



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

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

Heathrow Performance Report March 2019

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.36	4.17	4.28	4.11	
Cleanliness* Overall cleanliness of the terminal	4.37	4.18	4.25	4.32	
Wayfinding* Ease of finding your way around the airport	4.31	4.24	4.26	4.25	
Flight information* Accuracy and ease of finding flight information	4.43	4.40	4.37	4.39	
Wi-Fi* Ease of using WiFi	4.14	4.14	4.19	4.15	
Security* Passenger satisfaction	4.25	4.21	4.23	4.22	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.44%	95.71%	96.73%	98.00%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.95%	99.68%	99.91%	99.79%	
Staff search Based on 15min time periods measured	99.77%	99.17%	99.76%	97.10%	
Transfer Search Based on 15min time periods measured	98.11%	95.67%	99.62%	98.84%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	97.34%	95.22%	98.29%	98.41%	96.12%

Service Level Performance

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

Financial Report- Bonus and Rebates

	Rebates:					Campus	Estimated Rebate	Estimated Rebate	Total Failures
	Mar - 2019				YTD				
	T2	T3	T4	T5					
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	✓	✓	✓	✓		£ -	£ 137,517.00	1	
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	
Total						£ -	£ 137,517.00	1	

Lower Threshold	Upper Threshold	Bonuses:				Estimated Bonus	Estimated Bonus	Total Pass	
		Mar - 2019							YTD
		T2	T3	T4	T5				
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	
						£ 87,085	£ 247,504	5	

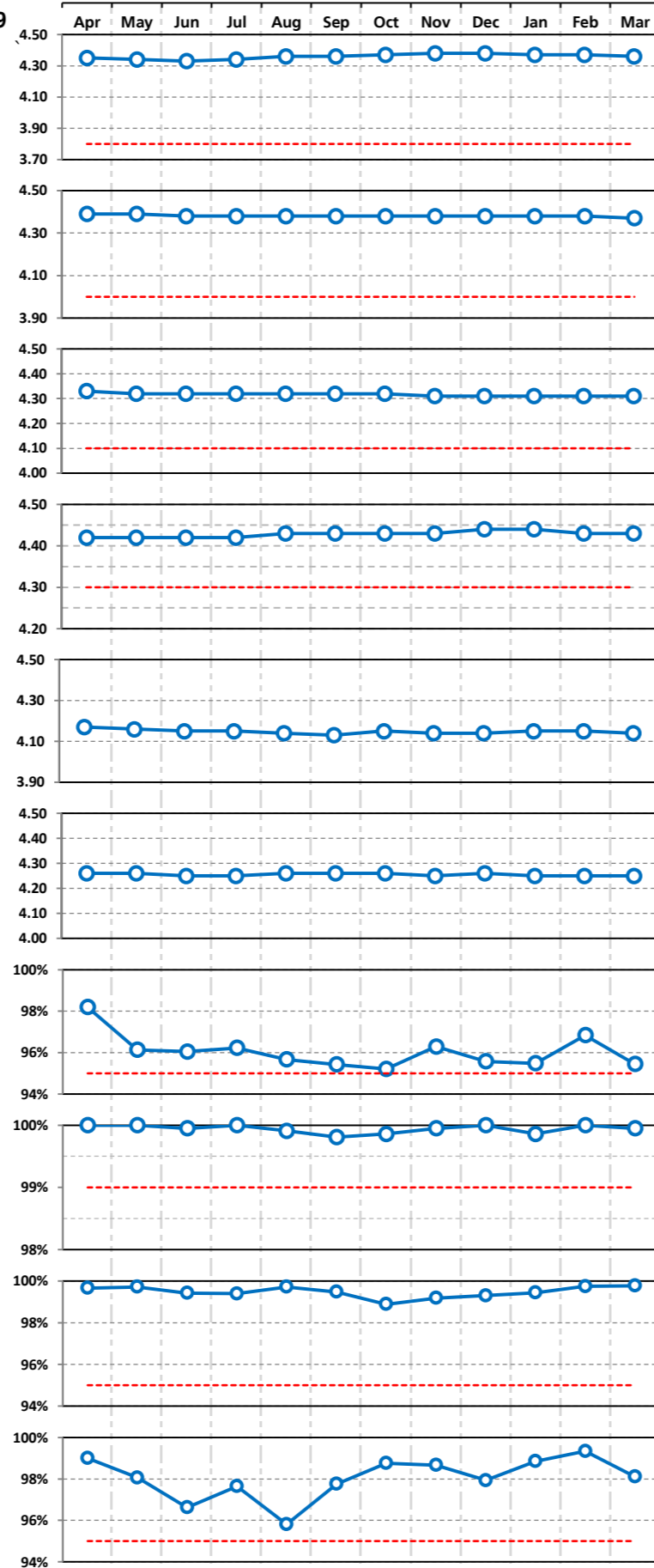
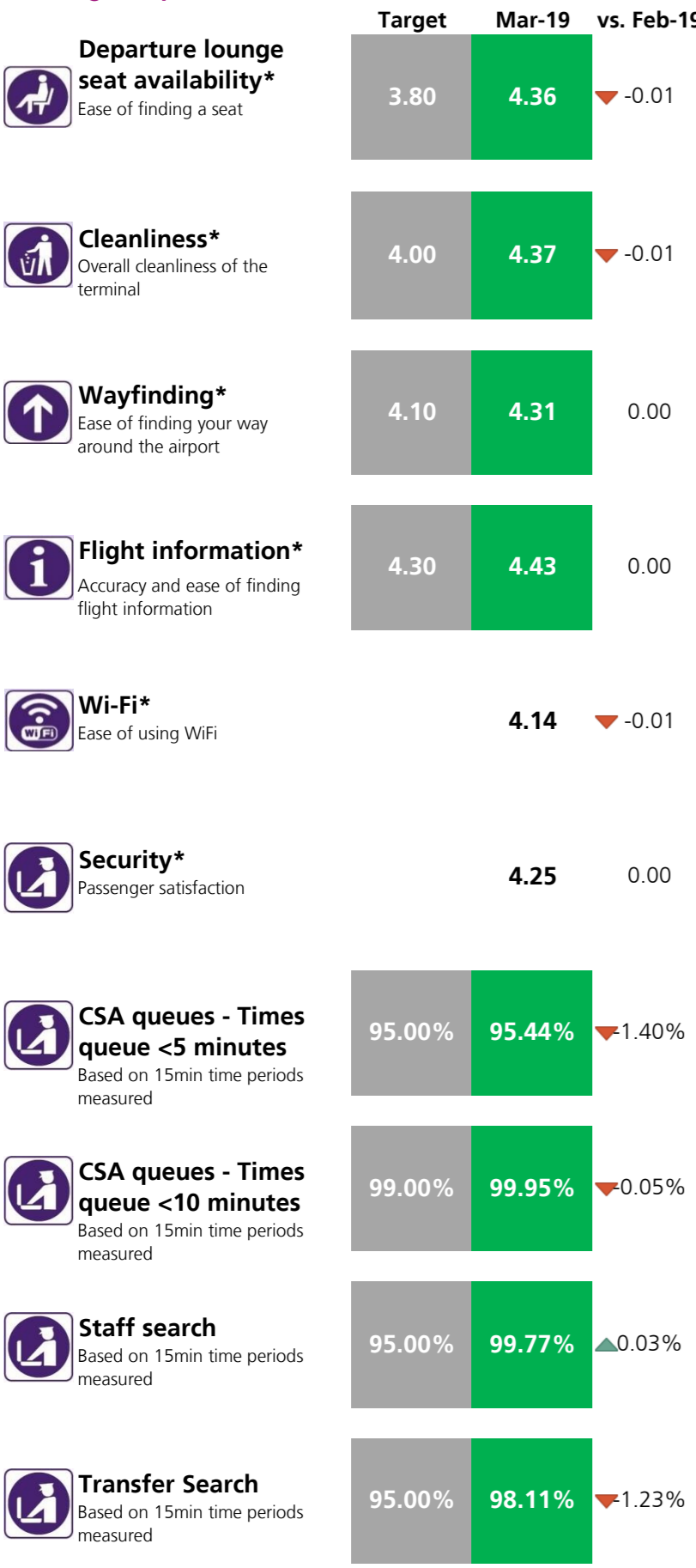
Bonus: All business units must exceed Lower Threshold.
 Lowest Score will be used to calculate bonus term each month for qualifying measures
 Financial year is from January 2019 - December 2019

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.

