



# Heathrow Performance Report

Service Quality Rebate and Bonus - June 2019

Integrated Planning and Performance - Airport Operations

Printed: 16 July 2019

**Heathrow**  
*Making every journey better*

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

# Heathrow Performance Report June 2019

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.36	4.18	4.28	4.09	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.37	4.17	4.27	4.32	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.31	4.25	4.28	4.26	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.42	4.41	4.38	4.39	
<b>Wi-Fi*</b> Ease of using WiFi	4.16	4.17	4.23	4.19	
<b>Security*</b> Passenger satisfaction	4.26	4.22	4.22	4.22	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.81%	95.52%	95.14%	96.21%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.81%	99.48%	99.90%	99.79%	
<b>Staff search</b> Based on 15min time periods measured	99.37%	99.62%	99.76%	95.66%	
<b>Transfer Search</b> Based on 15min time periods measured	99.38%	96.00%	99.51%	97.74%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	96.85%	95.06%	97.03%	96.34%	95.36%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.66%	99.69%	99.88%	99.49%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.57%	99.41%	99.80%	99.44%
<b>Stands</b> Availability of stands	99.83%	99.87%	99.75%	99.88%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	100%	99.98%	100%	99.98%
<b>Jetties</b> Availability of Air-Bridges	99.59%	99.91%	99.94%	99.83%
<b>PCA</b> Availability of Pre-conditioned Air	99.79%	100%		100%
<b>SEGs</b>	100%	99.96%	100%	100%
<b>Pier Service*</b> % Pier served passengers	97.52%	95.92%	99.99%	
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.38%	99.55%	99.86%	99.97%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.99%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.84%

## Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Jun - 2019					Estimated Rebate	Estimated Rebate	Total Failures
	T2	T3	T4	T5	Campus			
<b>Departure lounge seat availability</b>	✓	✓	✓	✓		£ -	£ -	0
Cleanliness	✓	✓	✓	✓		£ -	£ -	0
<b>Wayfinding</b>	✓	✓	✓	✓		£ -	£ -	0
Flight information	✓	✓	✓	✓		£ -	£ -	0
<b>CSA Queues - Both</b>	✓	✓	✓	✓		£ -	£ -	0
Staff Search	✓	✓	✓	✓		£ -	£ -	0
<b>Transfer search</b>	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ 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:		Jun - 2019				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.36	4.18	4.28	4.09	£ -	£ 27,500	2
	4.20	4.50	4.37	4.17	4.27	4.32	£ -	£ -	0
	4.20	4.50	4.31	4.25	4.28	4.26	£ 91,668	£ 476,675	6
	4.40	4.70	4.42	4.41	4.38	4.39	£ -	£ -	0
<b>Total</b>							£ 91,668	£ 504,176	8

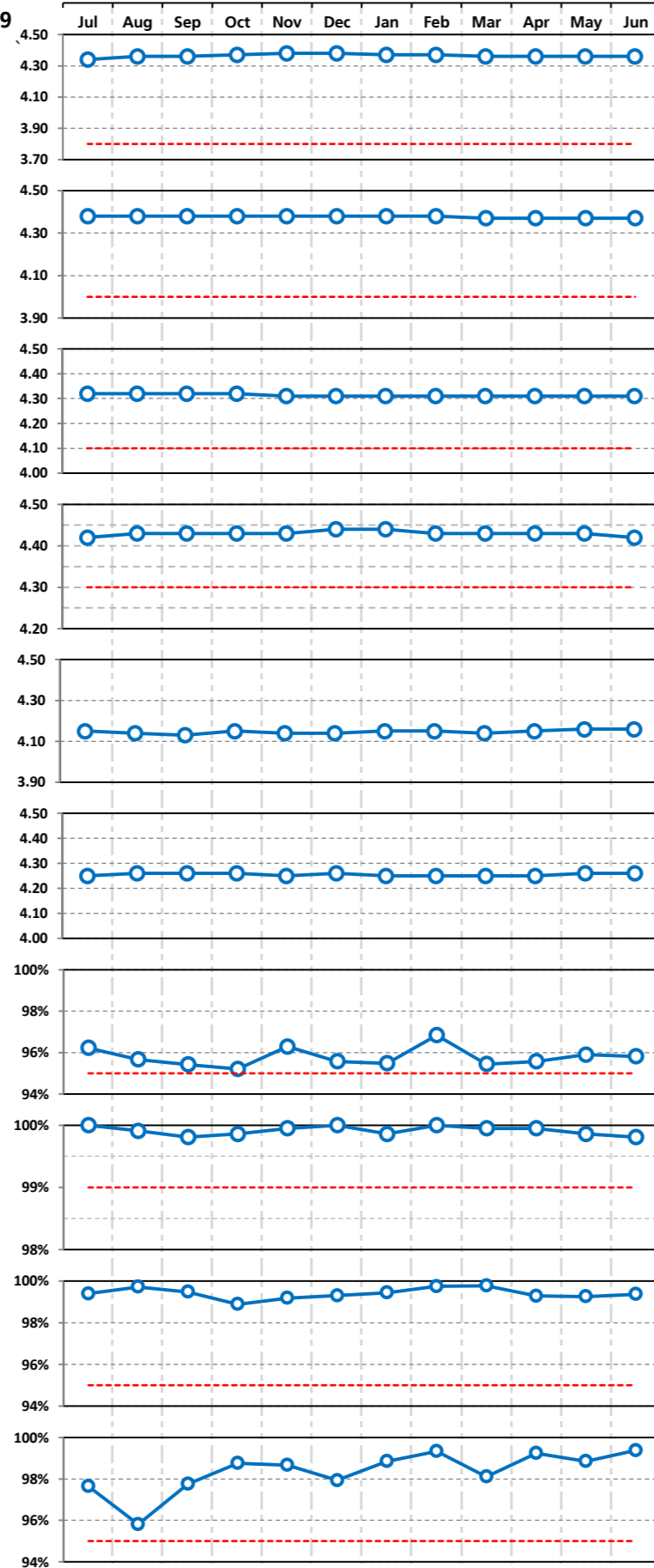
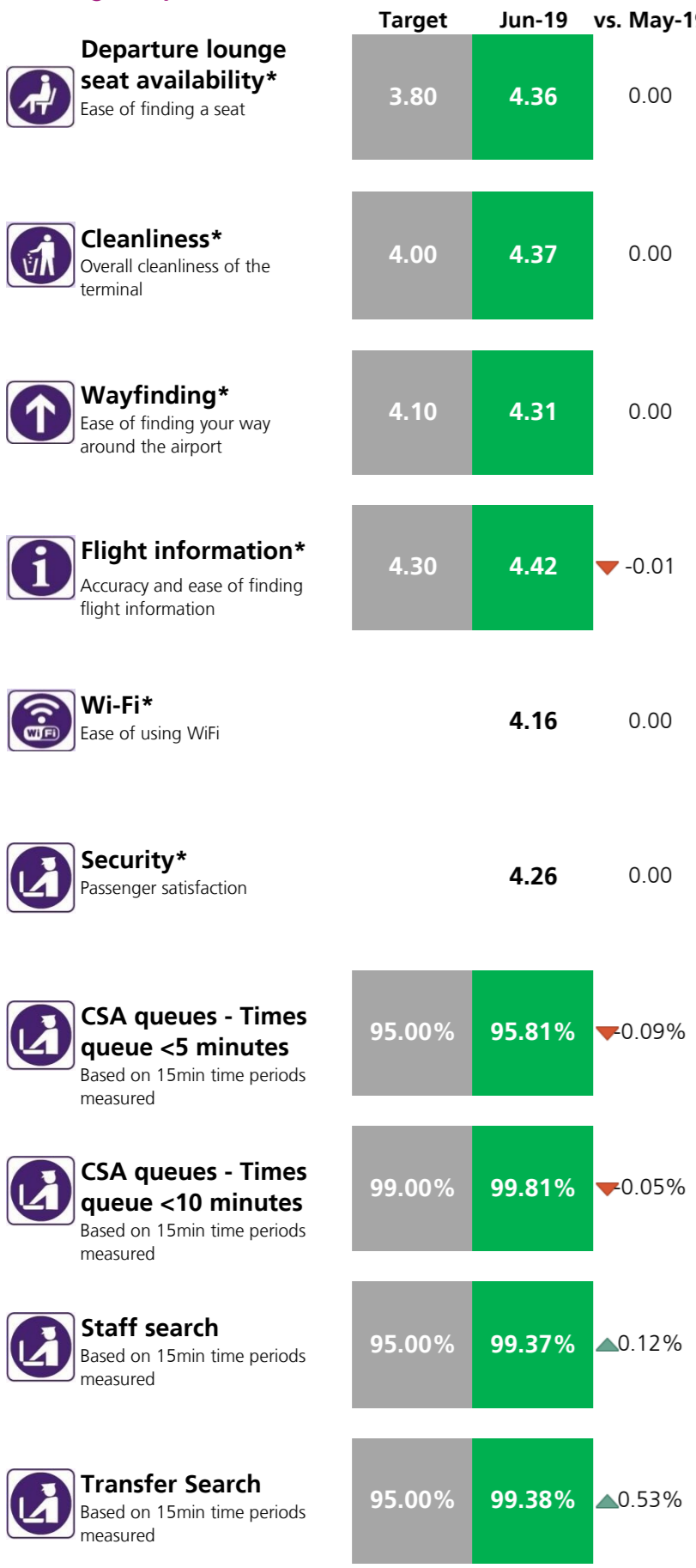
**Bonus:** All business units must exceed Lower Threshold.  
Lowest Score will be used to calculate bonus term each month for qualifying measures  
Financial year is from January 2019 - December 2019

