



Heathrow Performance Report

Service Quality Rebate and Bonus - November 2017

Integrated Planning and Performance - Airport Operations

Printed: 18 December 2017

Heathrow
Making every journey better

Heathrow Performance Report November 2017

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.37	4.09	4.31	4.07	
Cleanliness* Overall cleanliness of the terminal	4.40	4.18	4.21	4.27	
Wayfinding* Ease of finding your way around the airport	4.31	4.23	4.24	4.23	
Flight information* Accuracy and ease of finding flight information	4.42	4.39	4.40	4.37	
Wi-Fi* Ease of using WiFi	4.22	4.17	4.18	4.16	
Security* Passenger satisfaction	4.26	4.23	4.24	4.18	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	96.48%	97.33%	98.57%	97.93%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.67%	99.57%	99.86%	99.95%	
Staff search Based on 15min time periods measured	99.47%	99.81%	100%	96.12%	
Transfer Search Based on 15min time periods measured	97.33%	96.76%	99.75%	98.76%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	98.52%	95.12%	97.40%	96.34%	95.45%

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

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.60%	99.59%	99.37%	99.16%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.57%	99.46%	99.64%	99.50%
Stands Availability of stands	99.84%	99.85%	99.83%	99.88%
FEGP Availability of Fixed Electrical Ground Power	99.99%	99.98%	100%	99.98%
Jetties Availability of Air-Bridges	99.89%	99.61%	99.94%	99.82%
PCA Availability of Pre-conditioned Air	99.99%	99.99%		99.65%
SEGS	99.98%	99.96%	100%	99.96%
Pier Service* % Pier served passengers	98.12%	95.49%	99.97%	90.76%
Arrivals Reclaims Bag reclaim belts availability	99.80%	99.65%	99.65%	99.94%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.95%
TTS - Two cars Track Transit System - % time two cars available				99.58%

Financial Report- Bonus and Rebates

	Rebates:				Campus	YTD		
	Nov - 2017					Estimated Rebate	Estimated Rebate	Total Failures
	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	✓	✓	✓	✓		£ -	£ -	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
Total						£ -	£ -	0

	Bonuses:		Nov - 2017				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.37	4.09	4.31	4.07	£ -	£ -	0
	4.20	4.50	4.40	4.18	4.21	4.27	£ -	£ -	0
	4.20	4.50	4.31	4.23	4.24	4.23	£ 50,370	£ 470,117	11
	4.40	4.70	4.42	4.39	4.40	4.37	£ -	£ -	0
Total							£ 50,370	£ 470,117	11

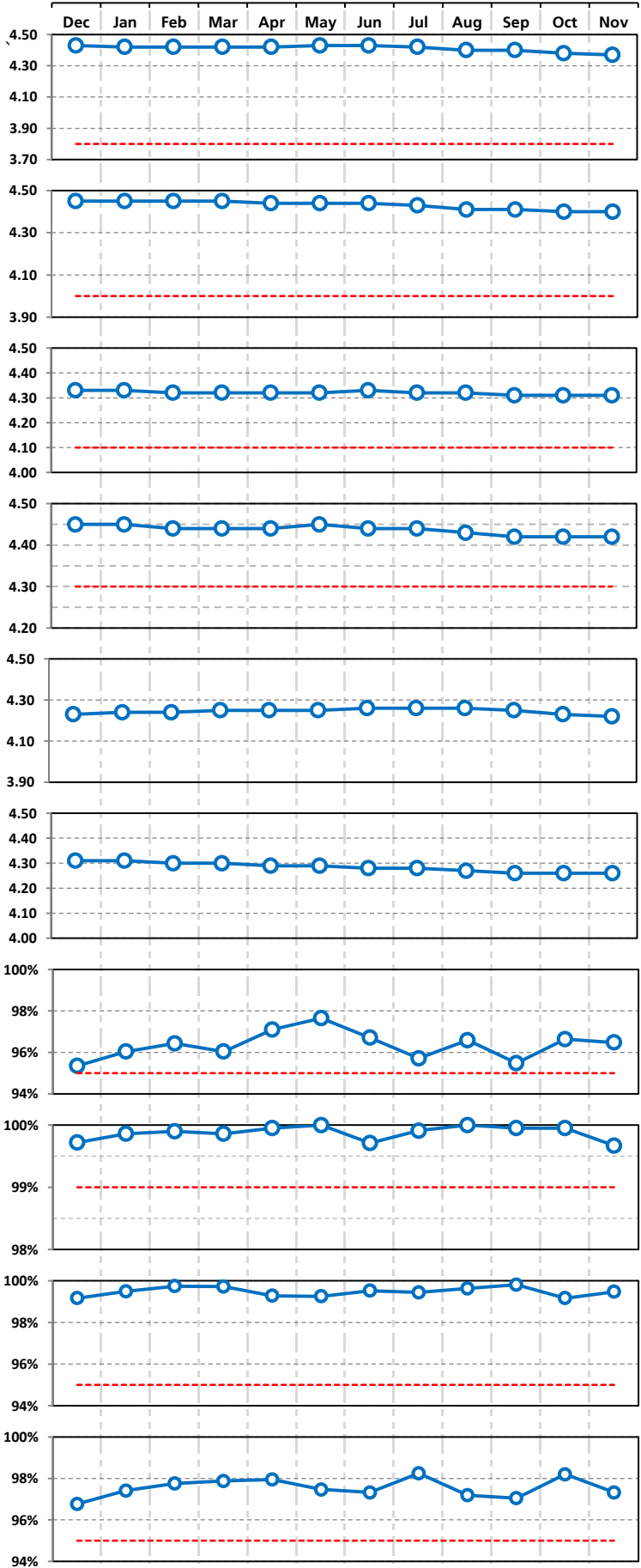
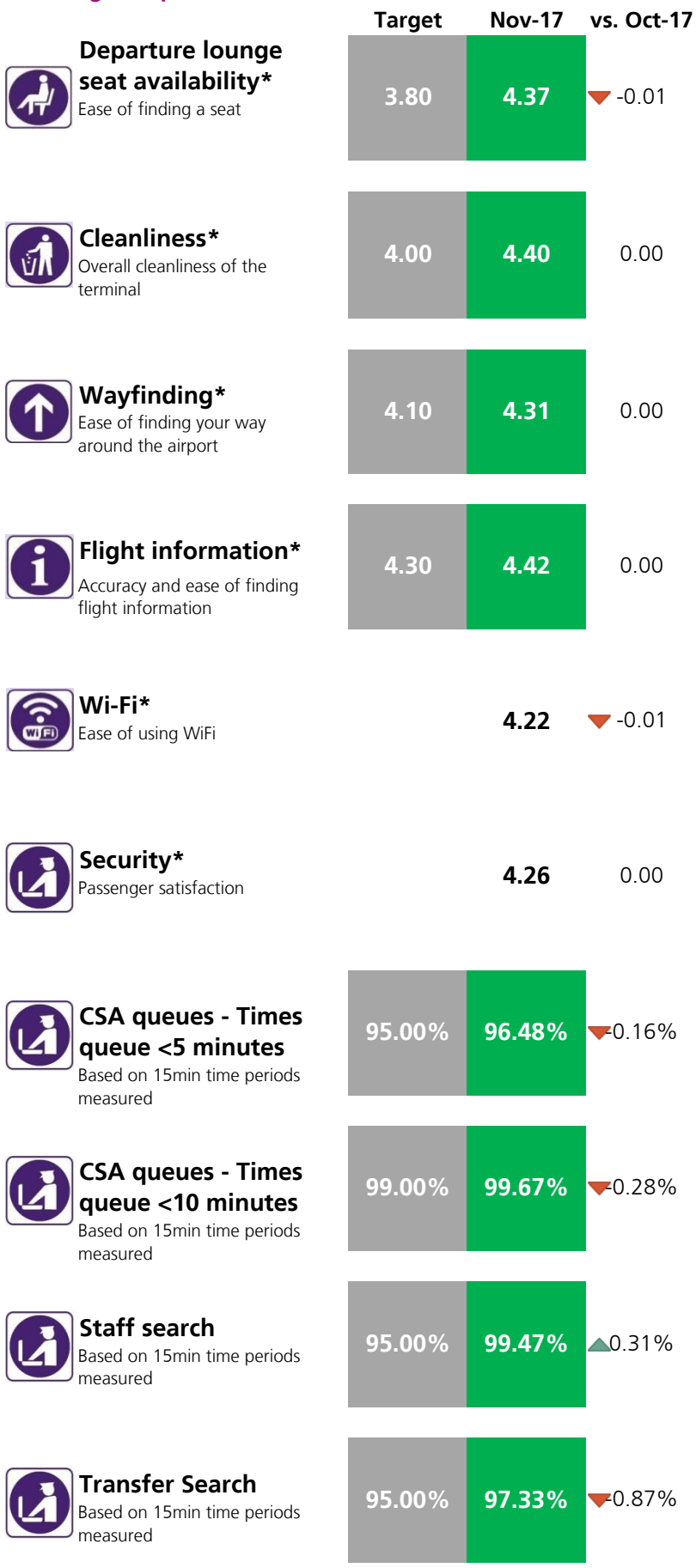
Bonus: All business units must exceed Lower Threshold.
Lowest Score will be used to calculate bonus term each month for qualifying measures
Financial year is from January 2017 - December 2017