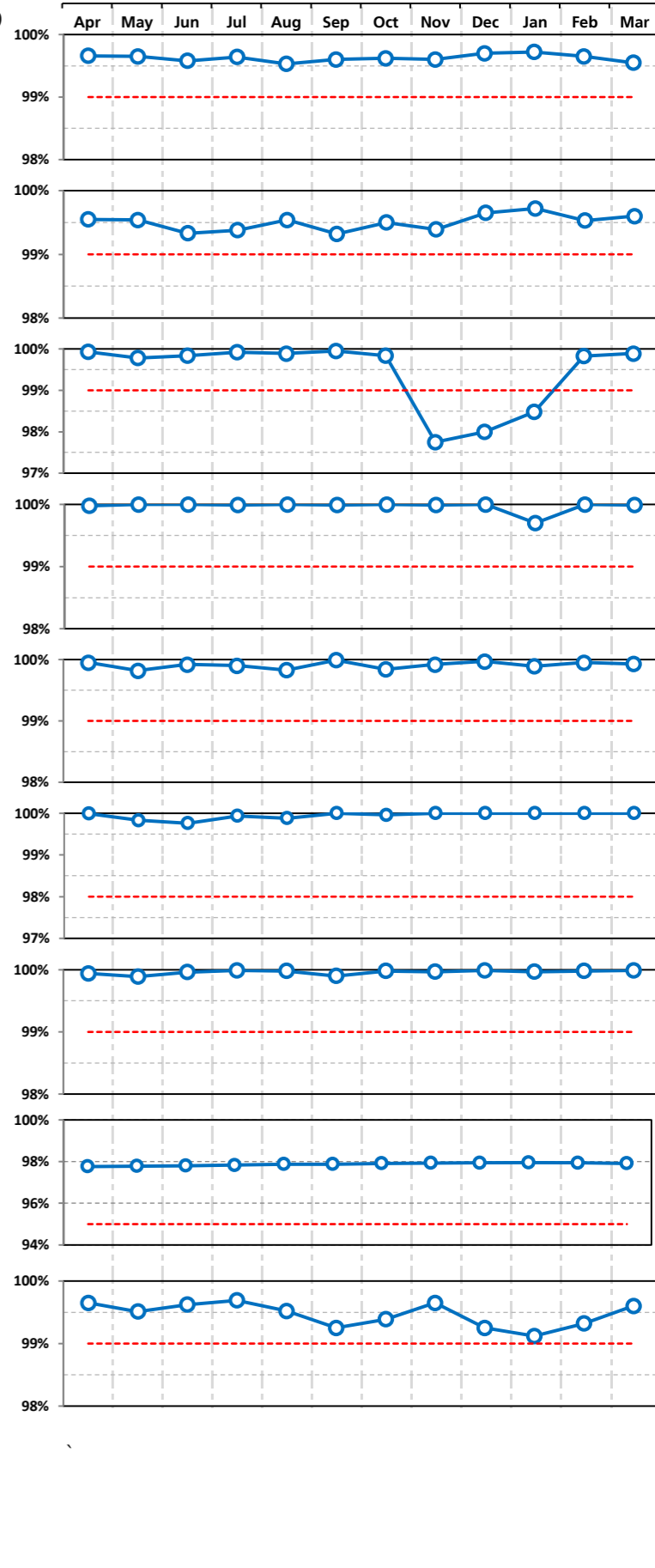
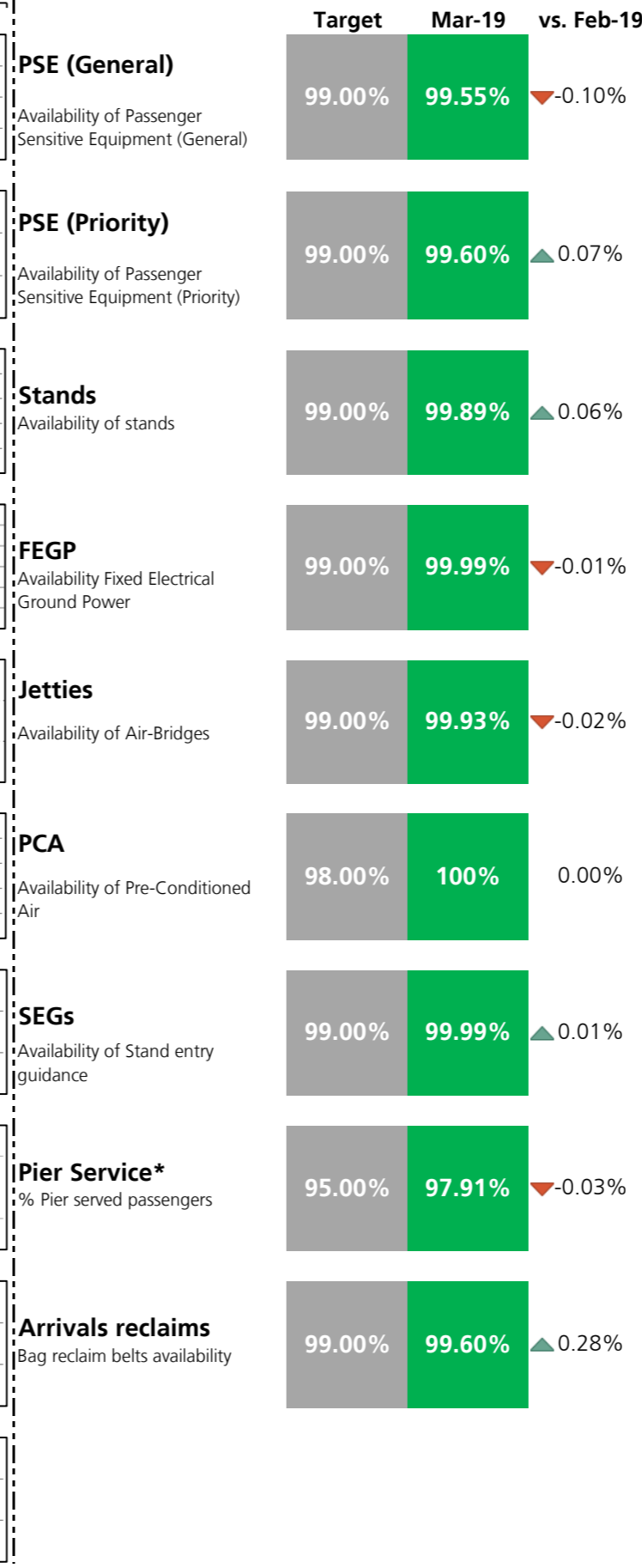
Terminal 2 Performance Report March 2019

Classification: Internal
 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
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	✓	£ -	£ 137,517.00	1
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	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
Departure lounge seat availability	MAA	4.10	4.50	4.36	£ 13,750	£ 13,750.25	1
Cleanliness	MAA	4.20	4.50	4.37	£ -	£ -	0
Wayfinding	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

