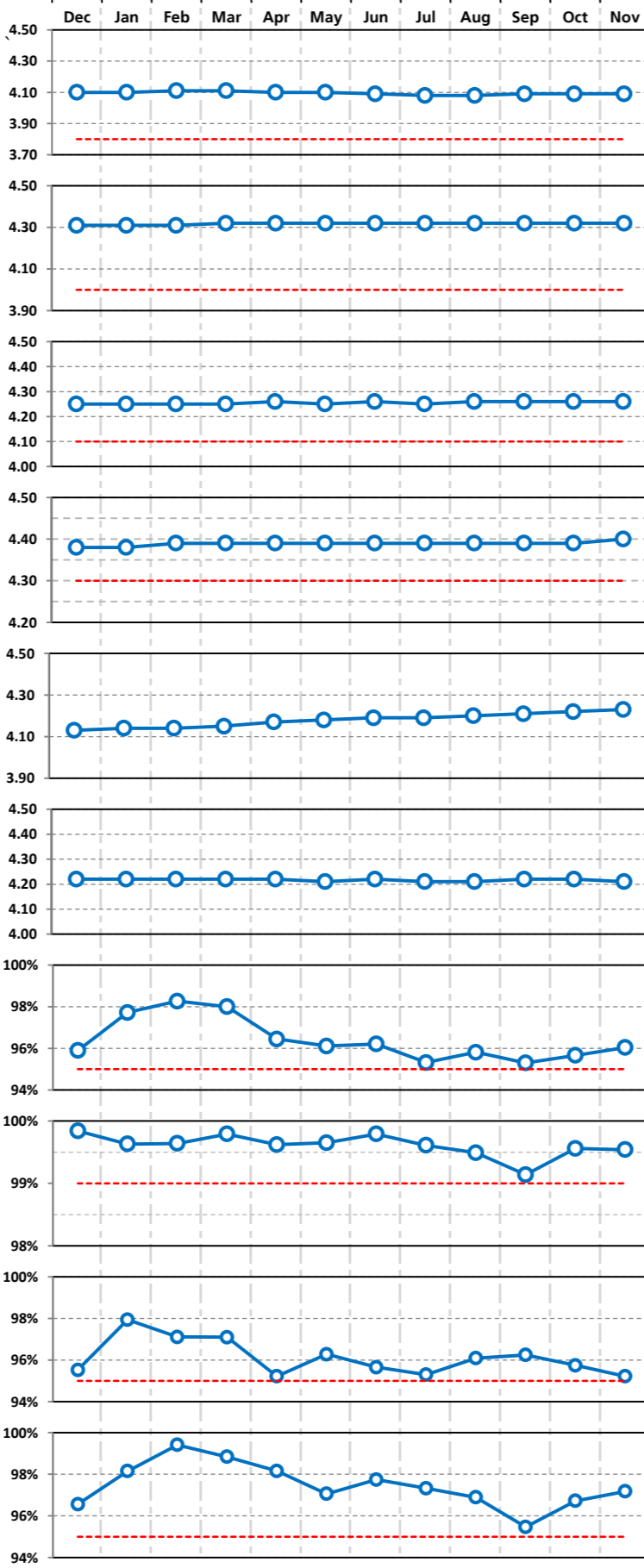
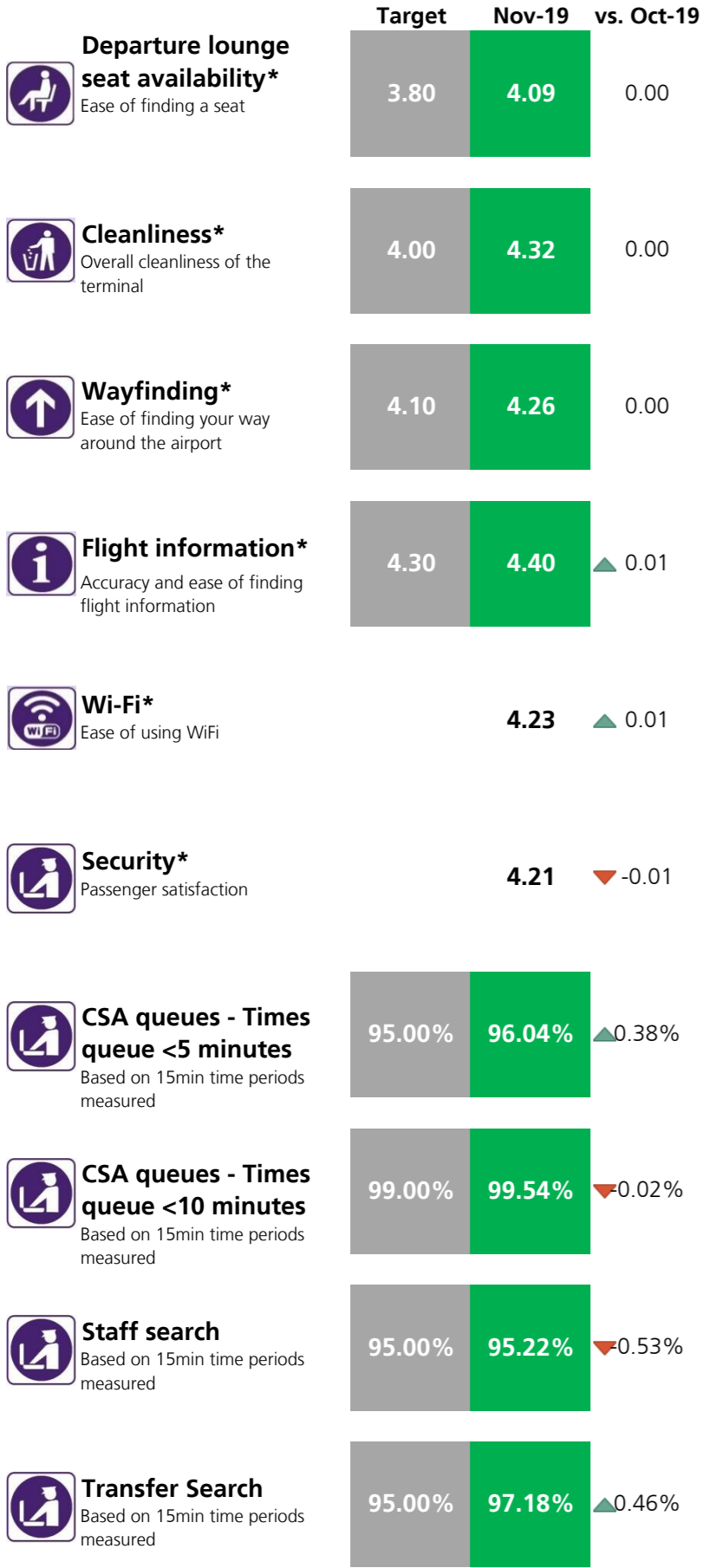
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