Credit Notes:

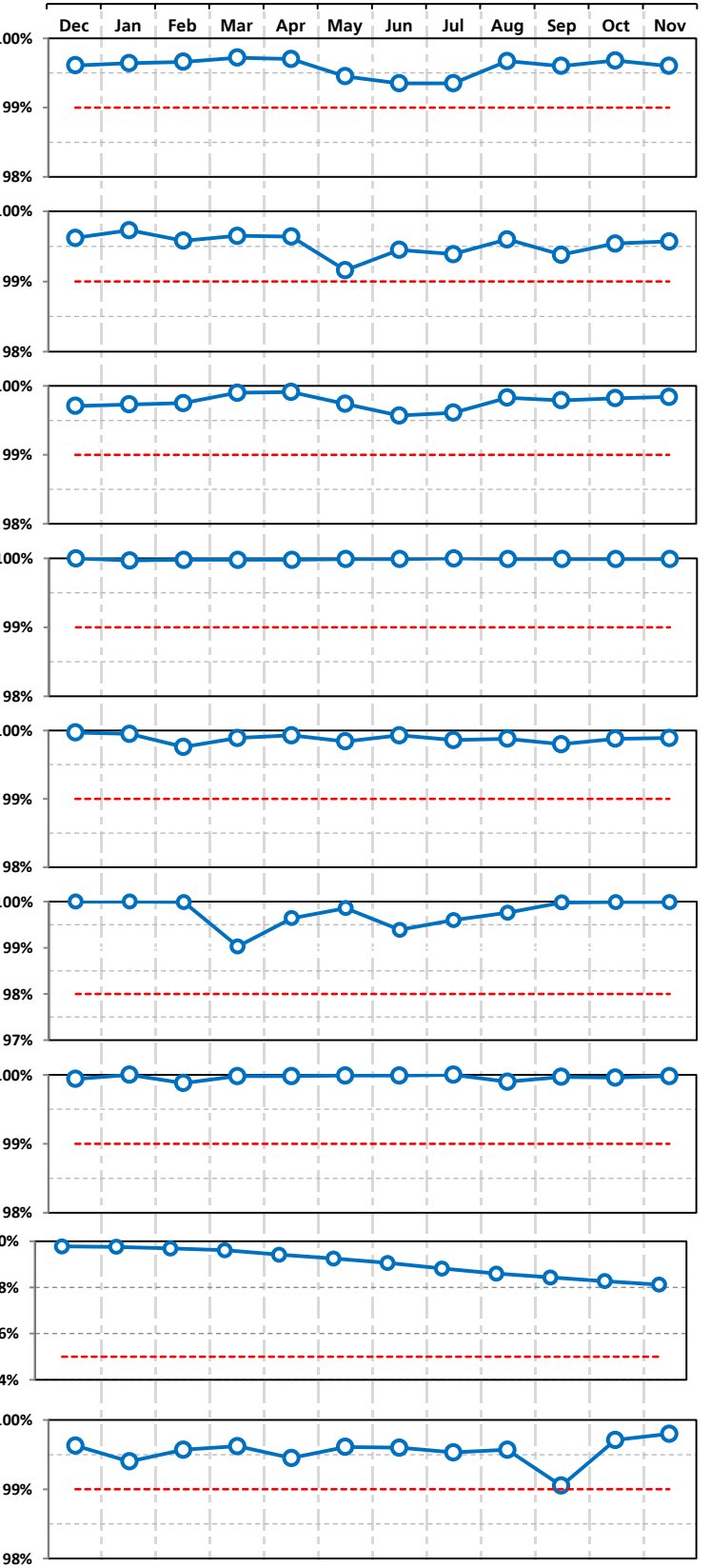
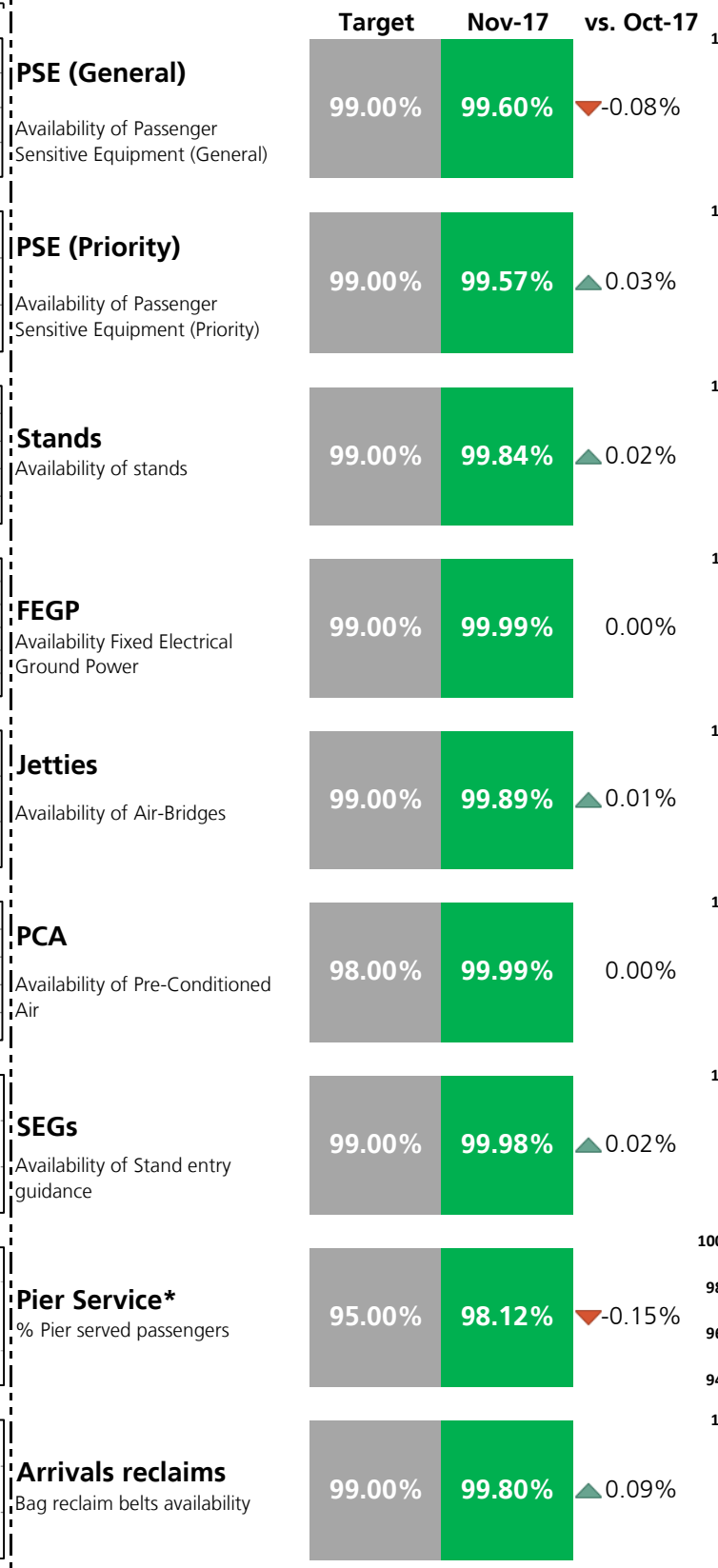
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Terminal 2 Performance Report November 2017