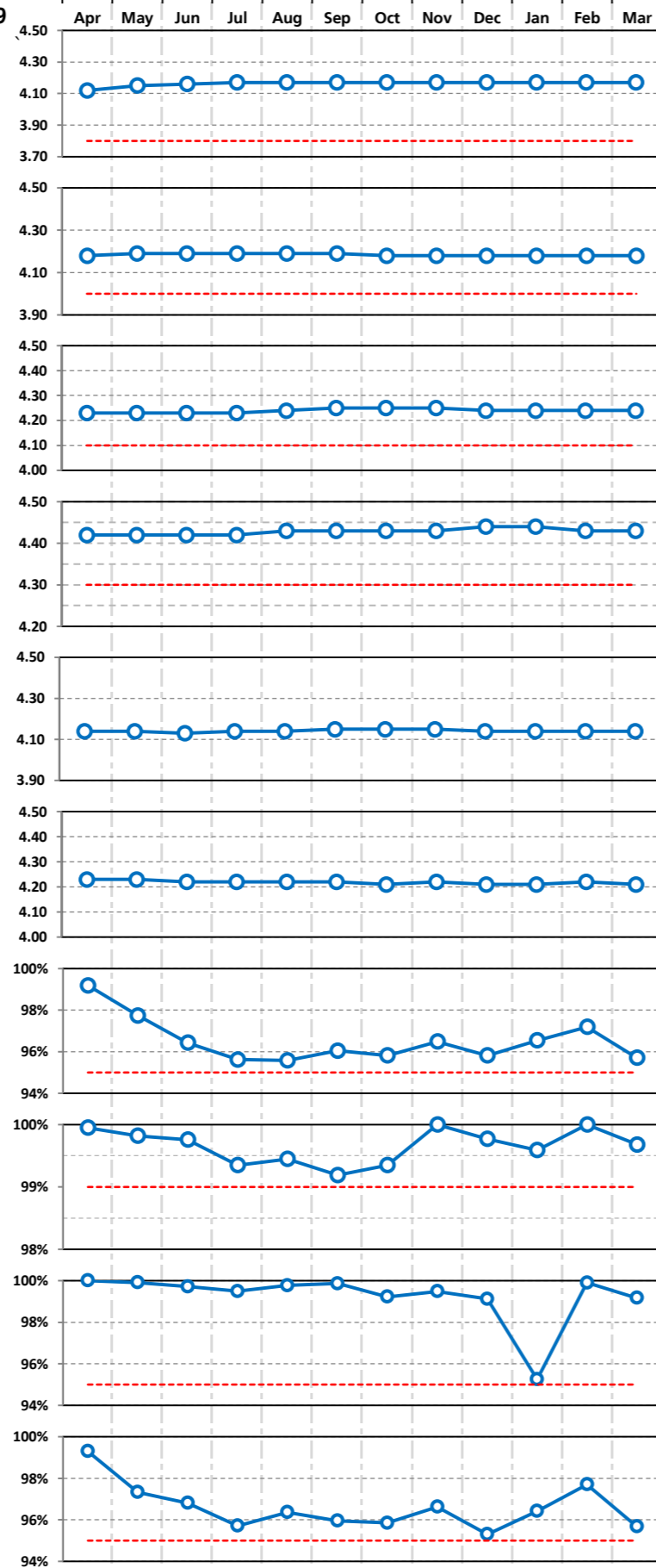
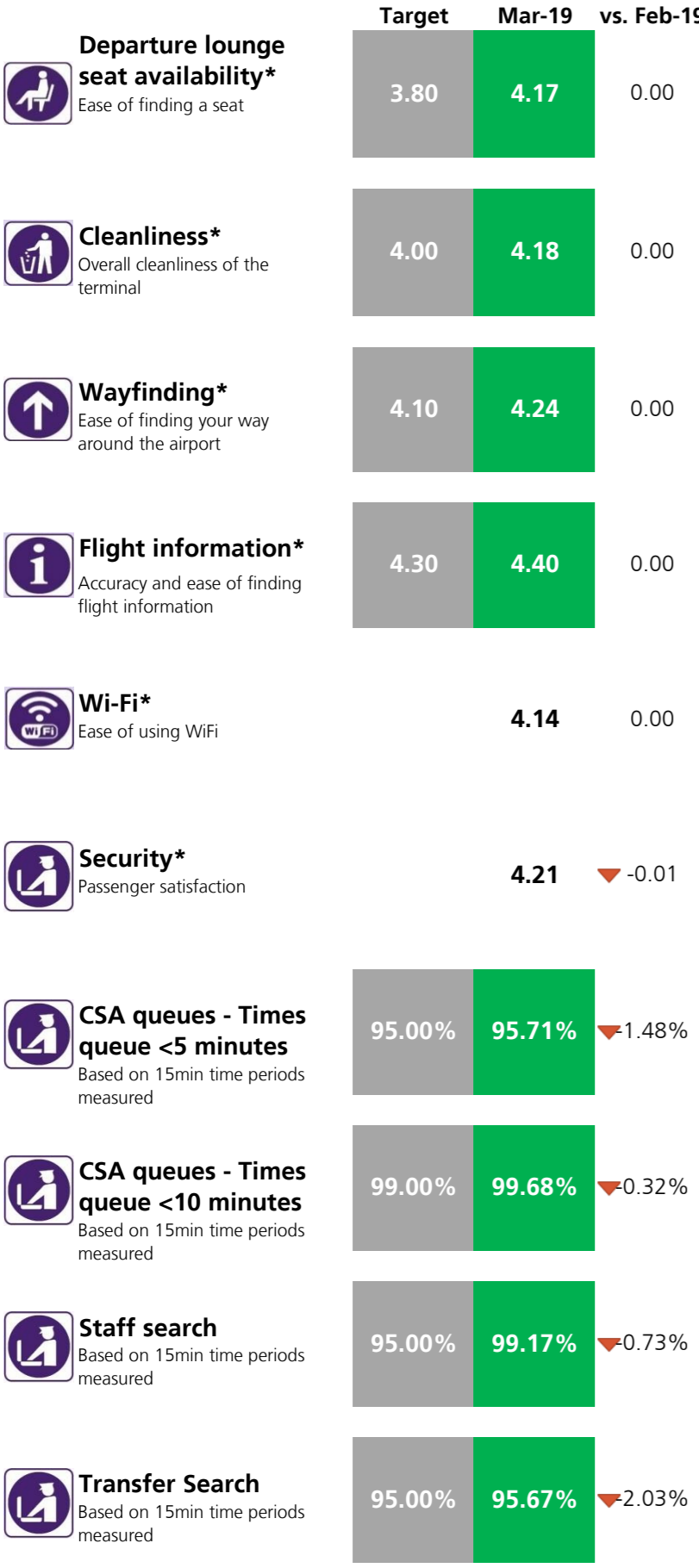
All bonus measures are based on MAA