**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.

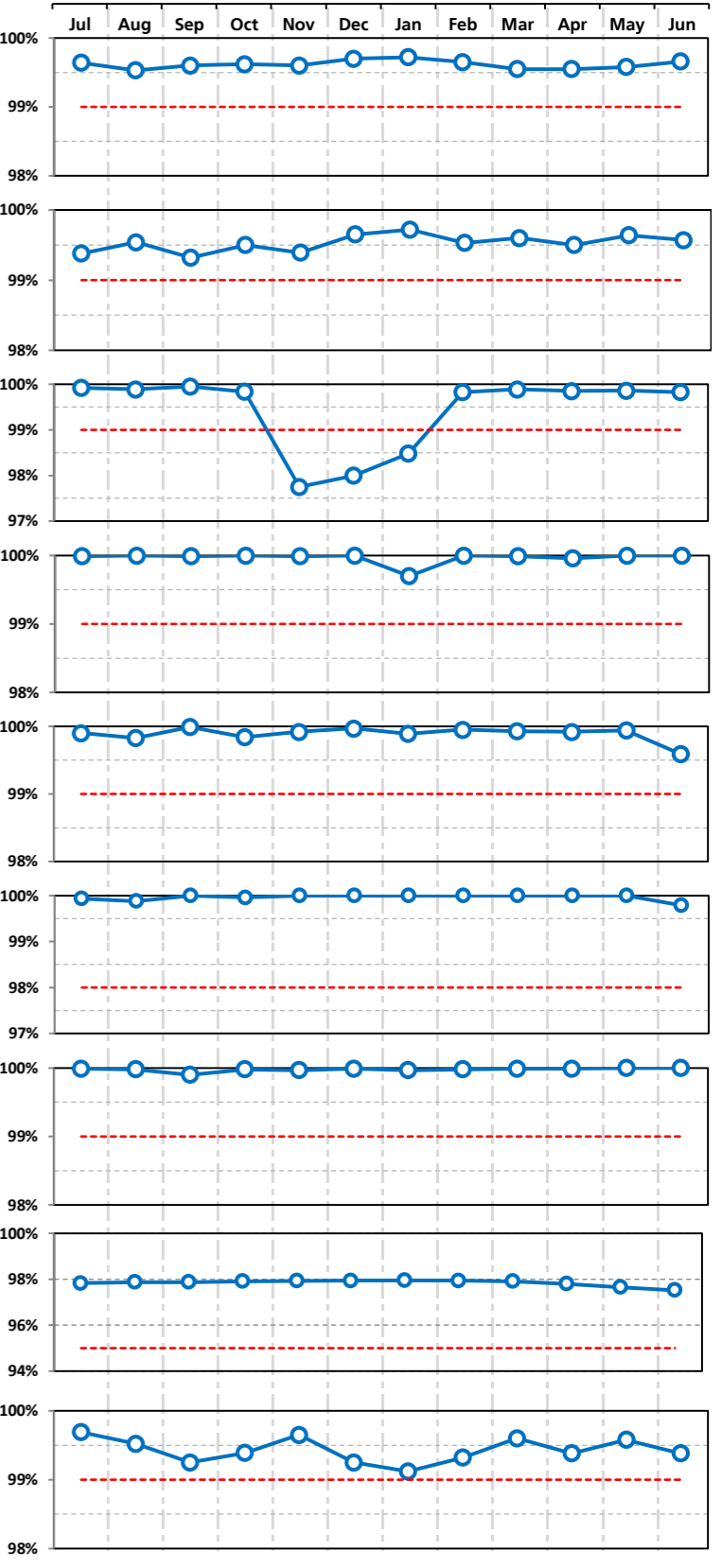
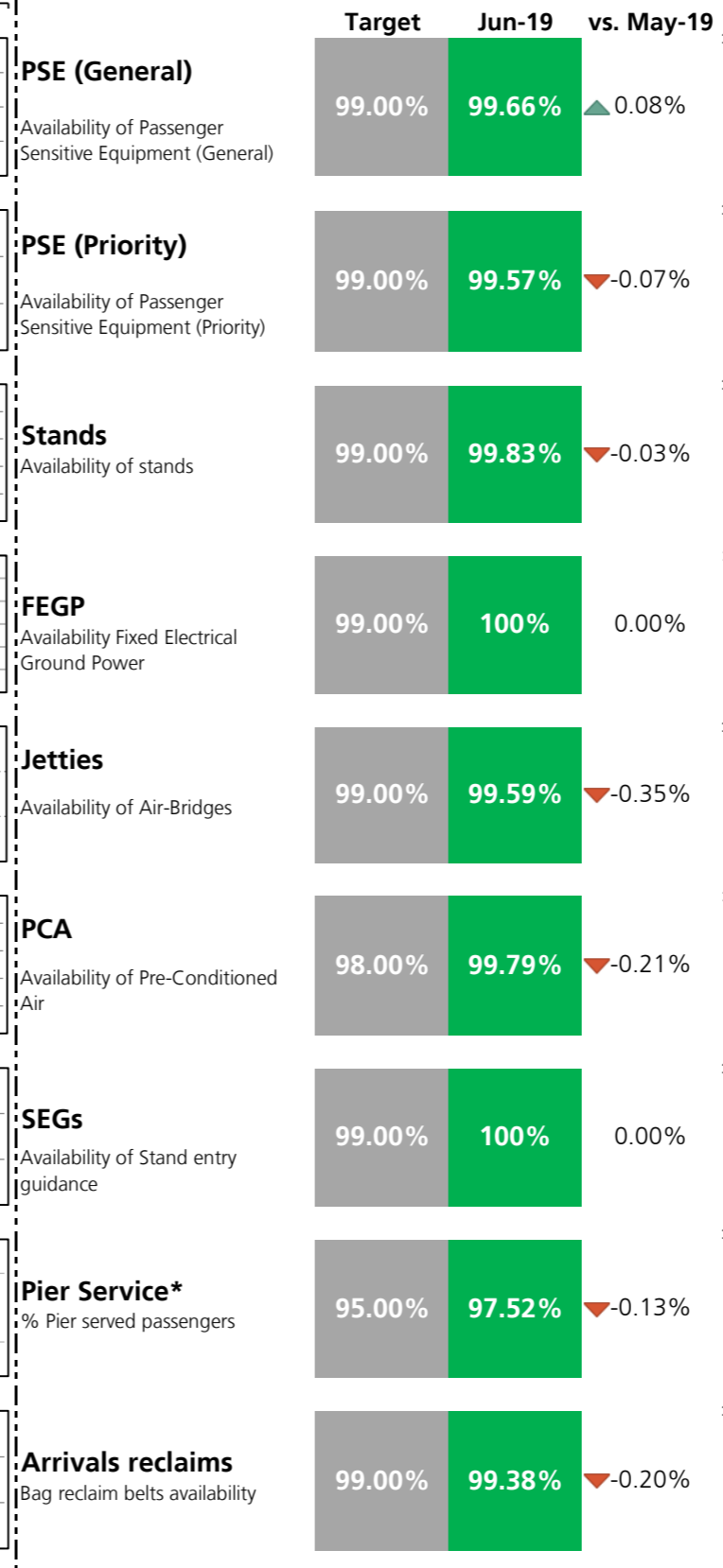
# Terminal 2 Performance Report June 2019

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 June 2019

## Financial Report - Bonus and Rebates

## Rebates:

	Jun - 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	Jun - 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	£ -	£ 27,500.50	2
Cleanliness	MAA	4.20	4.50	4.37	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.31	£ 91,668	£ 385,007	5
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0
					£ 91,668	£ 412,507	7