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 November 2017

Financial Report - Bonus and Rebates

Rebates:

	Nov - 2017		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 - 2017		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.37	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.40	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.31	£ 50,370	£ 470,117	11
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0
					£ 50,370	£ 470,117	11

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 2017 - December 2017

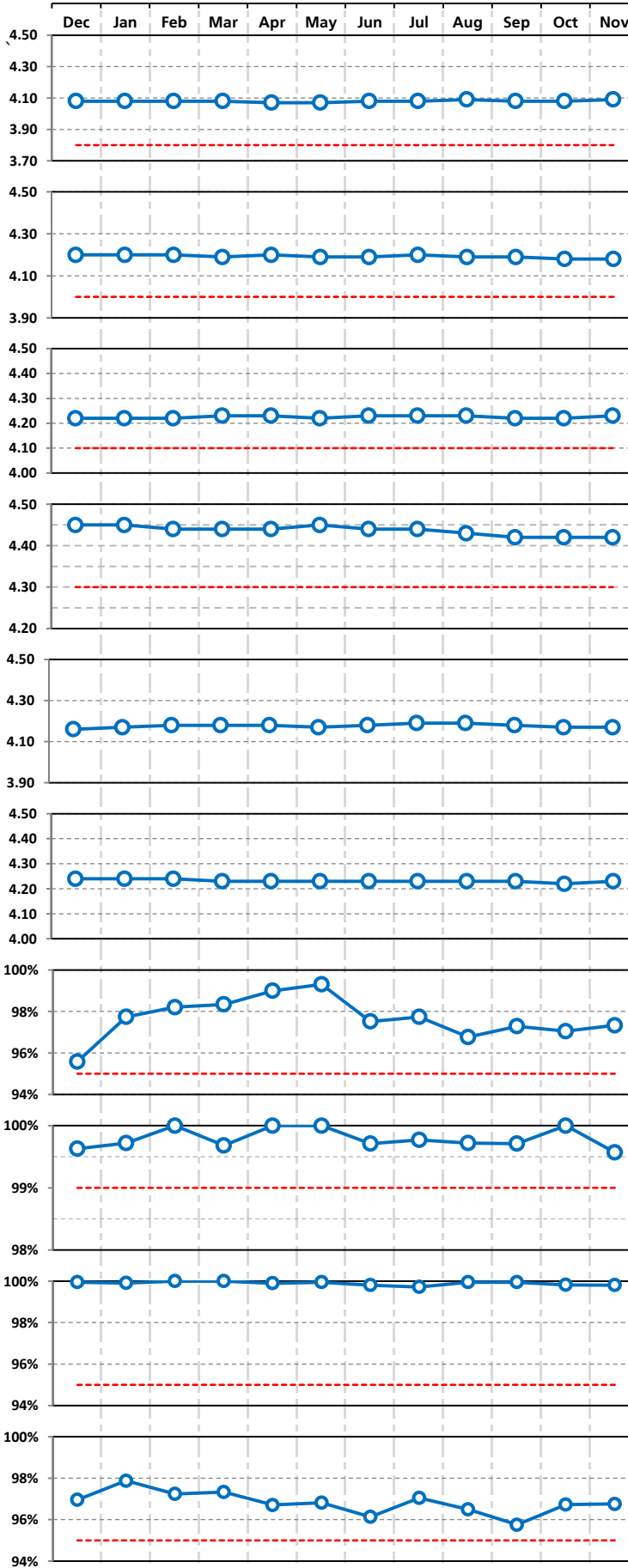
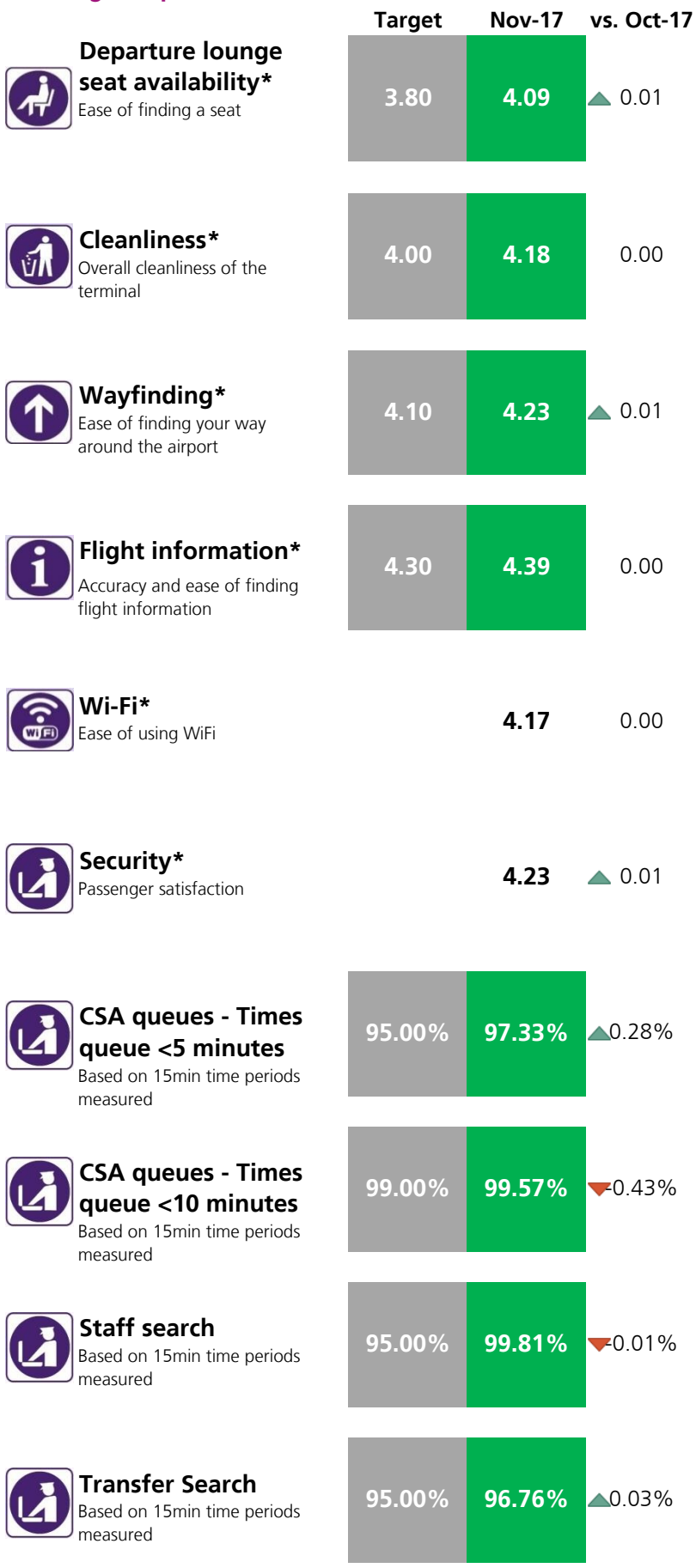
Bonus: All business units must exceed Lower Threshold.