Terminal 3 Performance Report March 2019

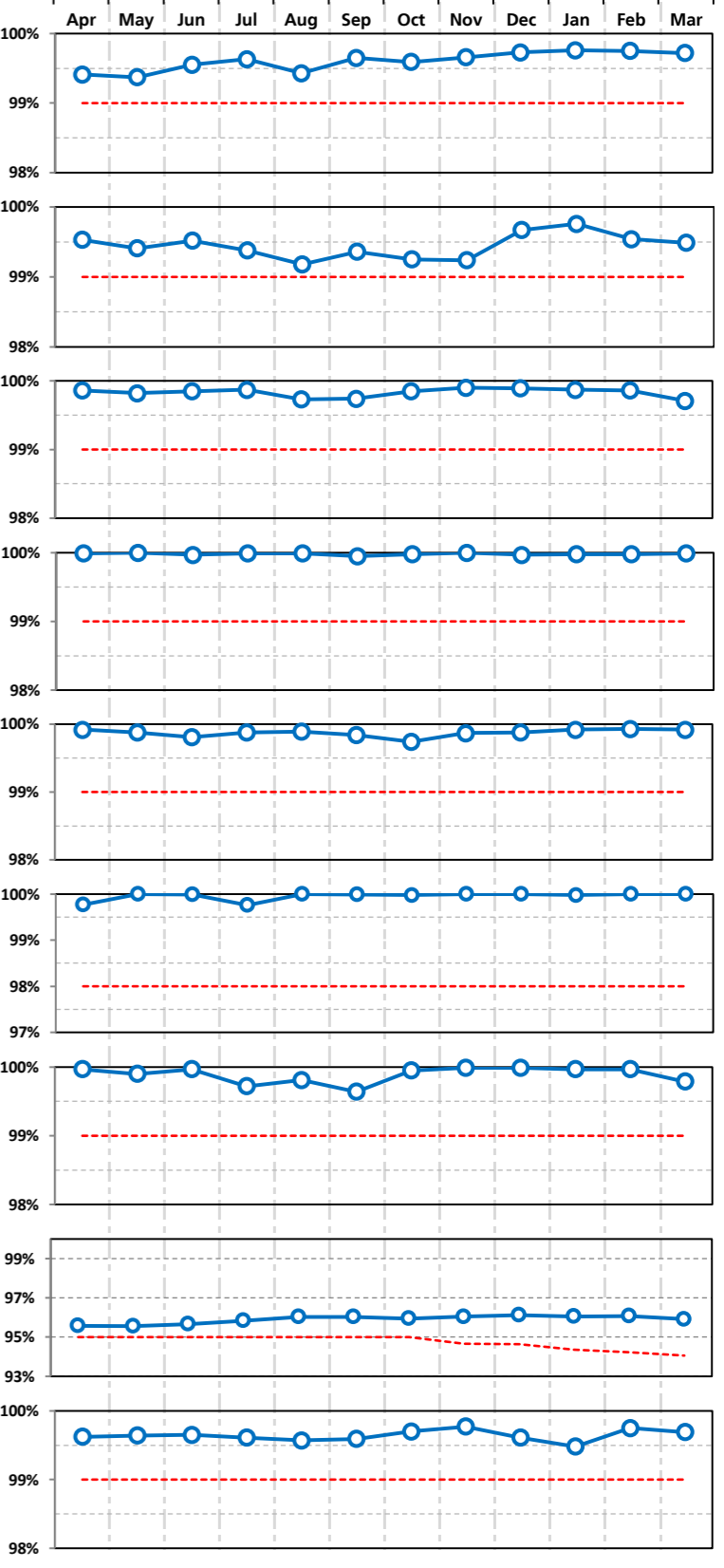
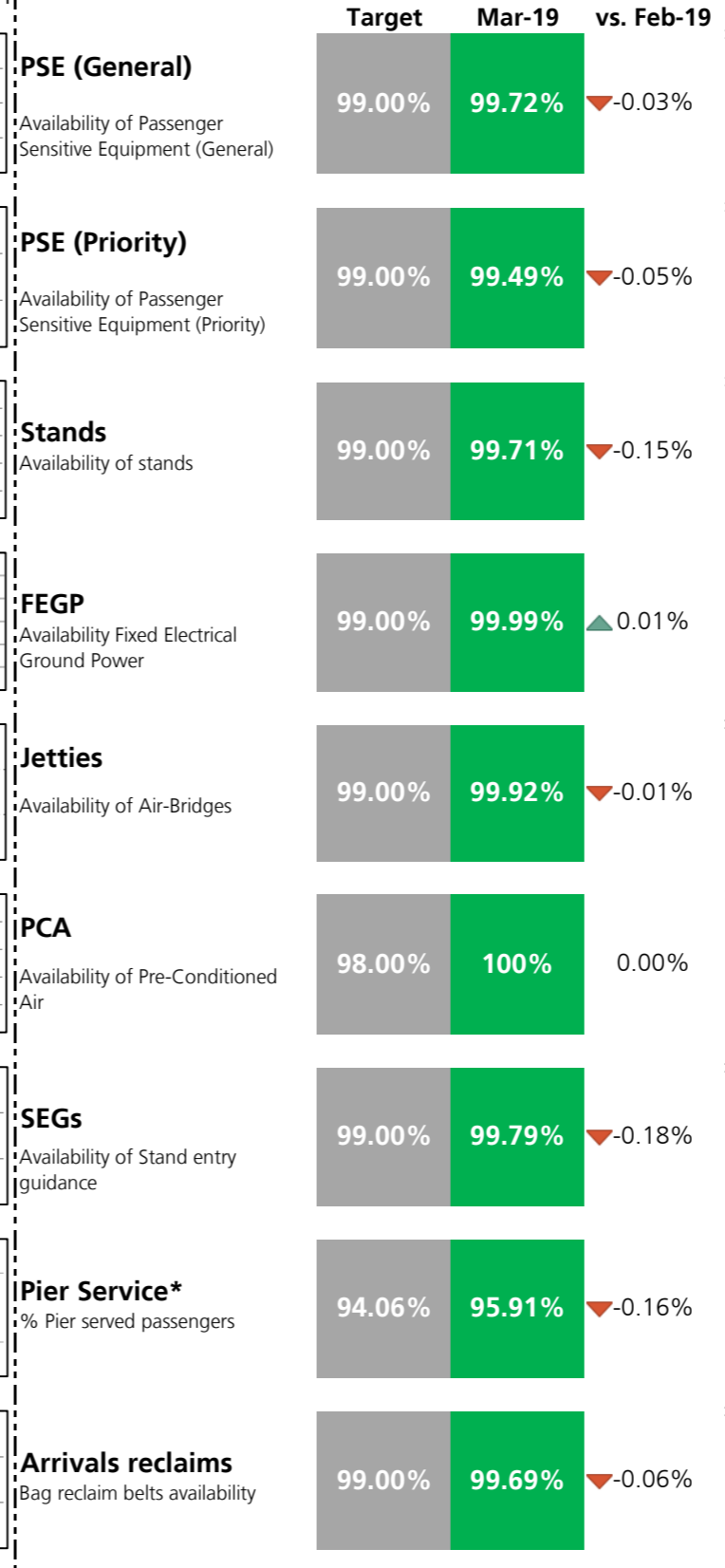
Classification: Internal

*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 3 Performance Report March 2019

Financial Report - Bonus and Rebates

Rebates:

	Mar - 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	Mar - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.17	£ 13,750.25	£ 13,750.25	1	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
Wayfinding	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.

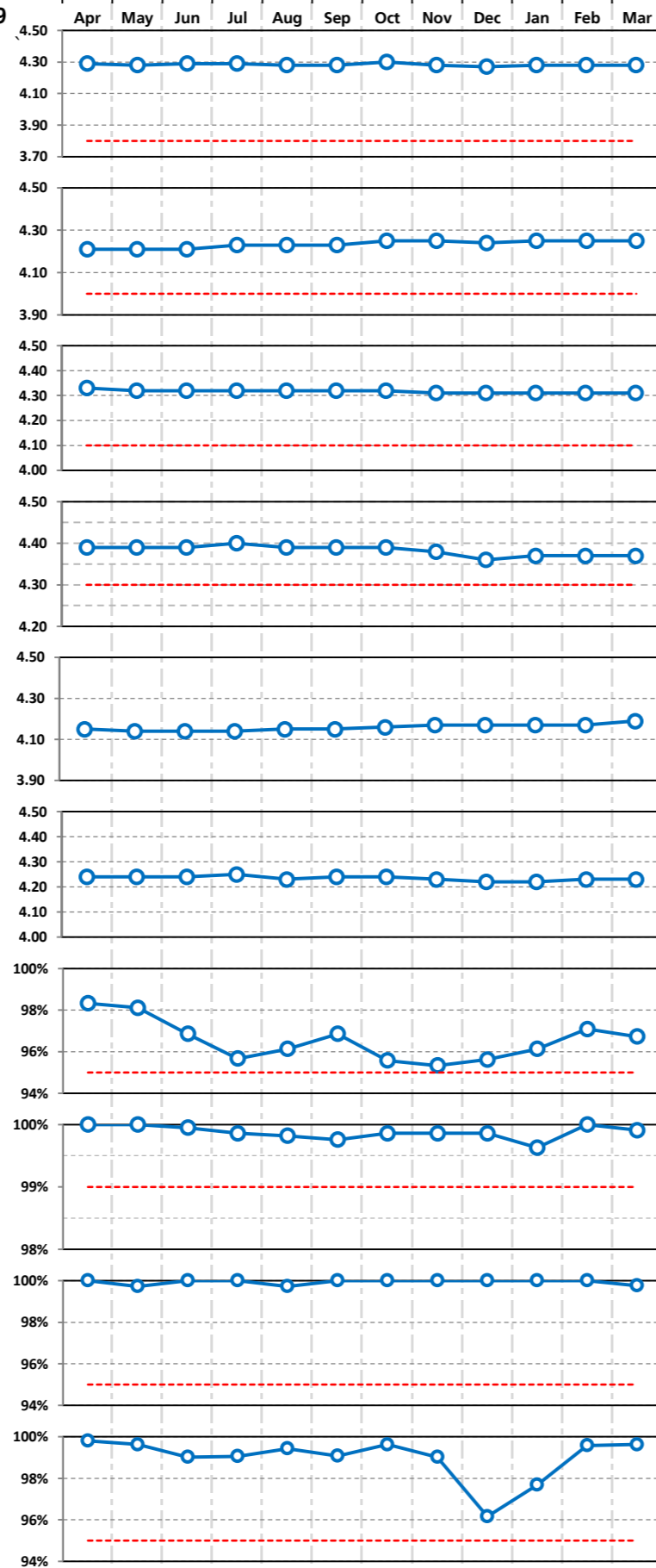
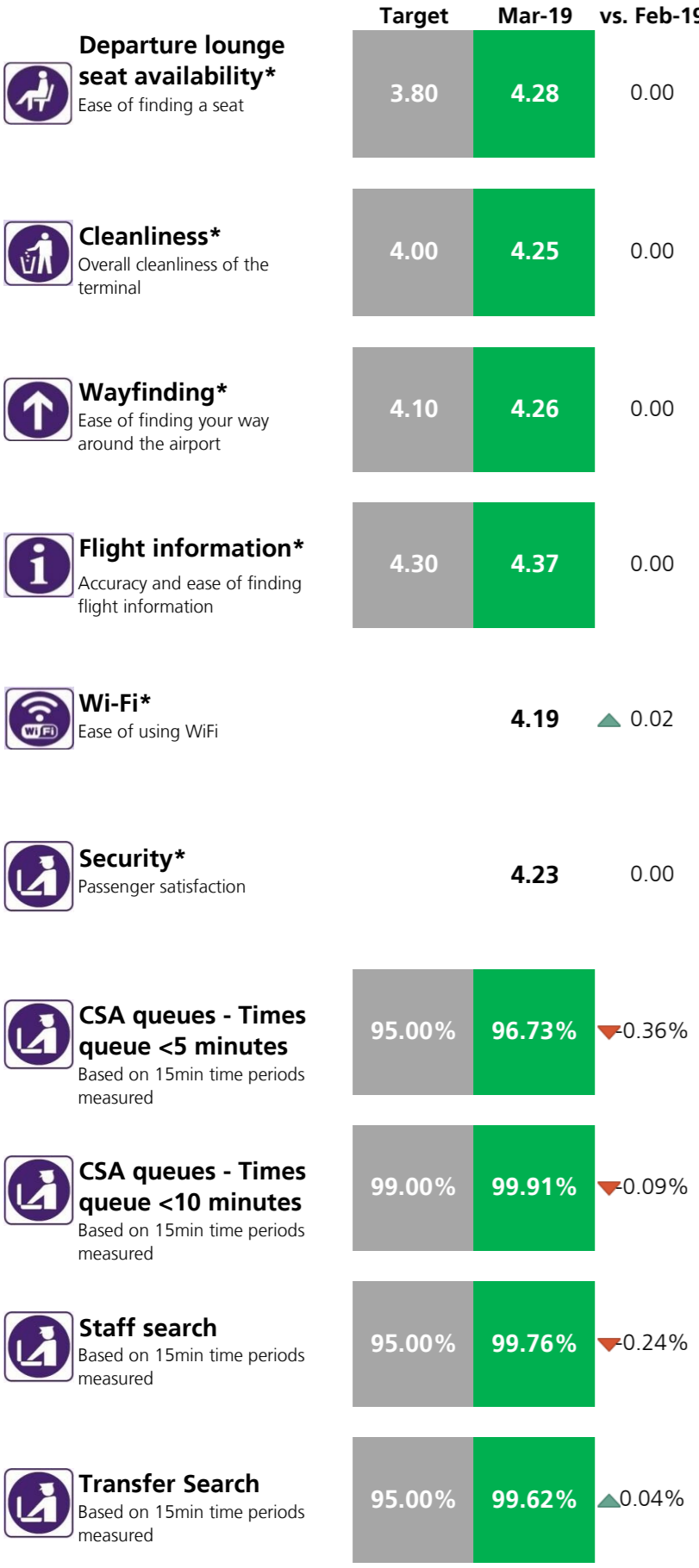
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