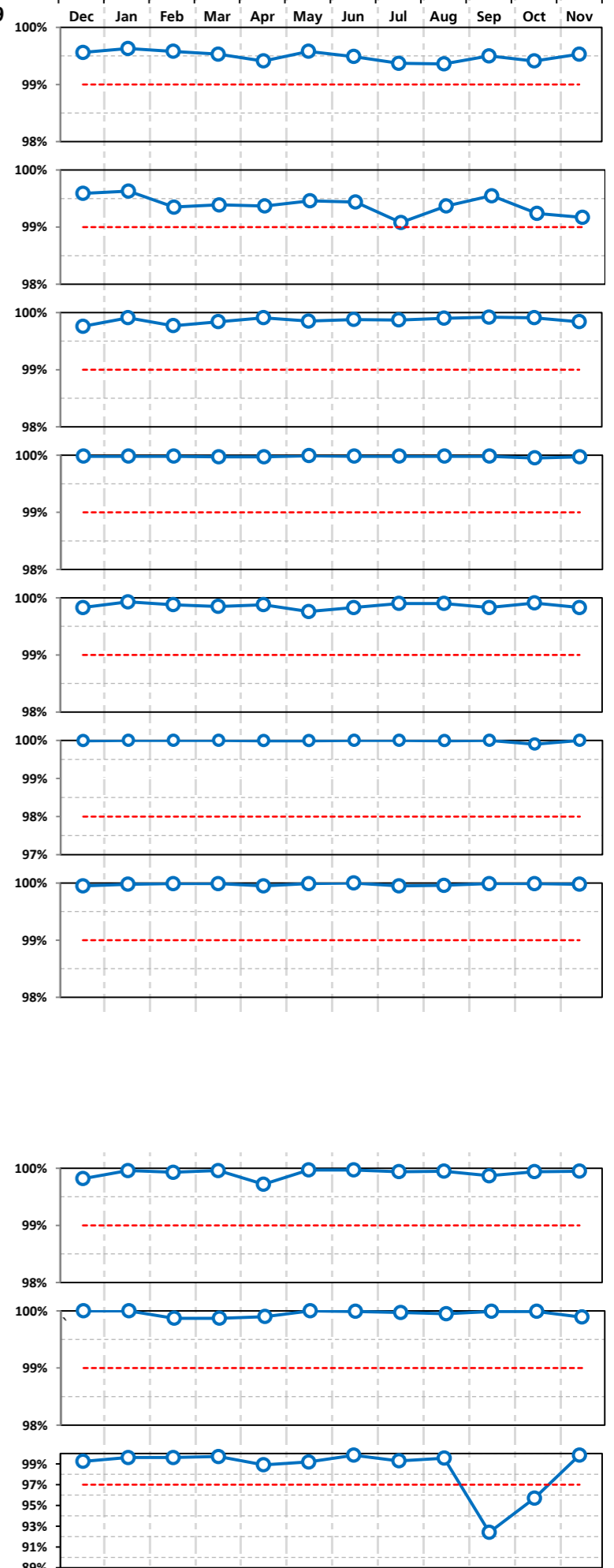
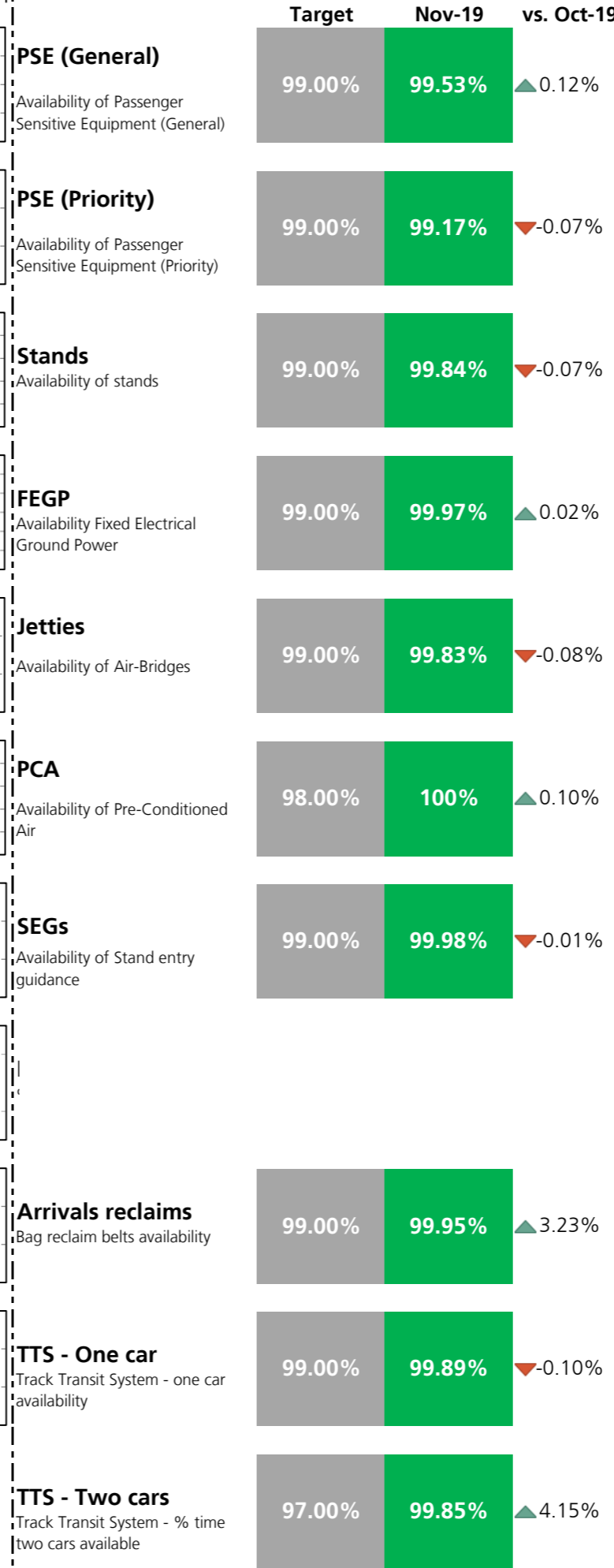
Terminal 5 Performance Report November 2019