## 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

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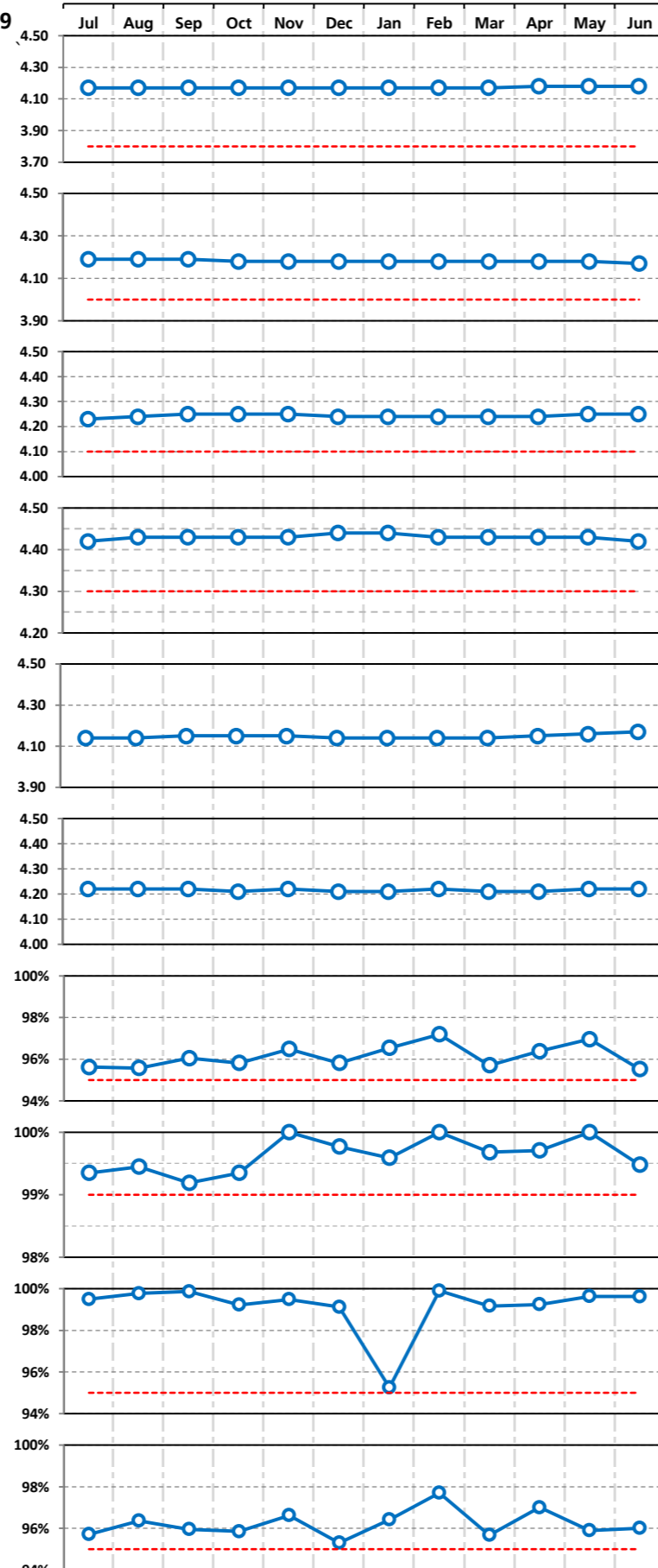
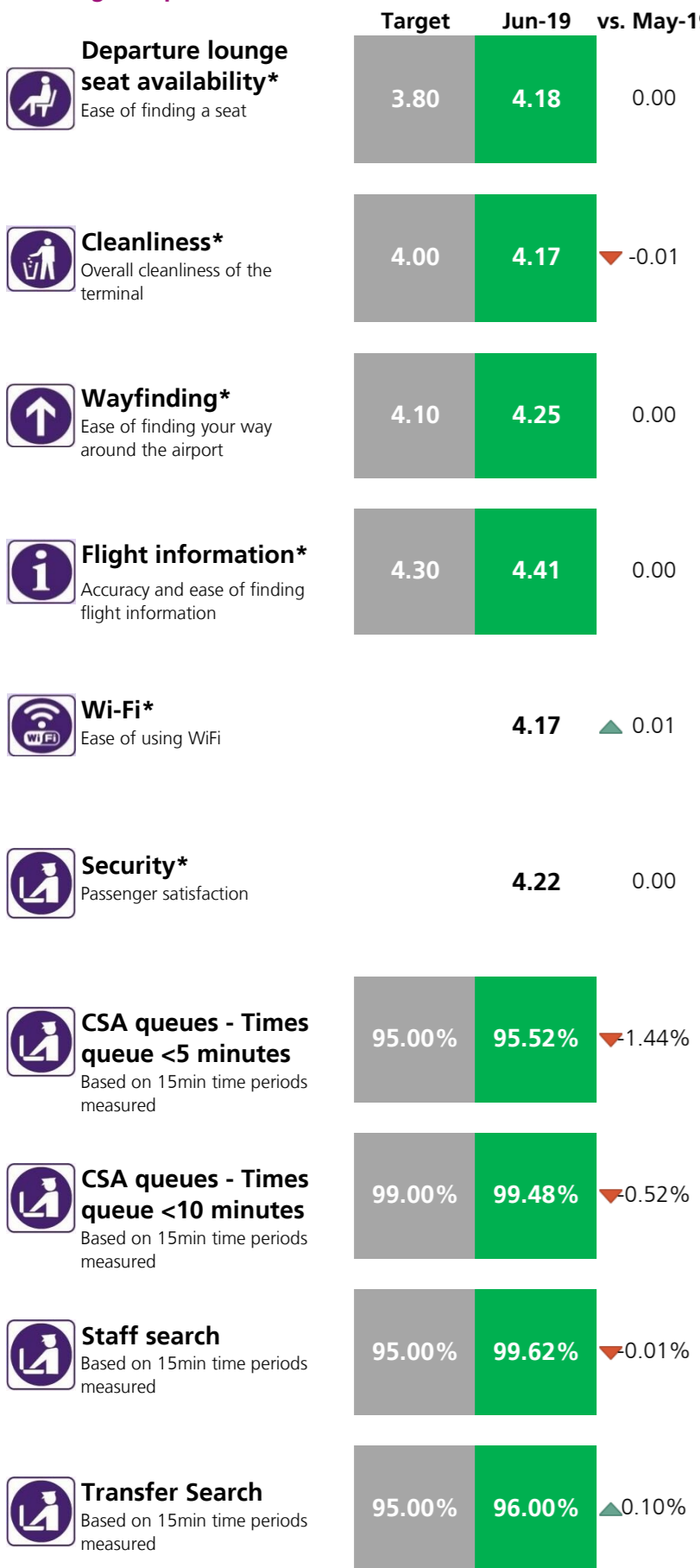
Or contact: [Integrated\\_Planning@heathrow.com](mailto:Integrated_Planning@heathrow.com)