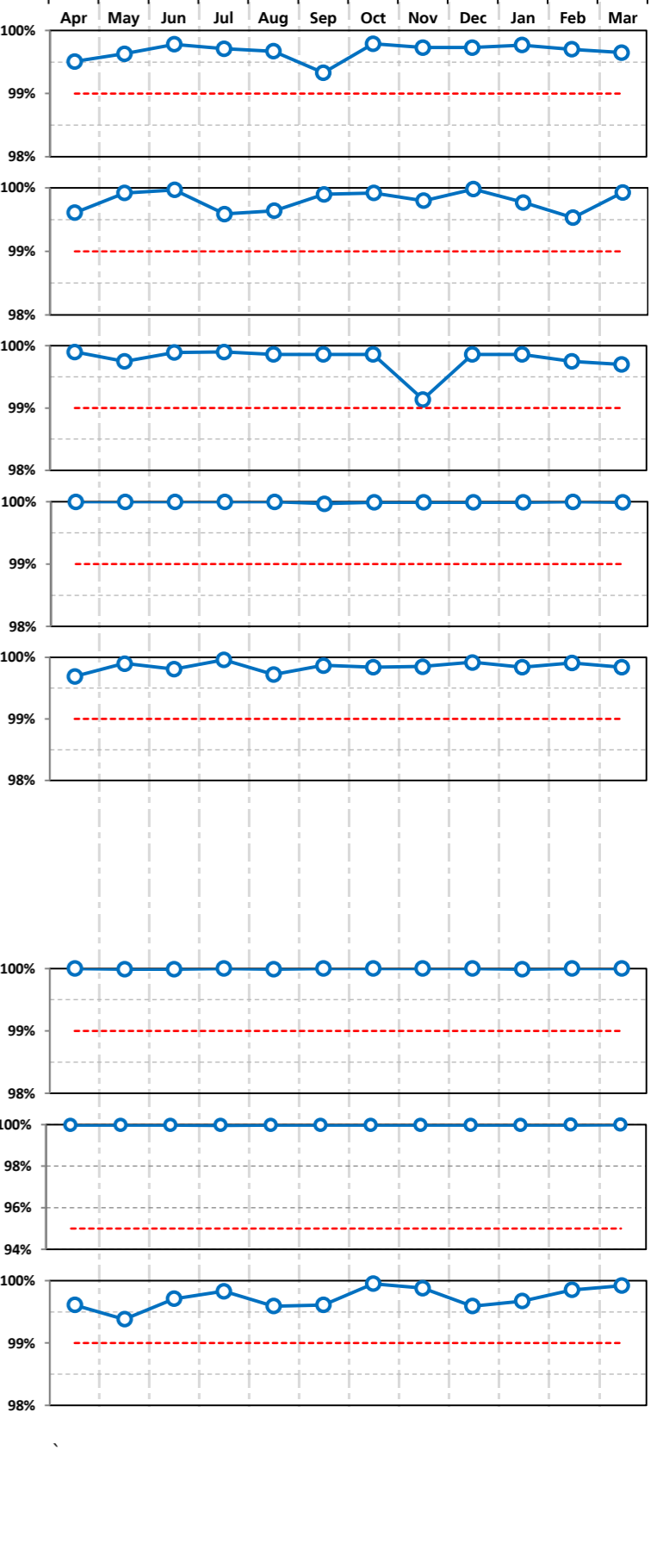
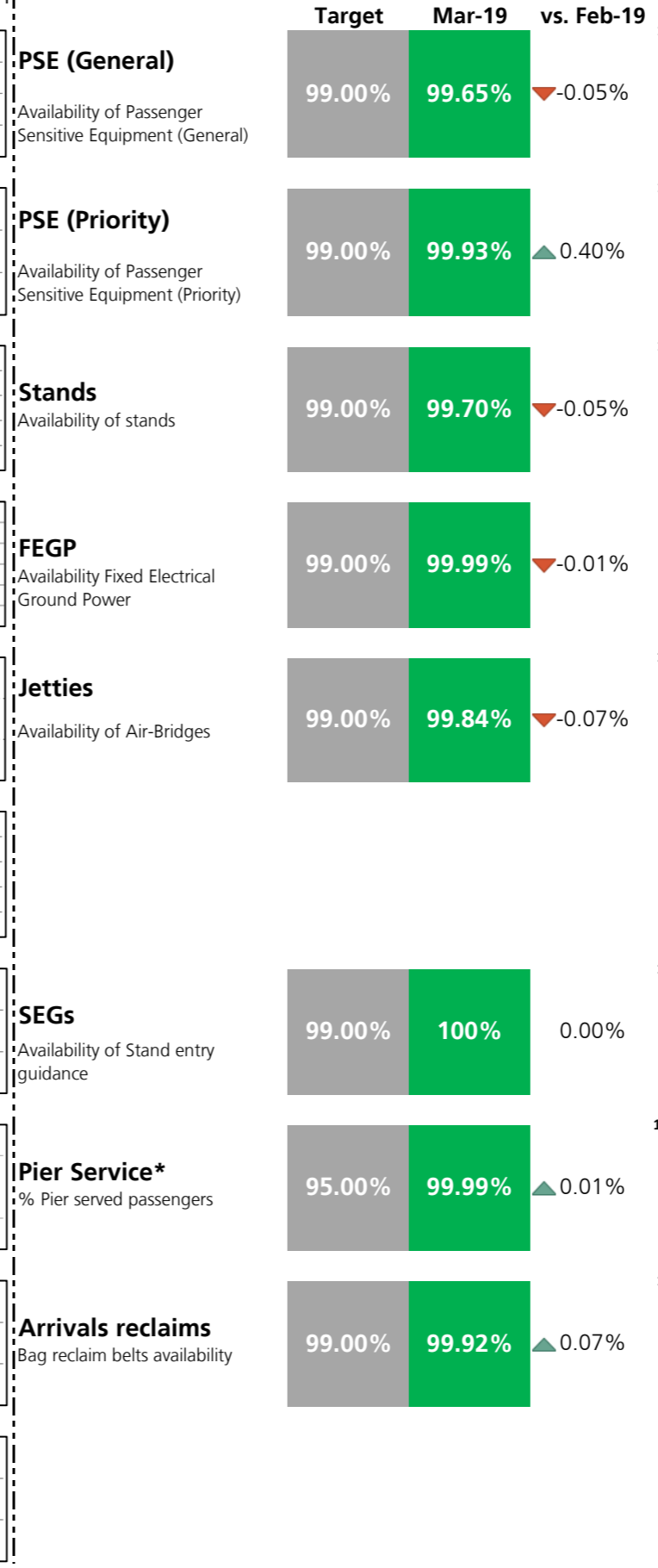
Terminal 4 Performance Report March 2019