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

All bonus measures are based on MAA

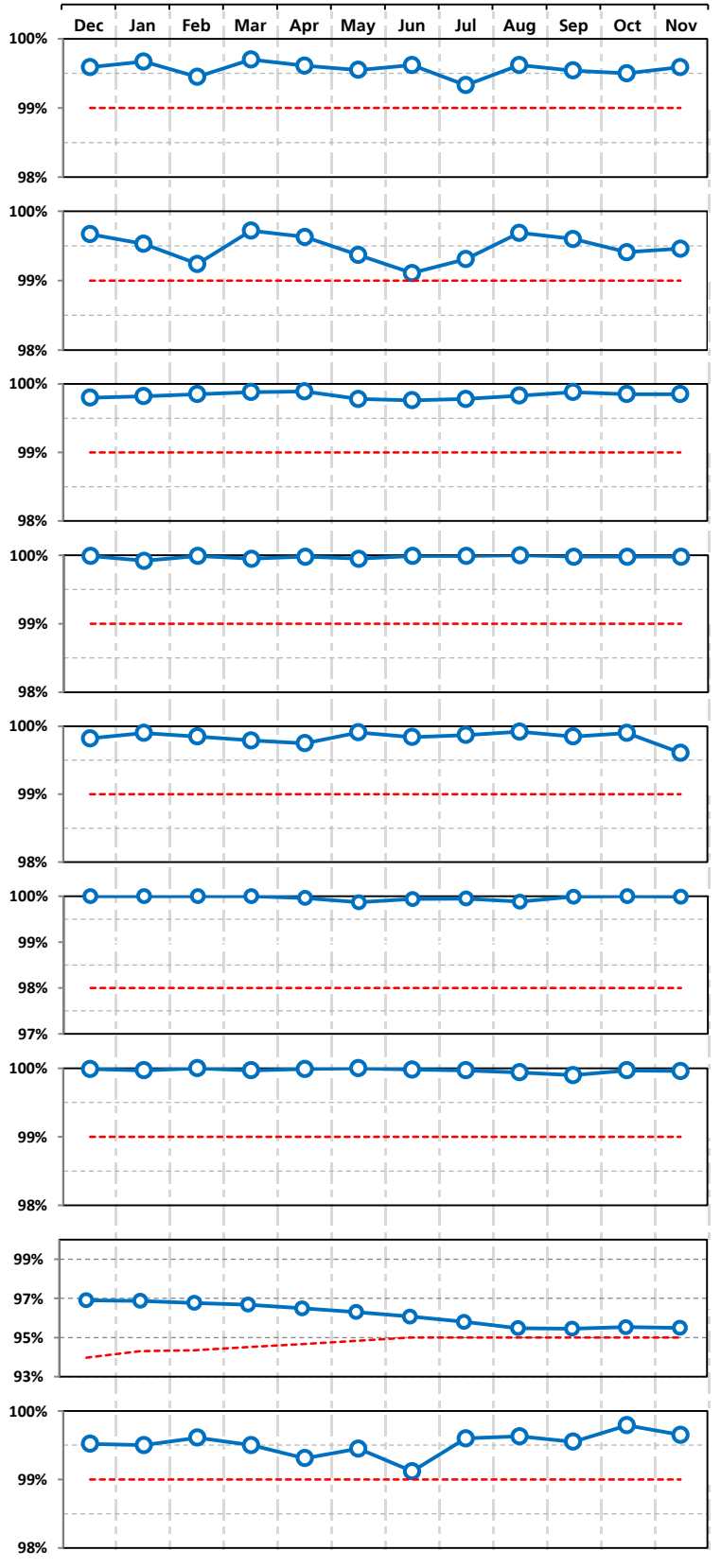
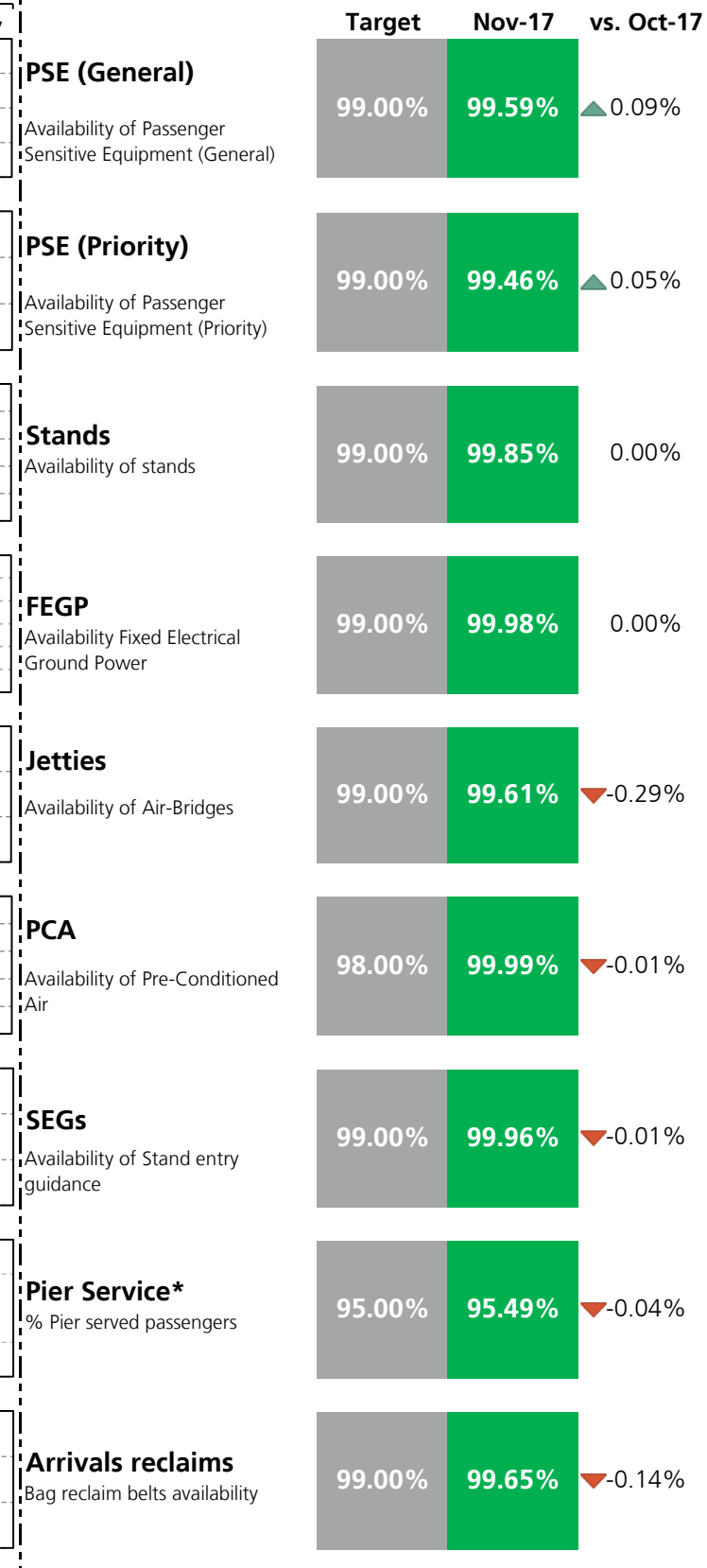
Terminal 3 Performance Report November 2017