# Terminal 3 Performance Report June 2019

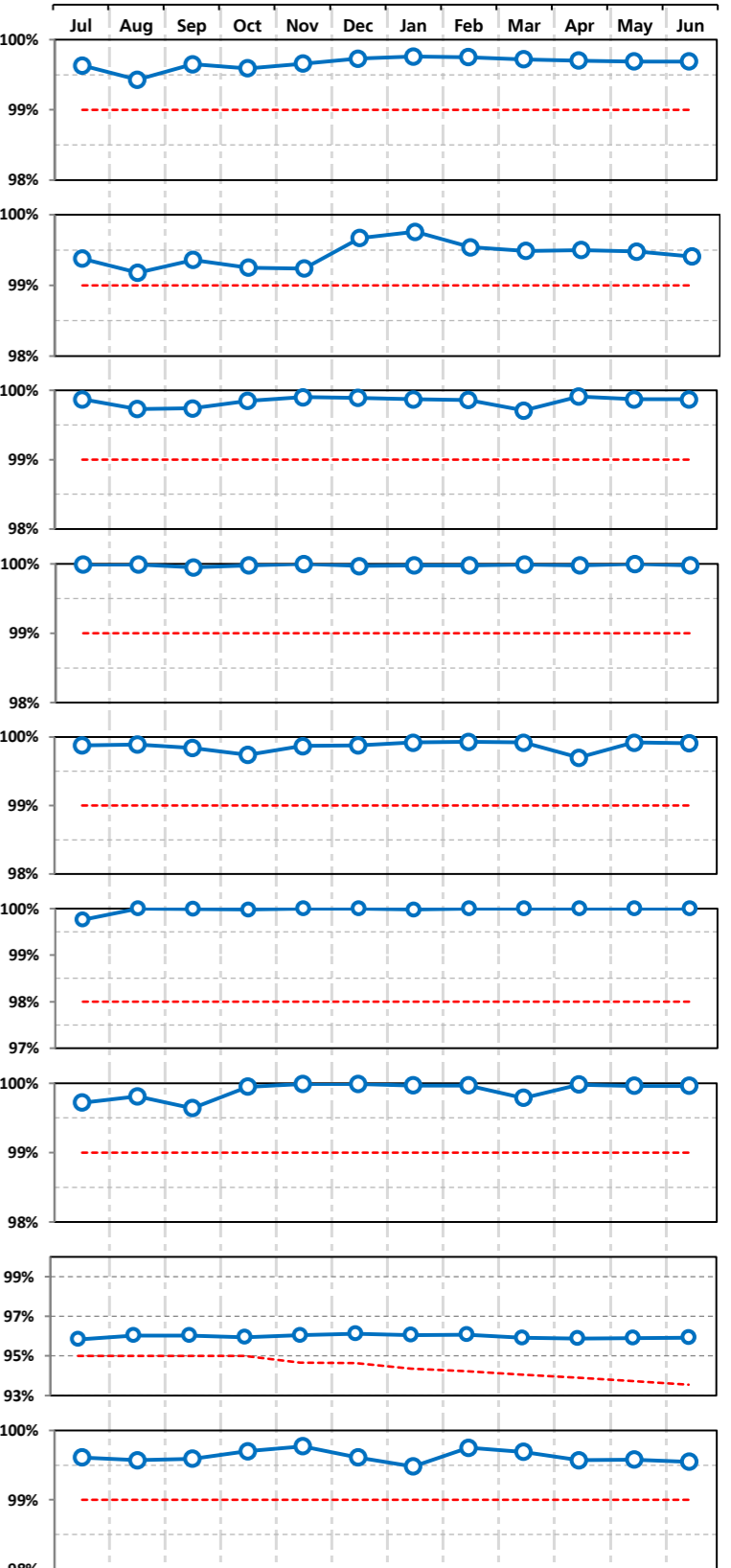
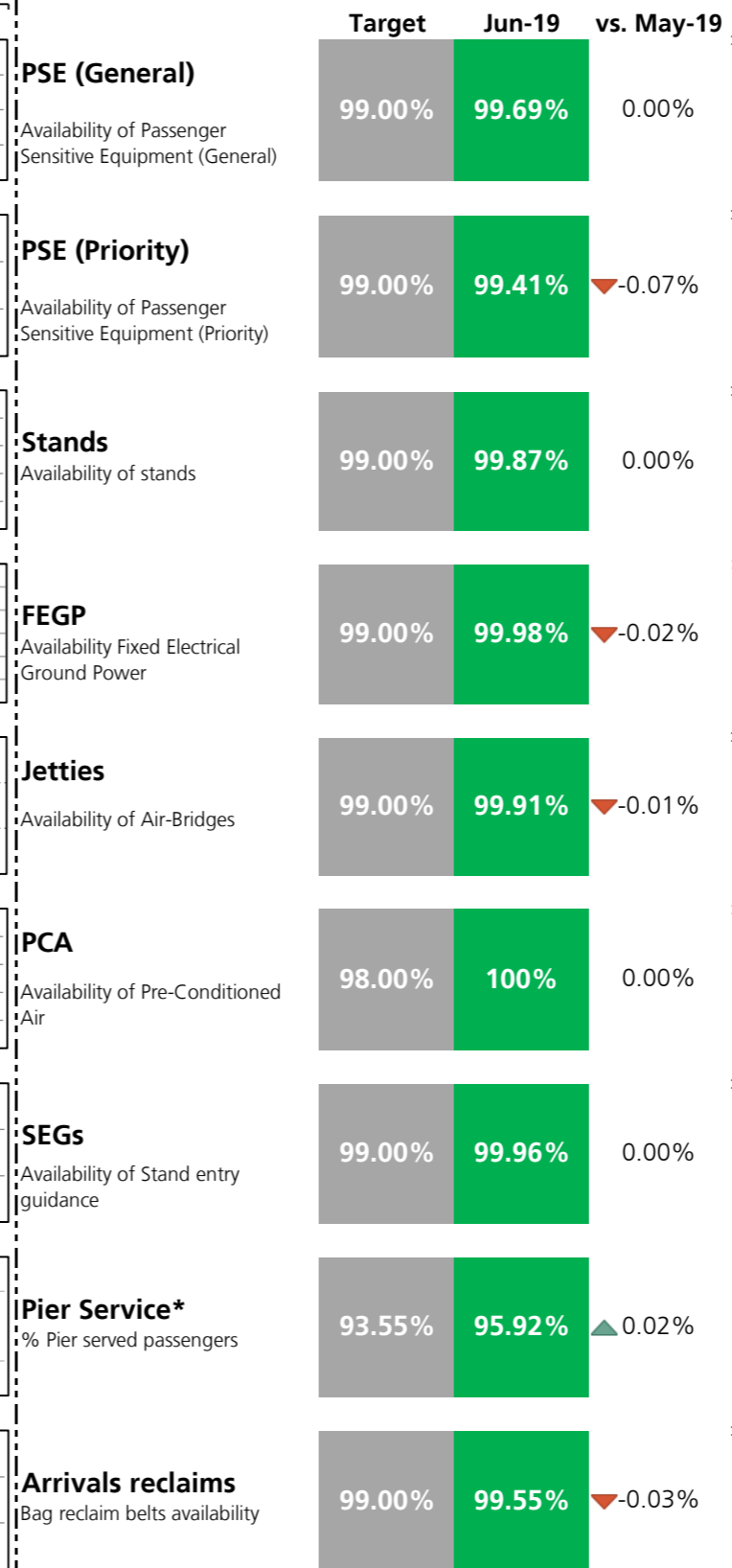
Classification: Internal

\*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 June 2019

## Financial Report - Bonus and Rebates

## Rebates:

	Target Achieved	Jun - 2019		Year-to-Date	
		Estimated Rebate	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	£ -	0
Cleanliness	✓	£ -	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	£ -	0
Flight information	✓	£ -	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	£ -	0
Staff search	✓	£ -	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	£ -	0
PSE (General)	✓	£ -	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	£ -	0
Stands	✓	£ -	£ -	£ -	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	Jun - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.18	£ -	£ 27,500.50	2	
Cleanliness	MAA	4.20	4.50	4.17	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.25	£ 91,668	£ 385,007	5	
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	0	
					£ 91,668	£ 412,507	7	

## 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

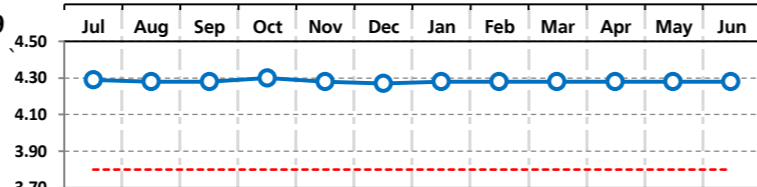
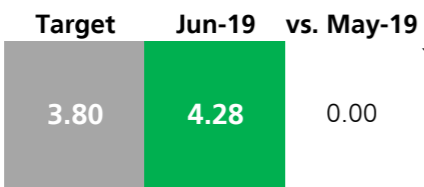
# Terminal 4 Performance Report June 2019

Classification: Internal

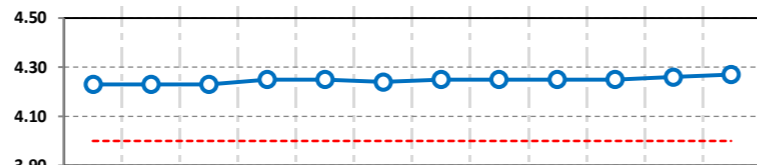
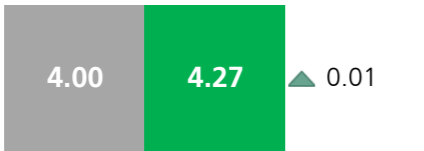
\*SQRB calculation based on moving annual average (MAA) for these metrics

## Passenger Experience and Service Level Performance

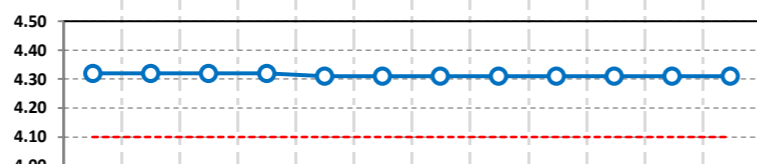
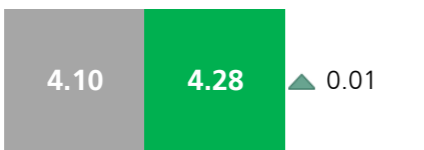
**Departure lounge seat availability\***  
Ease of finding a seat