Classification: Internal
 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 4 Performance Report March 2019

Financial Report - Bonus and Rebates

Rebates:

	Mar - 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	Mar - 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	4.28	£ 13,750.25	£ 13,750.25	1
Cleanliness	MAA	4.20	4.50	4.25	£ -	£ -	0
Wayfinding	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.

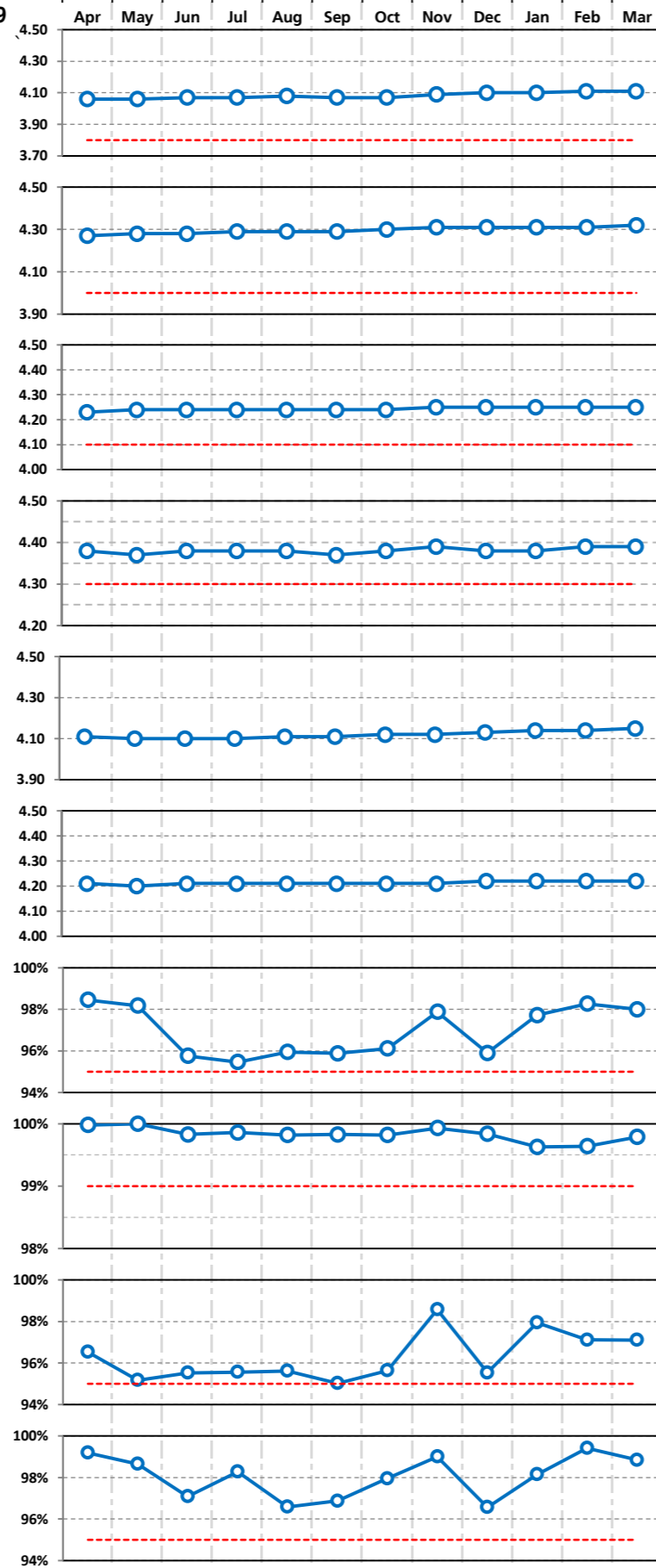
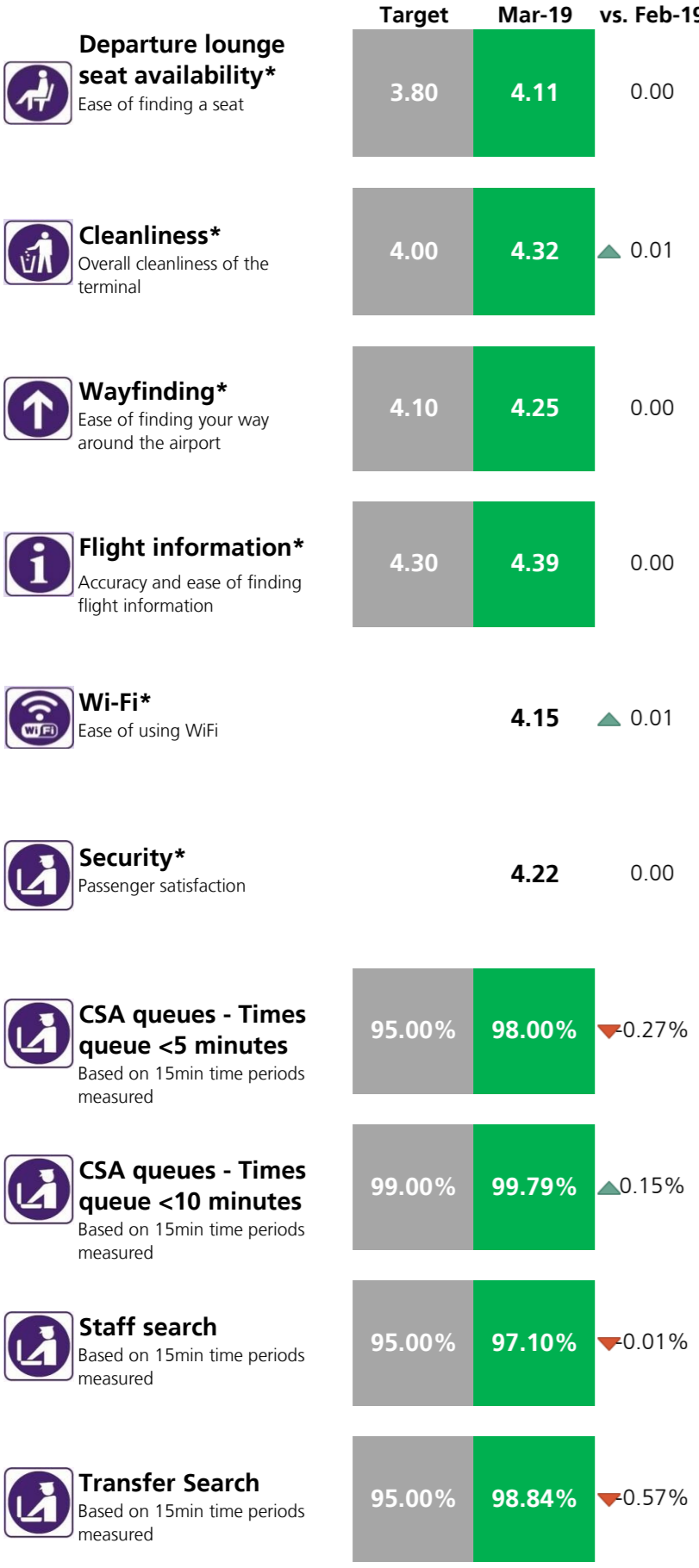
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