Passenger Experience and Service Level Performance



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

Service Level Performance



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

Rebates:

	Nov - 2017		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 - 2017		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.09	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.23	£ 50,370	£ 470,117	11	
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0	
					£ 50,370	£ 470,117	11	

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 2017 - December 2017

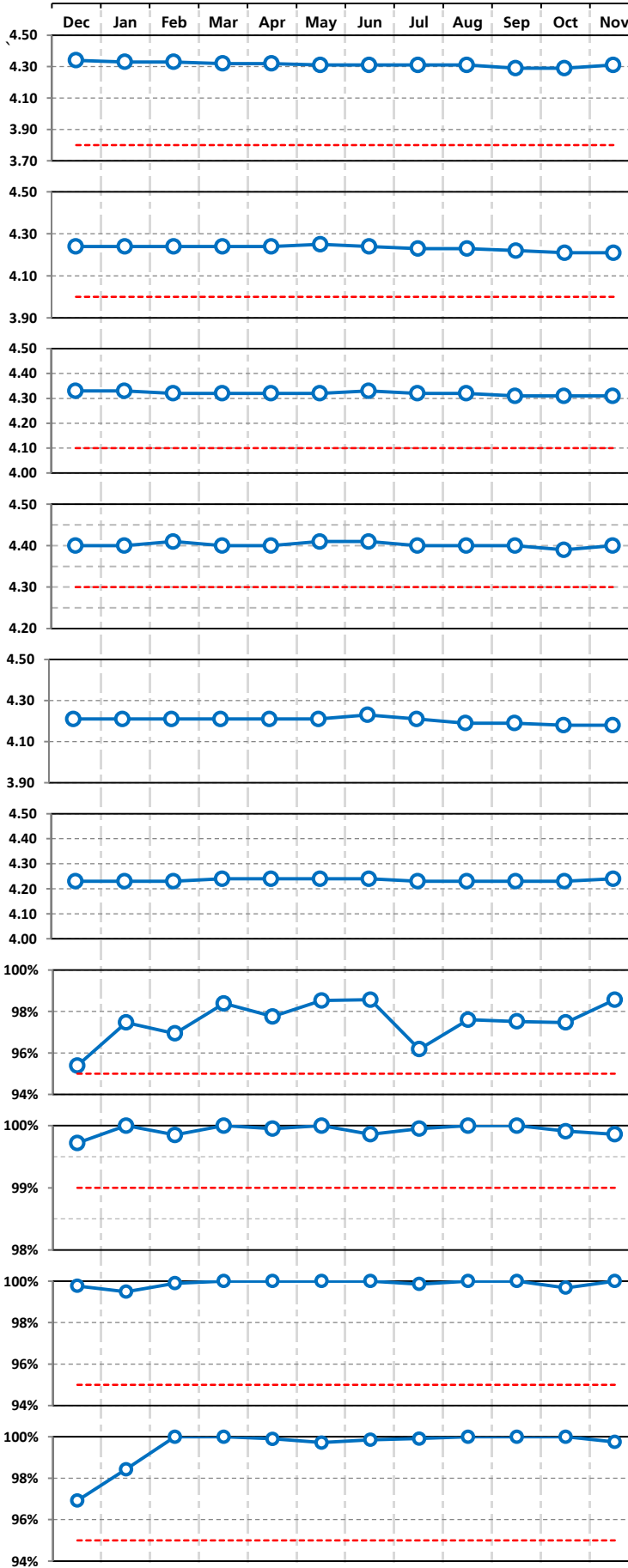
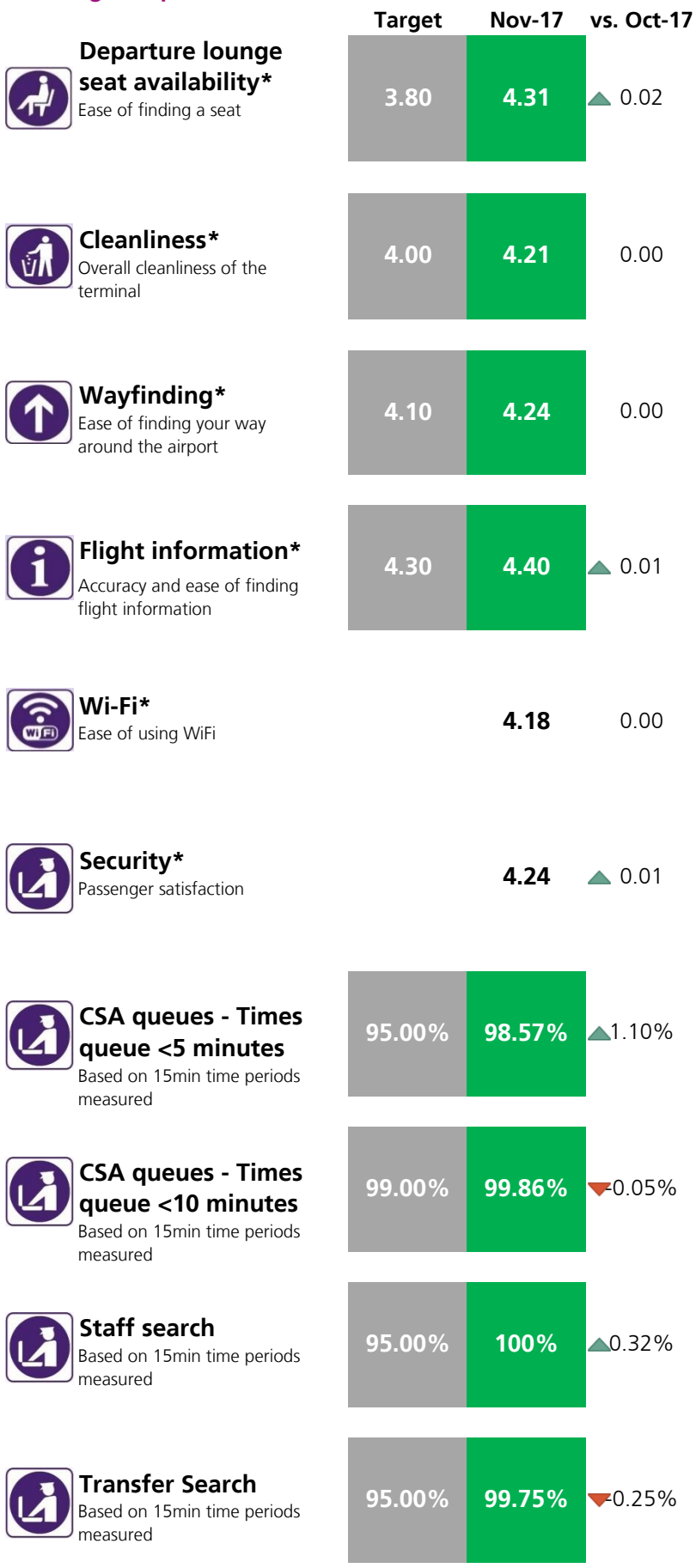
Bonus: All business units must exceed Lower Threshold.