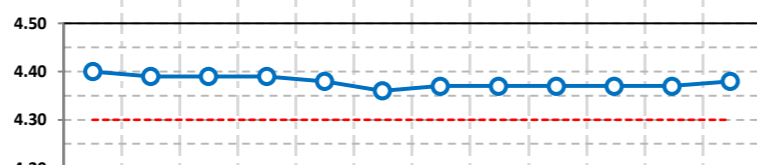
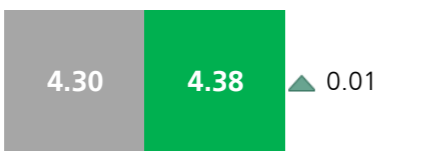
**Cleanliness\***  
Overall cleanliness of the terminal



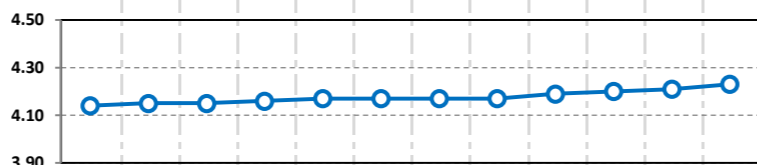
**Wayfinding\***  
Ease of finding your way around the airport



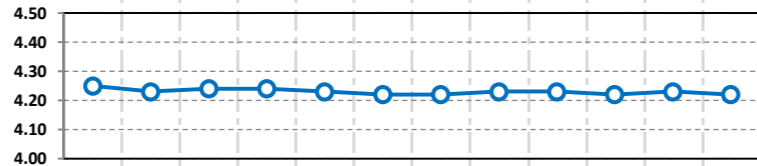
**Flight information\***  
Accuracy and ease of finding flight information



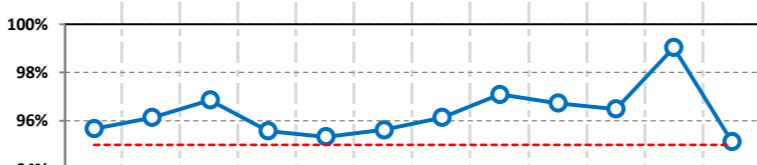
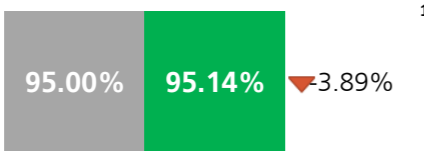
**Wi-Fi\***  
Ease of using WiFi



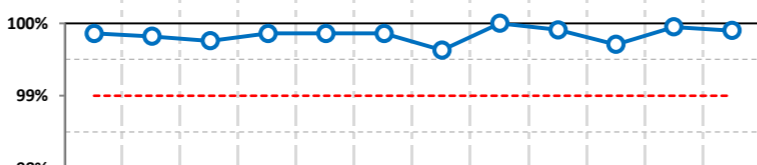
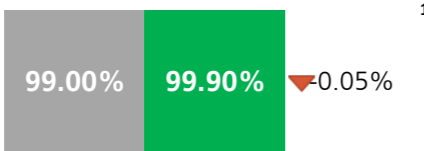
**Security\***  
Passenger satisfaction



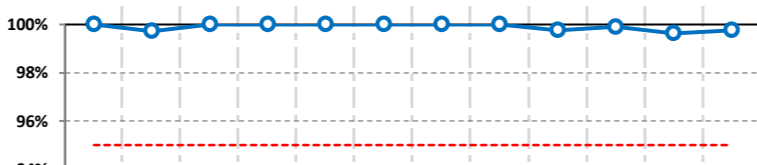
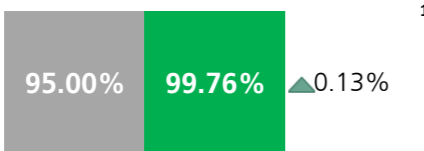
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



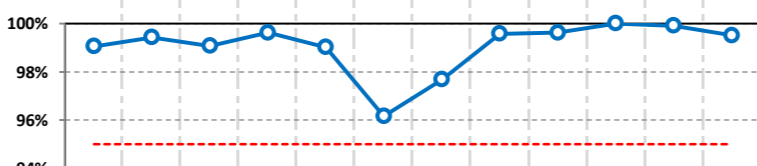
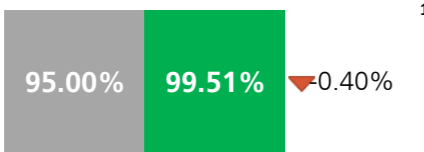
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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

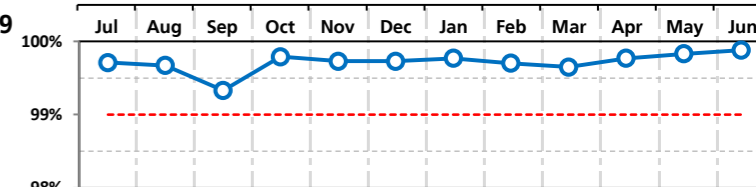
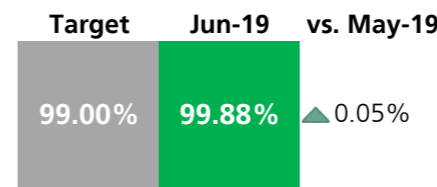


**Transfer Search**  
Based on 15min time periods measured

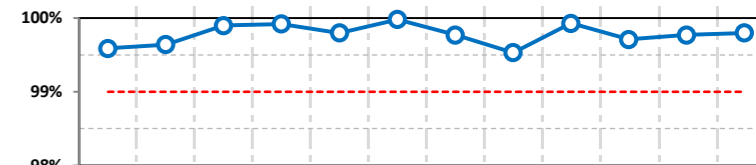
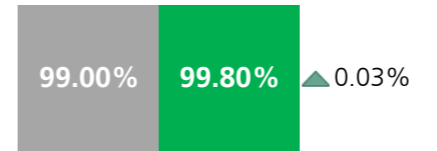


## Service Level Performance

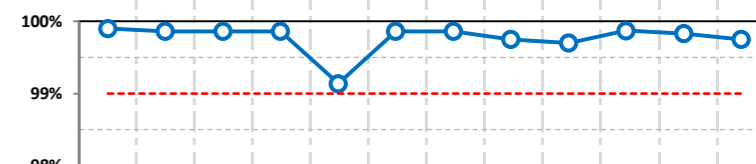
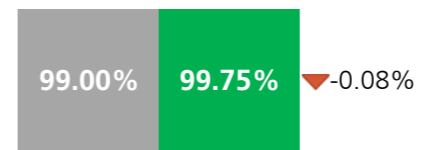
**PSE (General)**  
Availability of Passenger Sensitive Equipment (General)



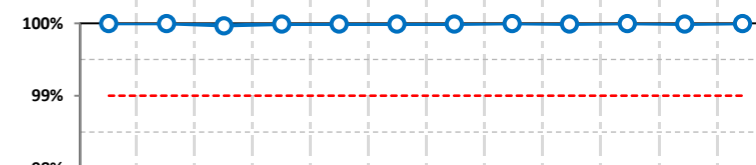
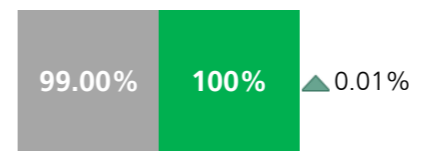
**PSE (Priority)**  
Availability of Passenger Sensitive Equipment (Priority)



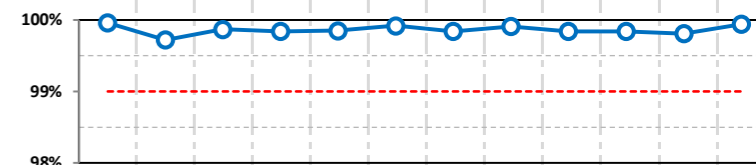
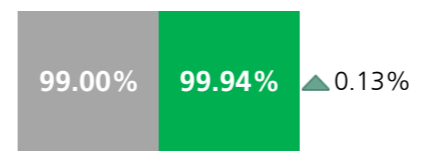
**Stands**  
Availability of stands