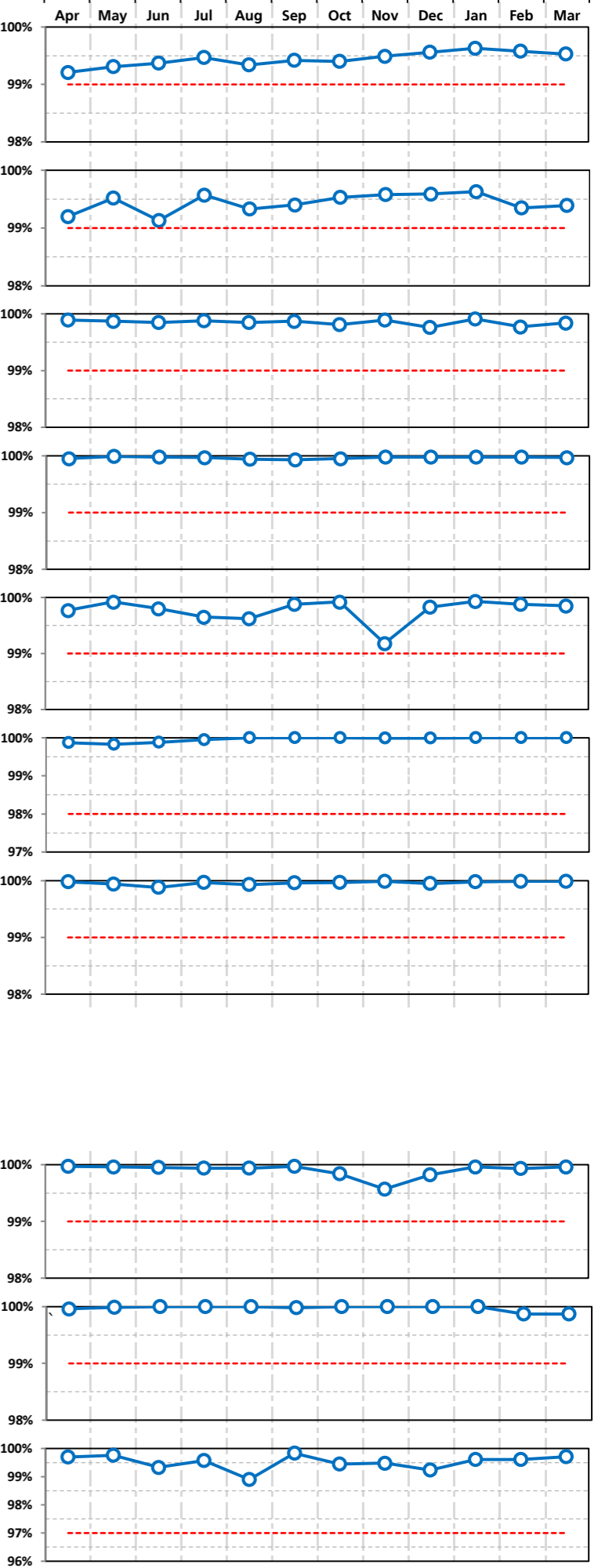
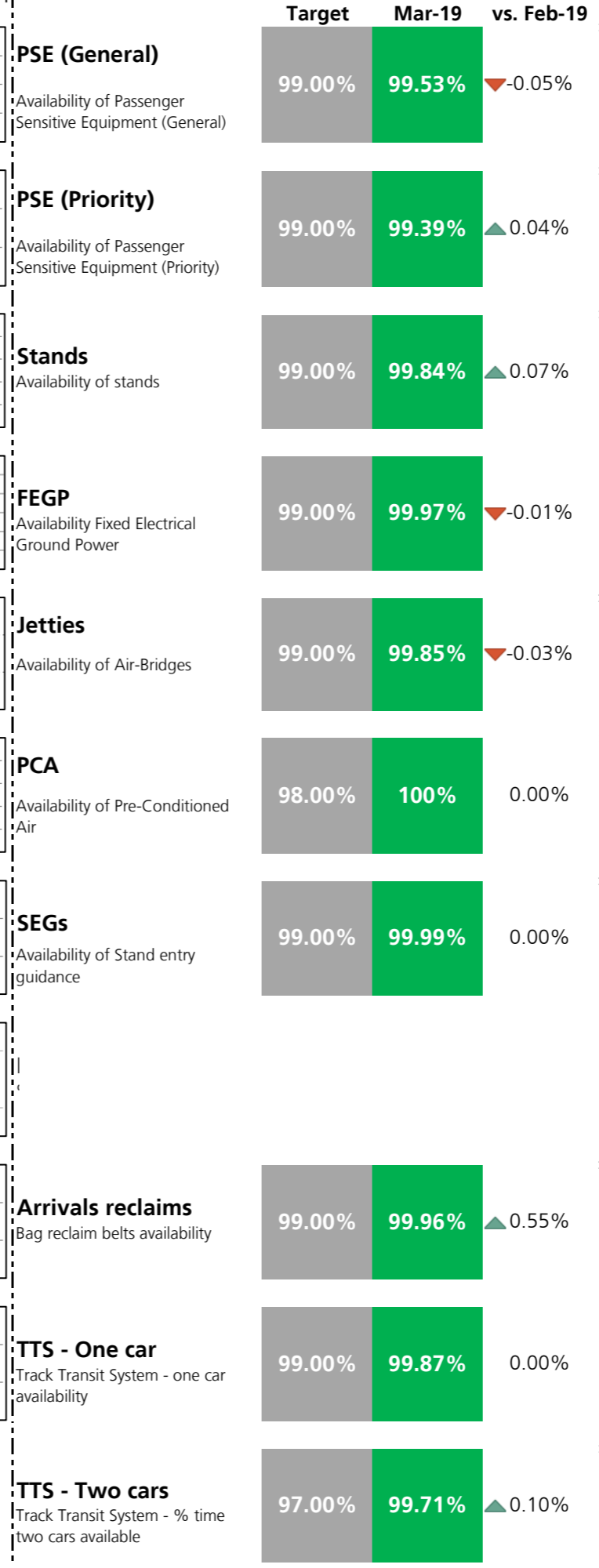
Terminal 5 Performance Report March 2019

Classification: Internal
 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 5 Performance Report March 2019

Financial Report - Bonus and Rebates

Rebates:

	Mar - 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
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Mar - 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	4.11	£ 13,750.25	£ 13,750.25	1
Cleanliness	MAA	4.20	4.50	4.32	£ -	£ -	0
Wayfinding	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