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

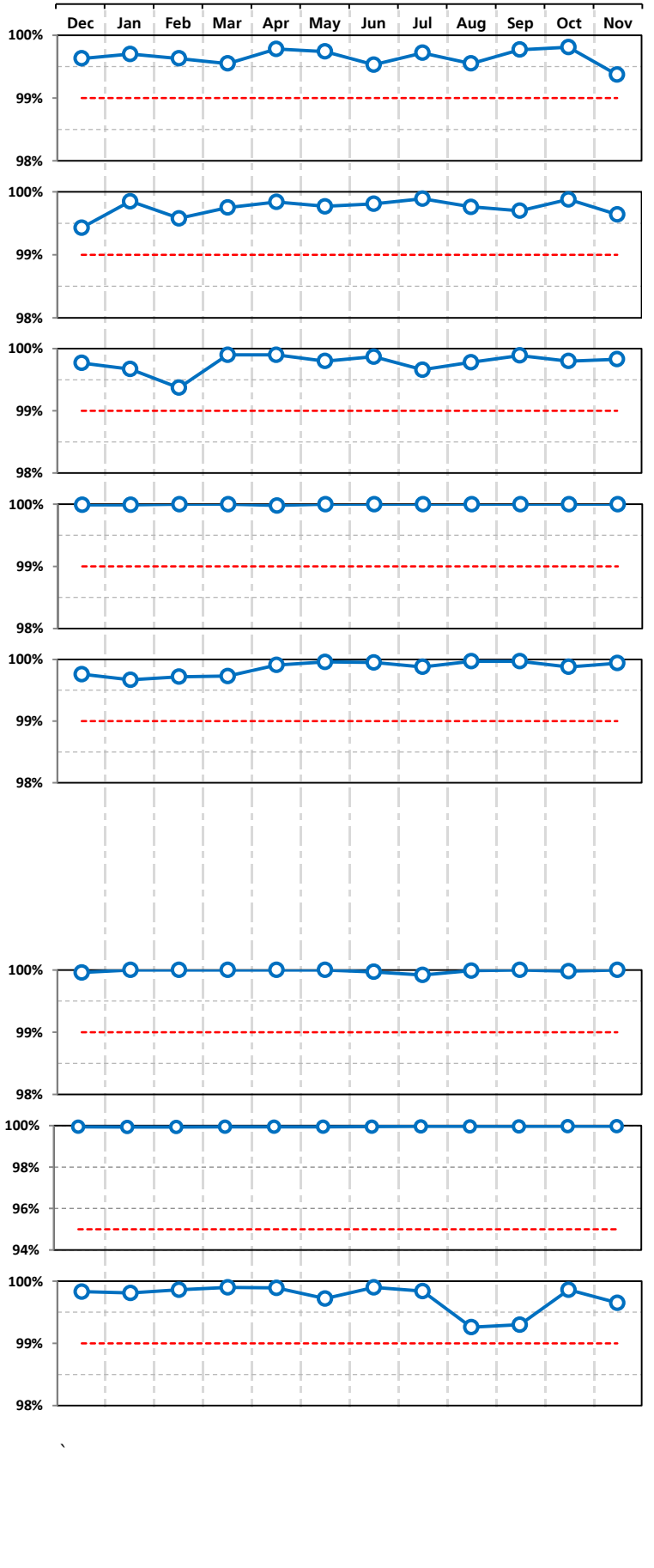
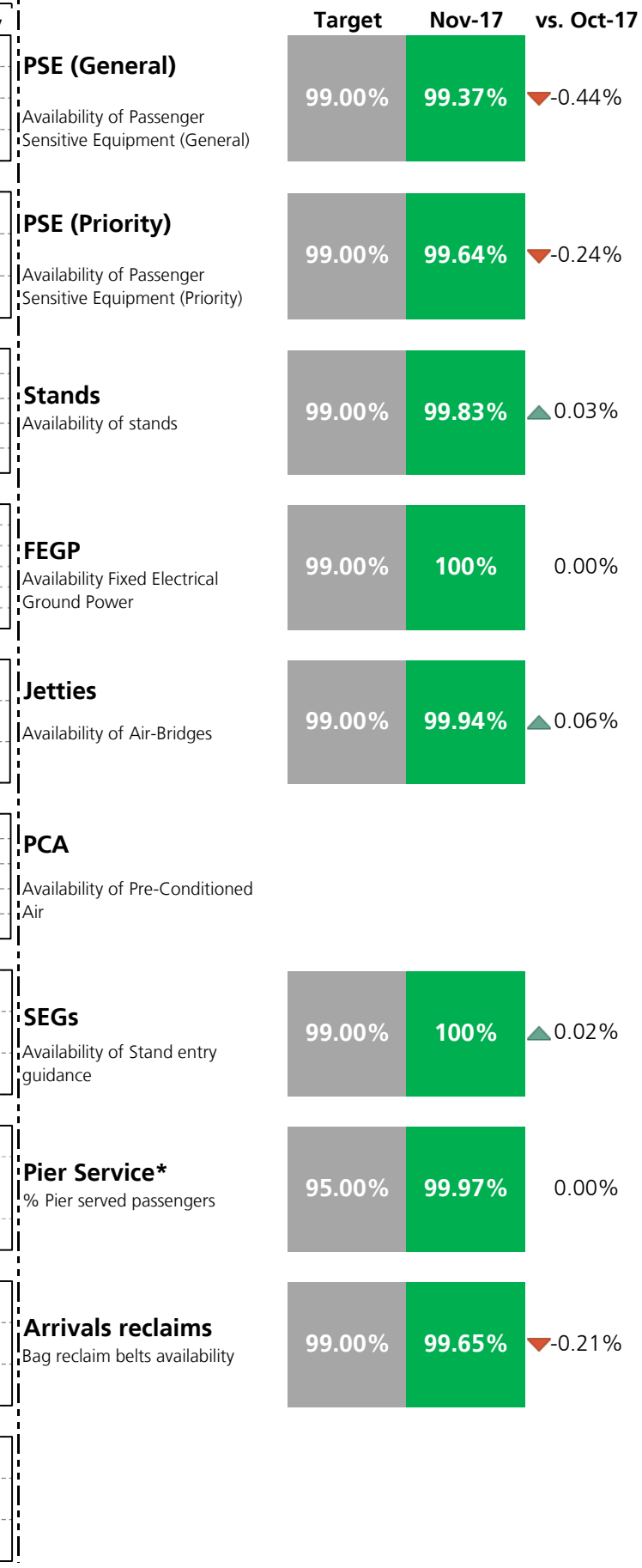
All bonus measures are based on MAA