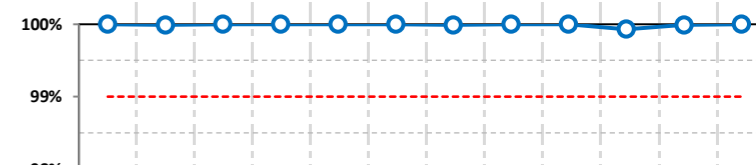
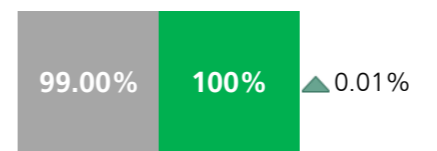
**FEGP**  
Availability of Fixed Electrical Ground Power



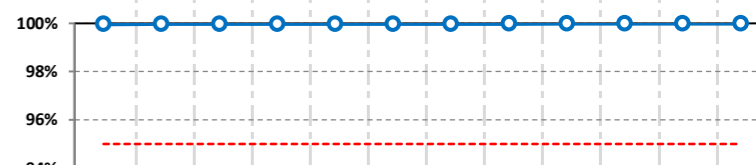
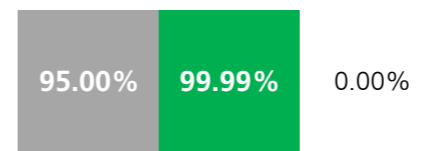
**Jetties**  
Availability of Air-Bridges



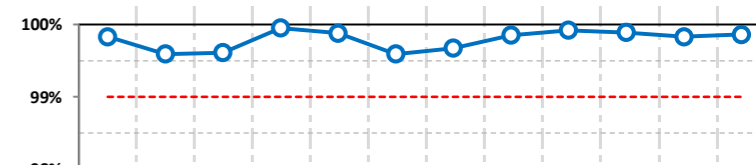
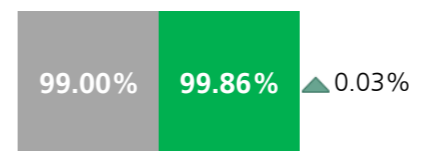
**SEGs**  
Availability of Stand entry guidance



**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 June 2019

## Financial Report - Bonus and Rebates

## Rebates:

	Jun - 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	Jun - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.28	£ -	£ 27,500.50	2	
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.28	£ 91,668	£ 385,007	5	
Flight information	MAA	4.40	4.70	4.38	£ -	£ -	0	
					£ 91,668	£ 412,507	7	

## Credit Notes:

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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



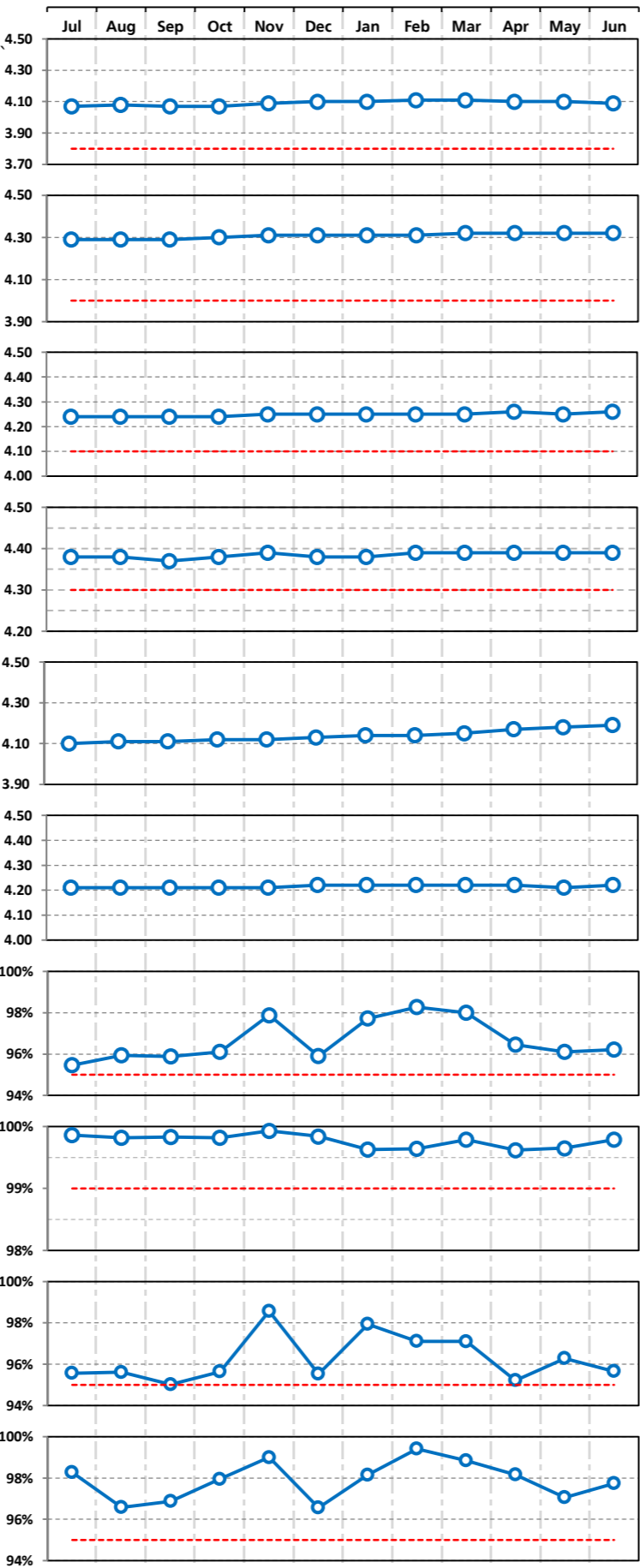
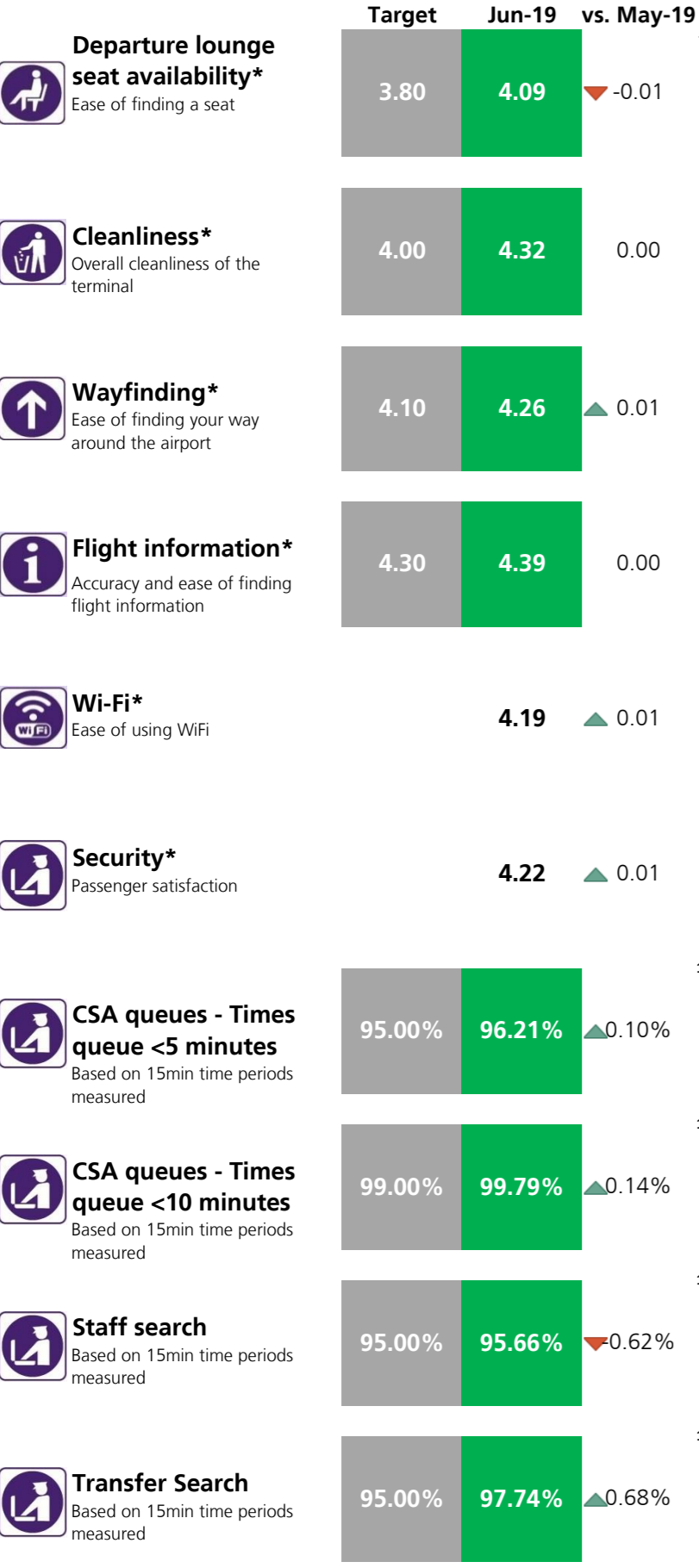
# Terminal 5 Performance Report June 2019