caulation 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:

	Nov - 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	✓	£ -	£ 628,800.00	2
		£ -	£ 628,800.00	2

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Nov - 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	£ 935,017	11
Flight information	MAA	4.40	4.70	4.40	£ -	£ -	0
					£ 91,668	£ 962,517	13

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

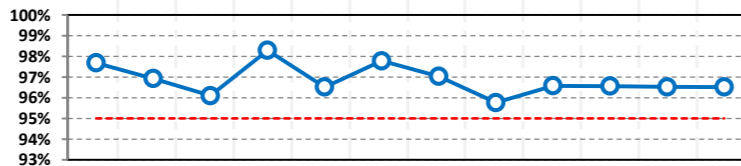
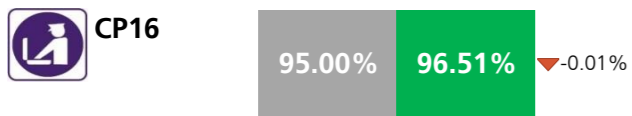
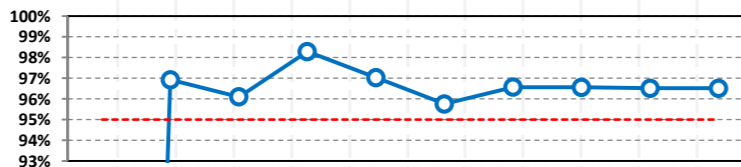
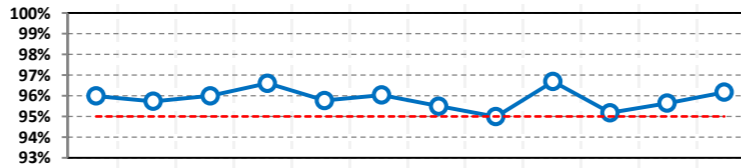
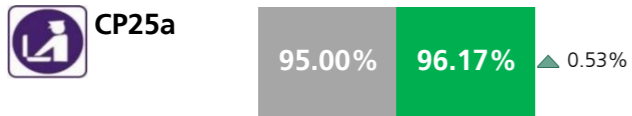
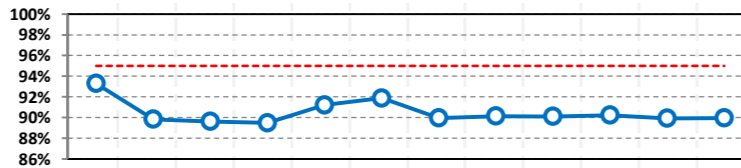
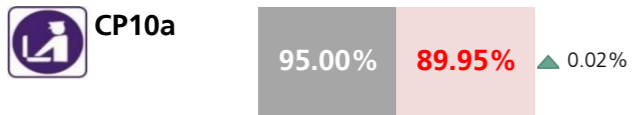
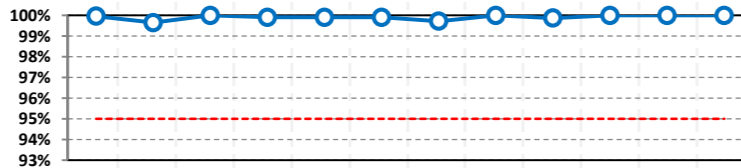
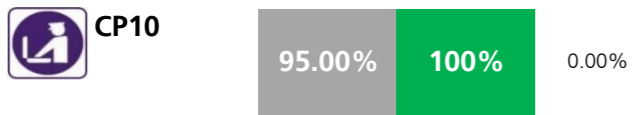
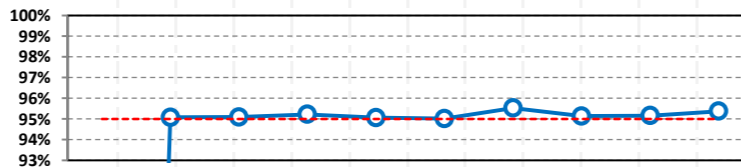
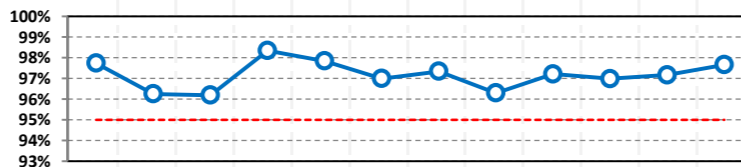
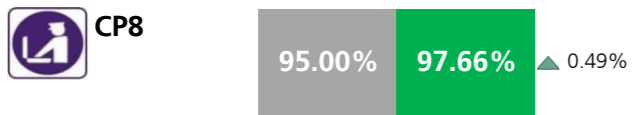
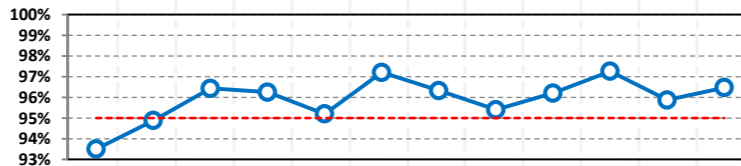
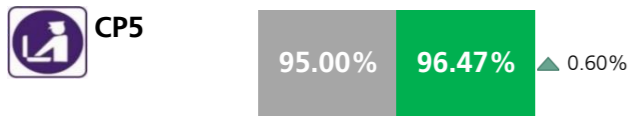
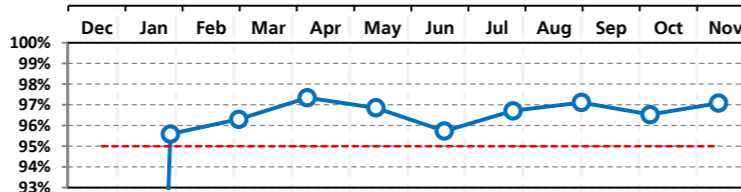
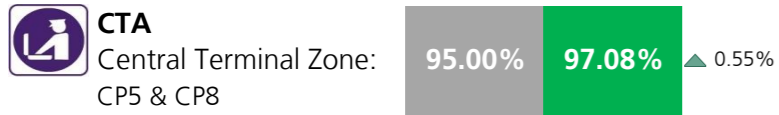
All bonus measures are based on MAA