Terminal 4 Performance Report November 2017

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 November 2017

Financial Report - Bonus and Rebates

Rebates:

	Nov - 2017		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				
SEGs	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Nov - 2017		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
Departure lounge seat availability	MAA	4.10	4.50	4.31	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.21	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.24	£ 50,370	£ 470,117	11
Flight information	MAA	4.40	4.70	4.40	£ -	£ -	0
					£ 50,370	£ 470,117	11

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 2017 - December 2017

Bonus: All business units must exceed Lower Threshold.

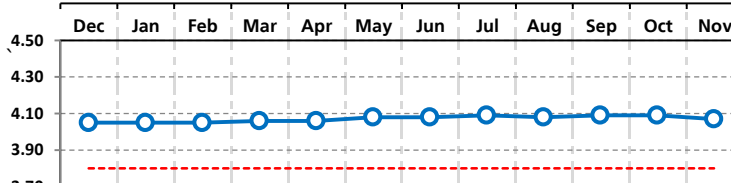
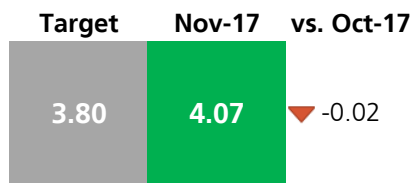
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

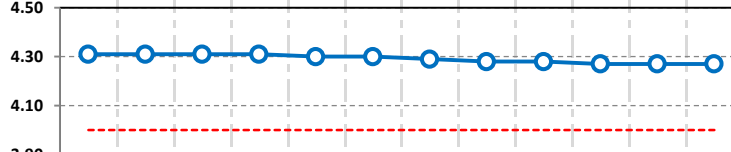
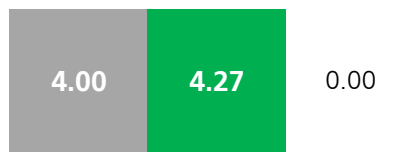
Terminal 5 Performance Report November 2017

Passenger Experience and Service Level Performance

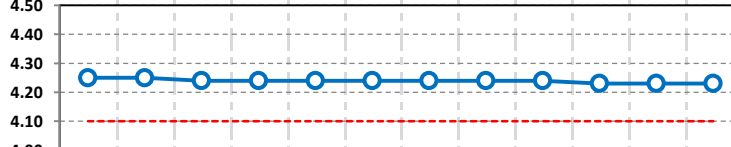
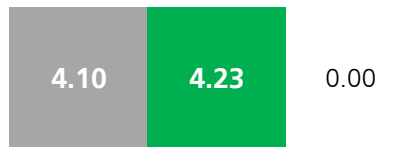
Departure lounge seat availability*
Ease of finding a seat



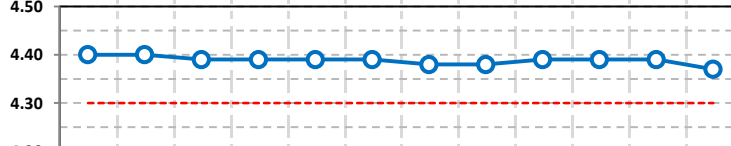
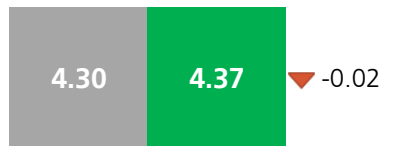
Cleanliness*
Overall cleanliness of the terminal



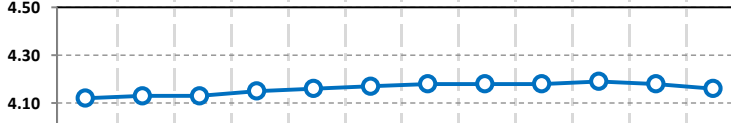
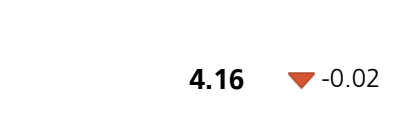
Wayfinding*
Ease of finding your way around the airport



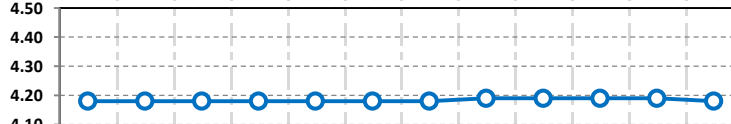
Flight information*
Accuracy and ease of finding flight information