Classification: Internal

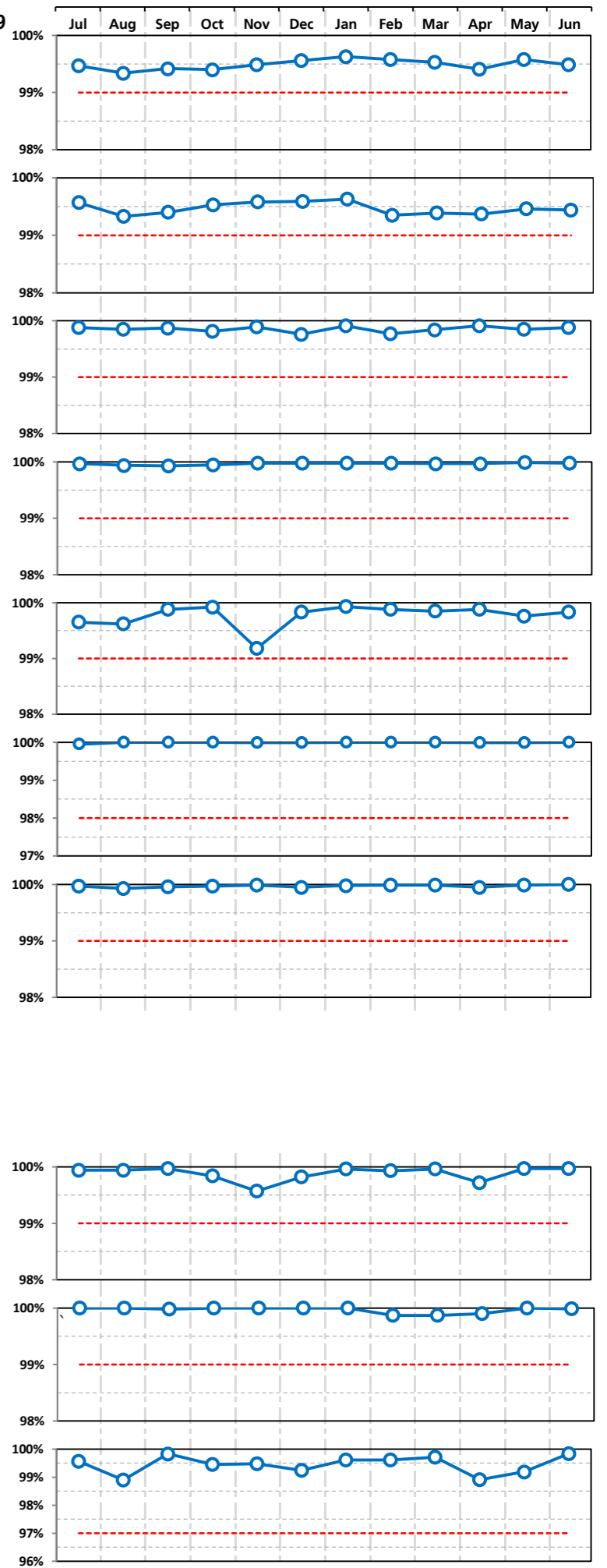
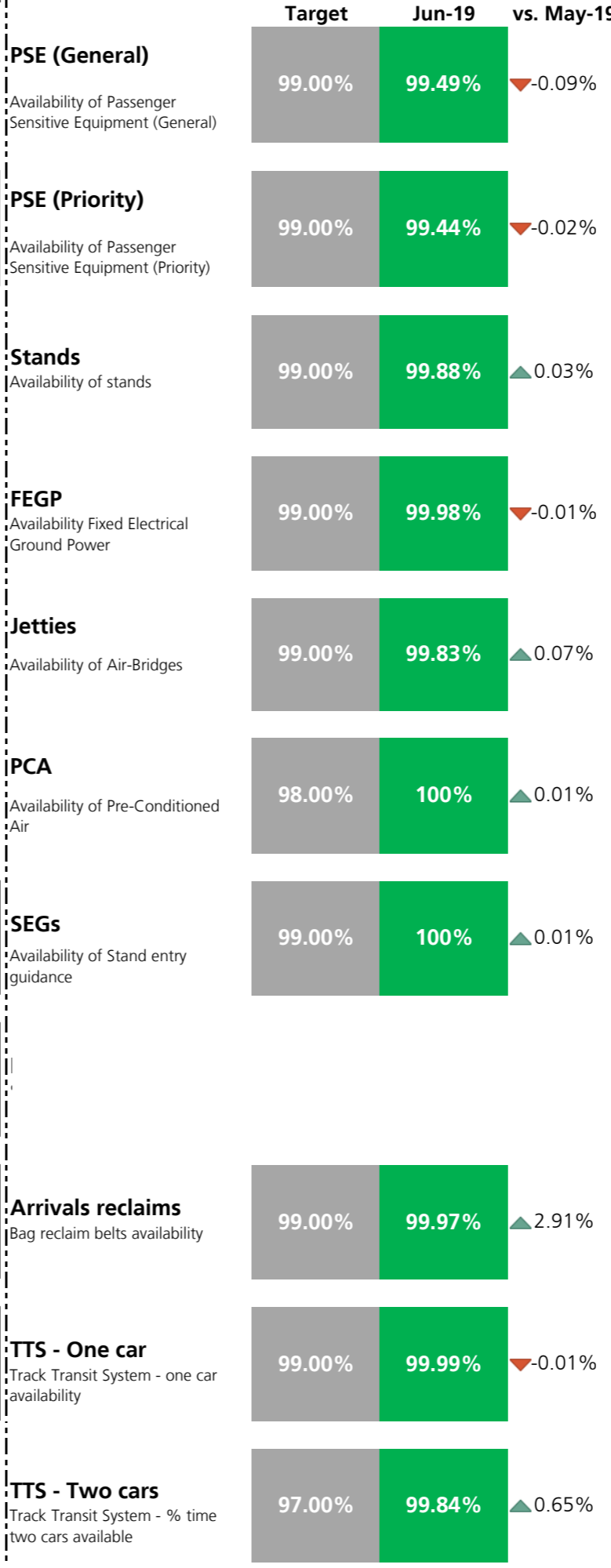
SQRB calculation based on moving annual average (MAA) for these metrics



## 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 June 2019

## Financial Report - Bonus and Rebates

## Rebates:

	Jun - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	<b>0</b>
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	<b>0</b>
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	<b>0</b>
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	<b>0</b>
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	<b>0</b>
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	<b>0</b>
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	<b>0</b>
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>				
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Jun - 2019		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
<b>Departure lounge seat availability</b>	<b>MAA</b>	<b>4.10</b>	<b>4.50</b>	4.09	£ -	£ 27,500.50	<b>2</b>
Cleanliness	MAA	4.20	4.50	4.32	£ -	£ -	<b>0</b>
<b>Wayfinding</b>	<b>MAA</b>	<b>4.20</b>	<b>4.50</b>	4.26	£ 91,668	£ 385,007	<b>5</b>
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0
					£ 91,668	£ 412,507	<b>7</b>