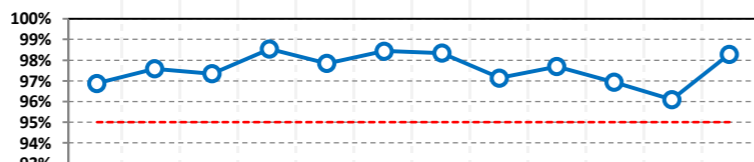
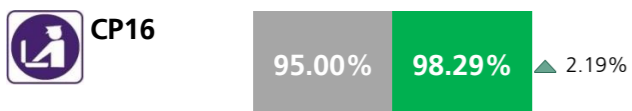
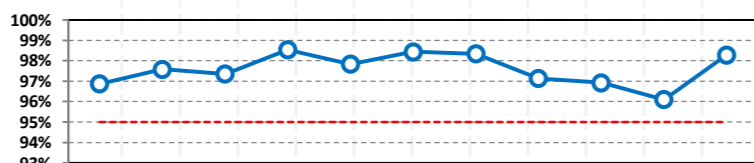
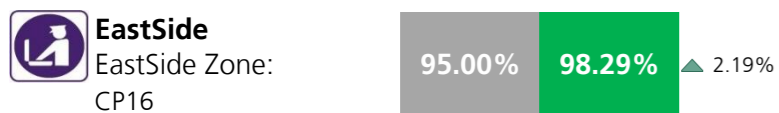
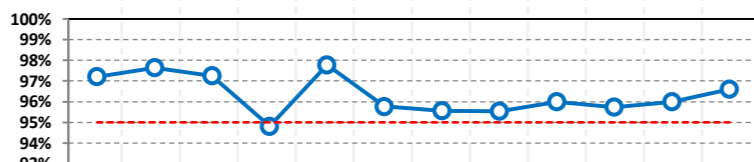
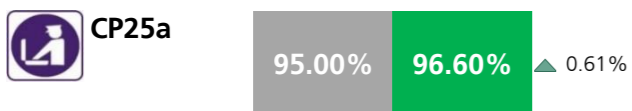
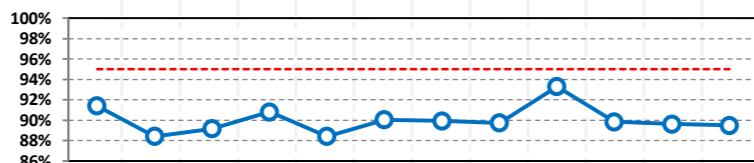
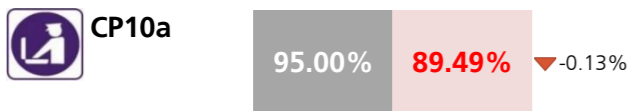
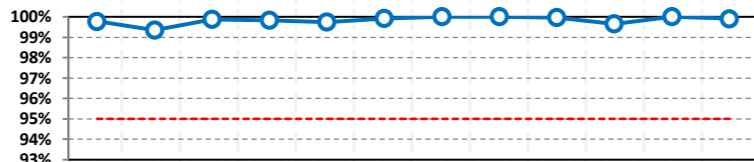
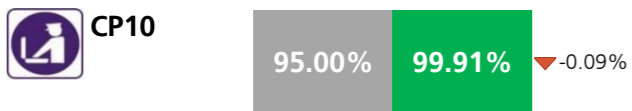
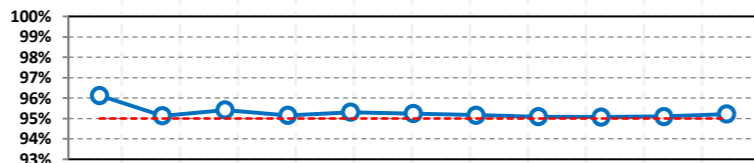
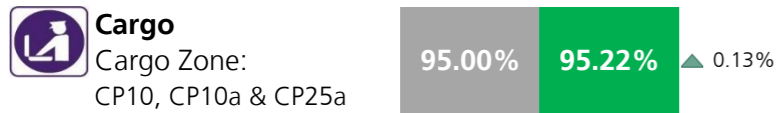
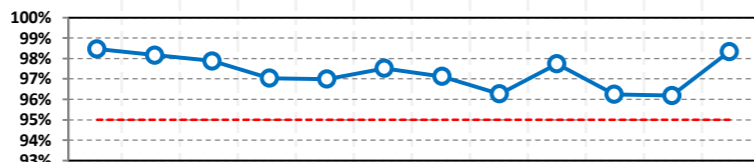
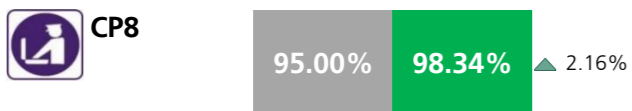
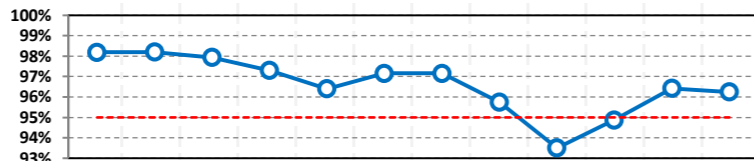
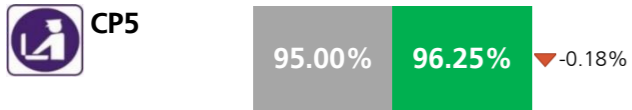
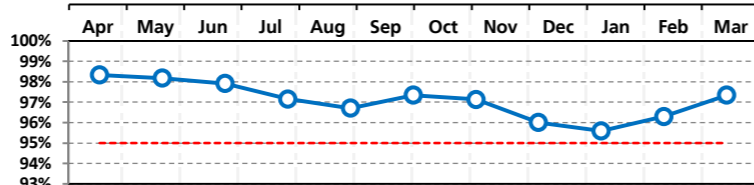
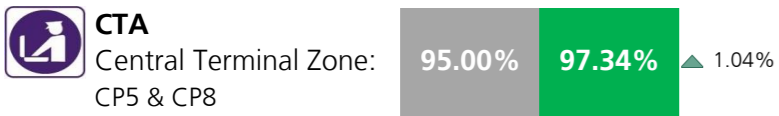
All bonus measures are based on MAA

Campus Performance Report March 2019

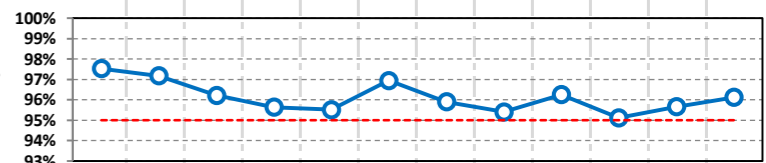
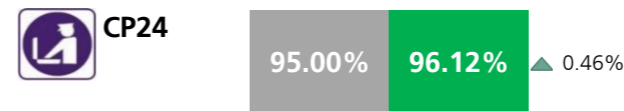
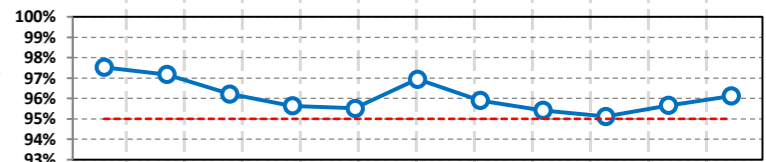
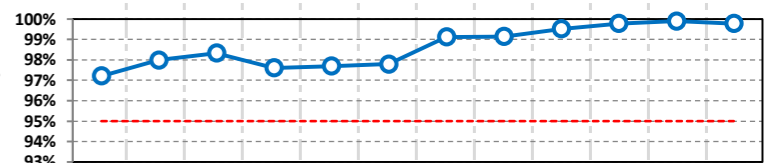
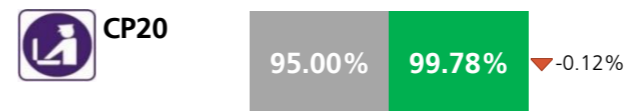
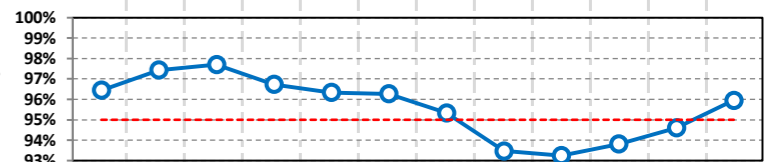
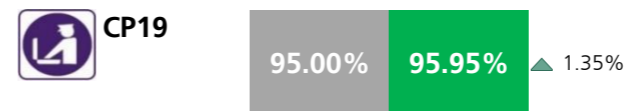
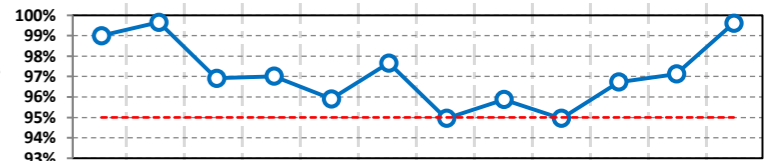
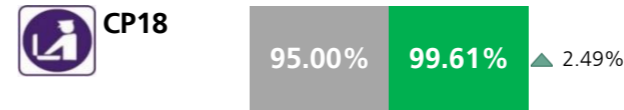
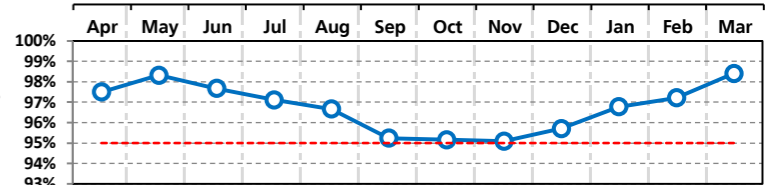
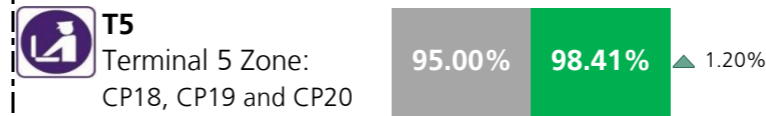
Financial Report - Bonus and Rebates

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