Campus Performance Report November 2019

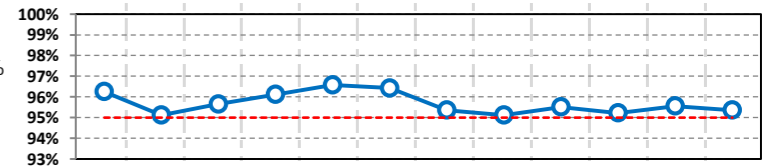
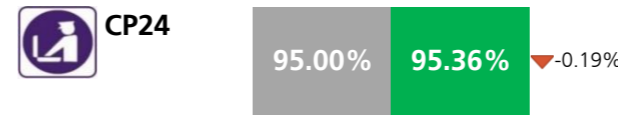
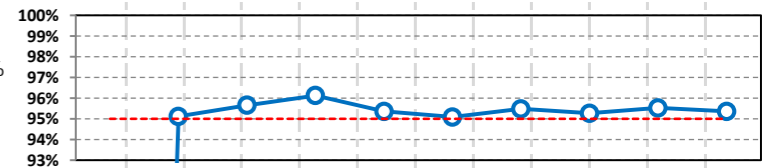
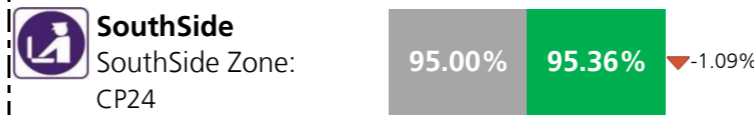
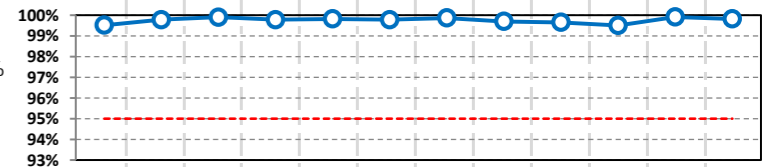
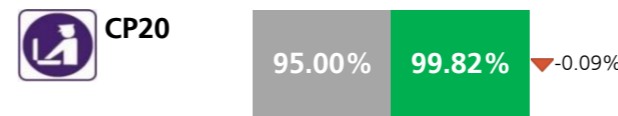
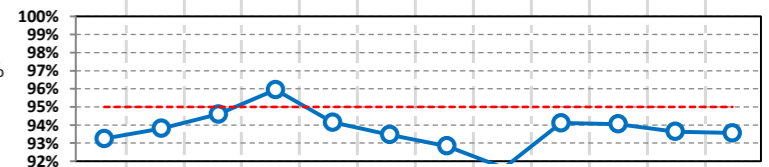
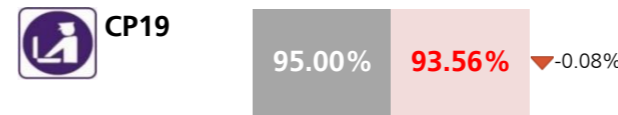
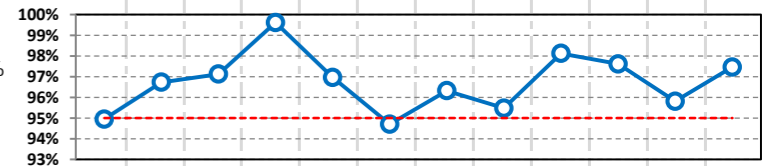
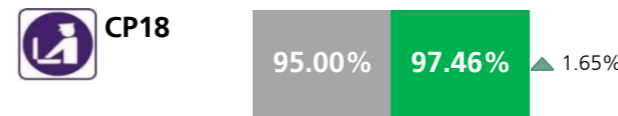
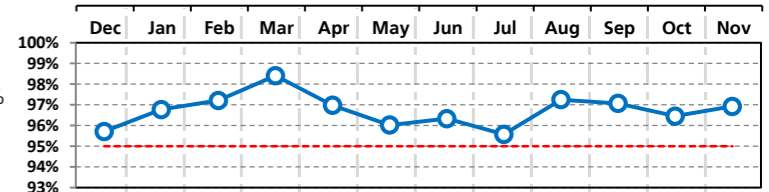
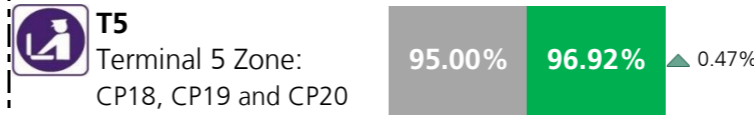
Financial Report - Bonus and Rebates

Service Level Performance

Control Post Security Search



Service Level Performance



Financial Report

Rebates:

	Nov - 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