## 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

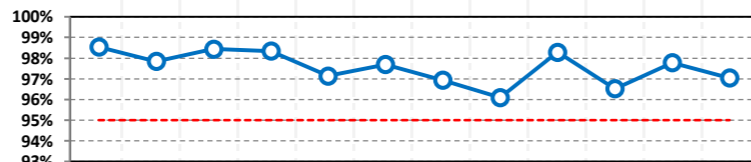
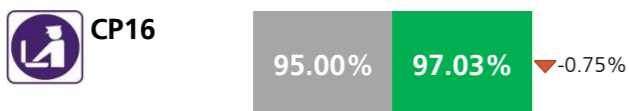
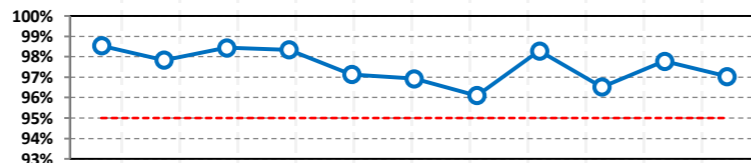
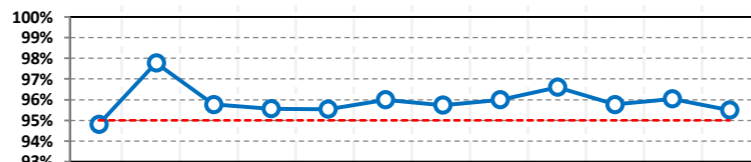
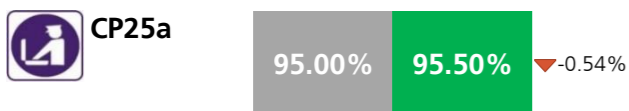
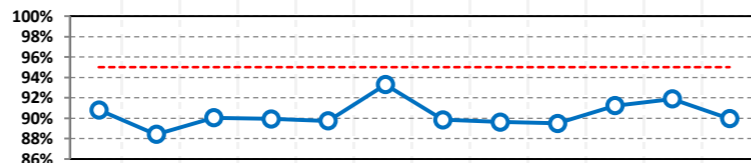
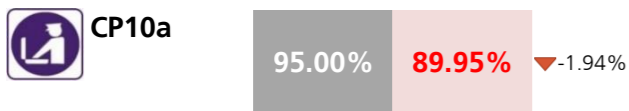
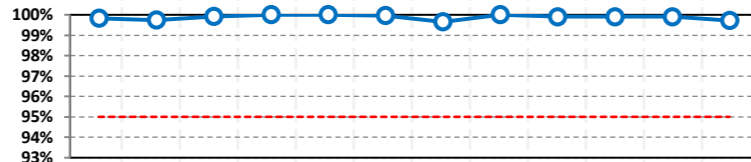
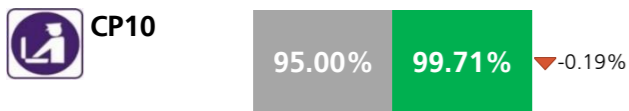
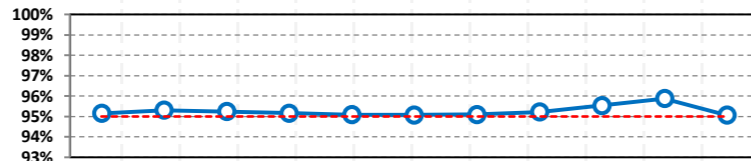
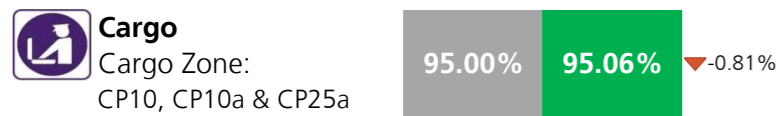
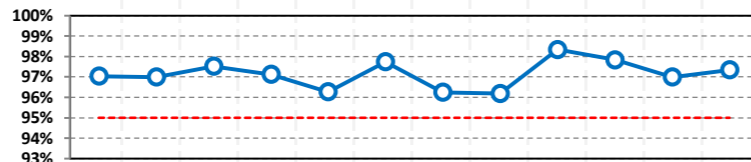
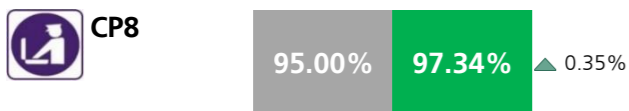
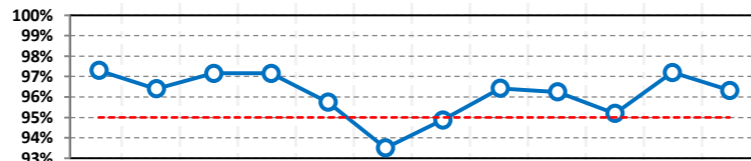
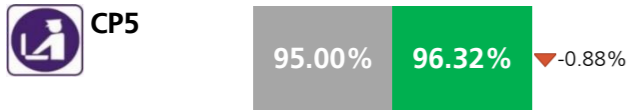
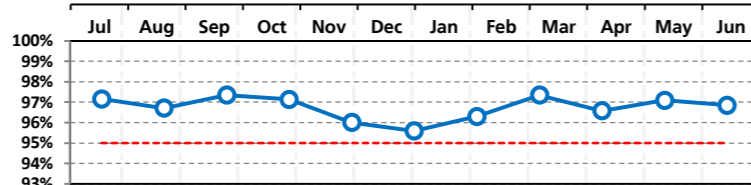
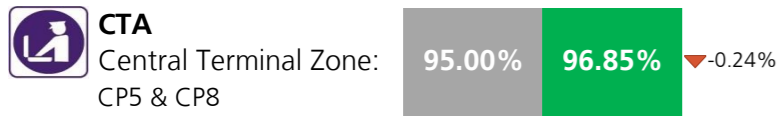
All bonus measures are based on MAA

# Campus Performance Report June 2019

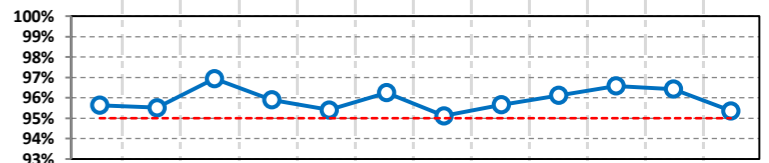
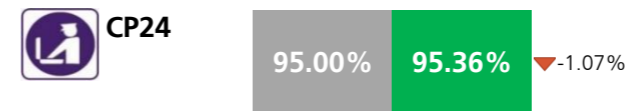
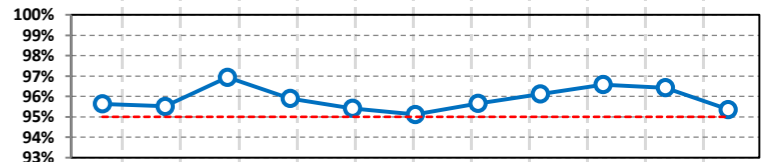
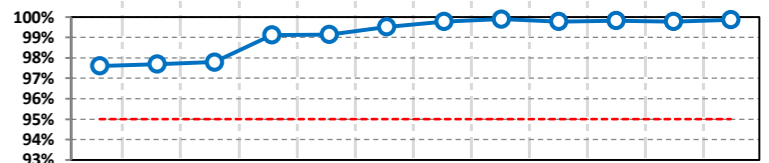
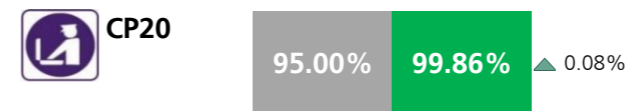
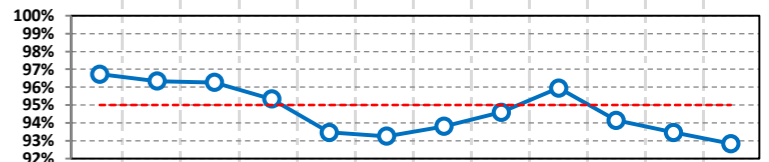
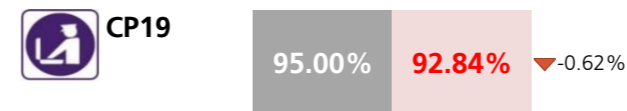
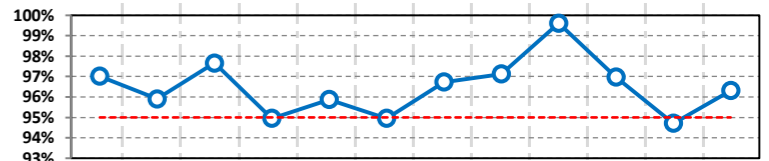
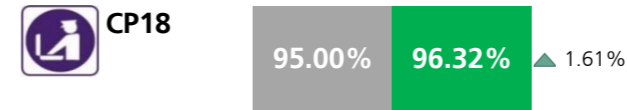
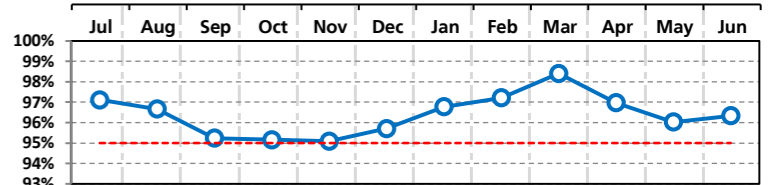
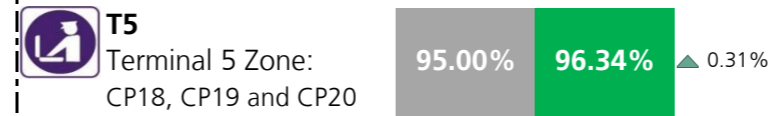
## Financial Report - Bonus and Rebates

### Service Level Performance

#### Control Post Security Search



### Service Level Performance



### Financial Report

#### Rebates:

	Jun - 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*