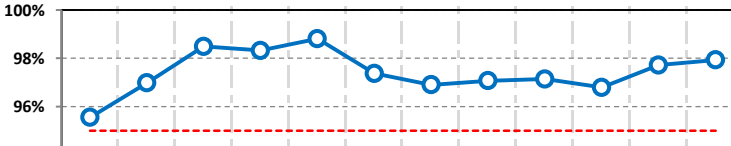
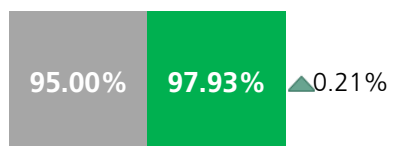
Wi-Fi*
Ease of using WiFi



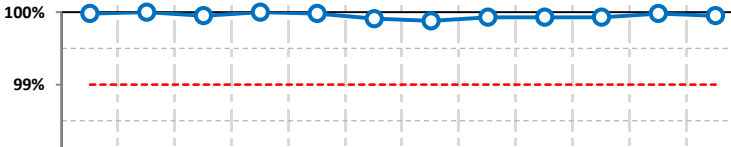
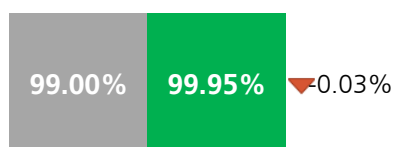
Security*
Passenger satisfaction



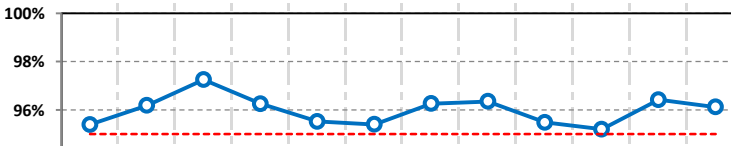
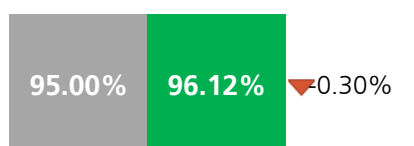
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



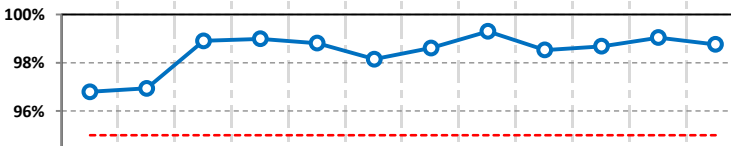
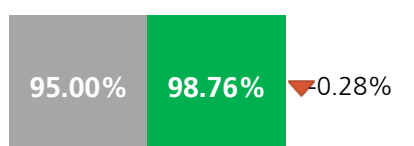
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



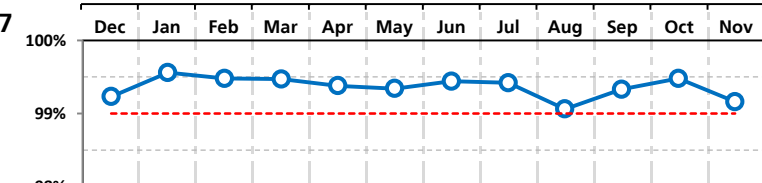
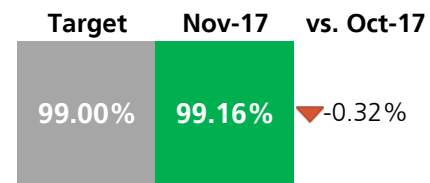
Transfer Search
Based on 15min time periods measured



Service Level Performance

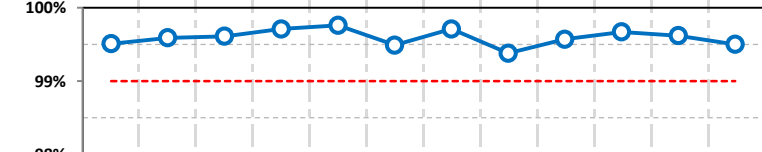
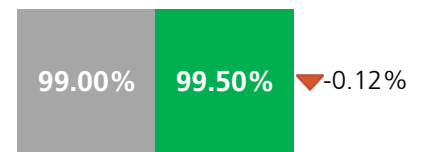
PSE (General)

Availability of Passenger Sensitive Equipment (General)



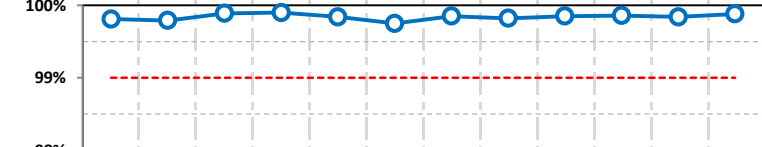
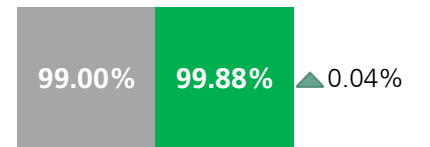
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



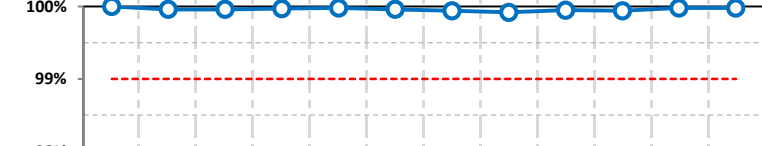
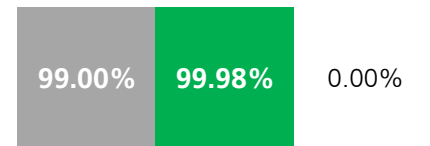
Stands

Availability of stands



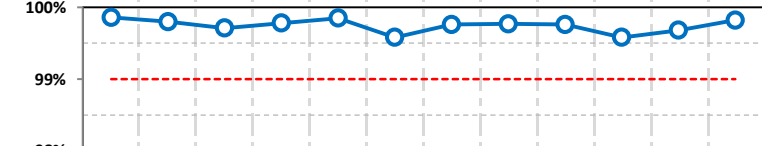
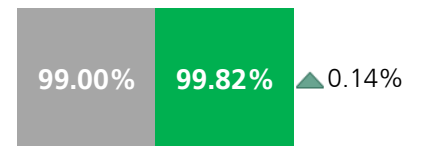
FEGP

Availability Fixed Electrical Ground Power



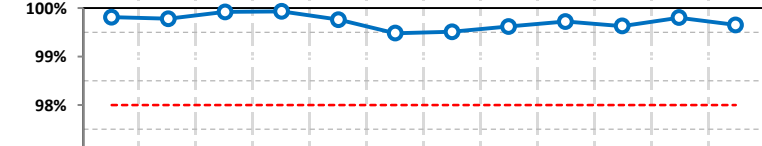
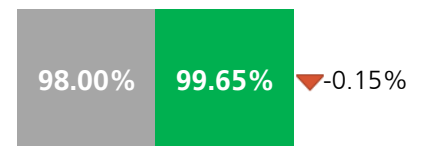
Jetties

Availability of Air-Bridges



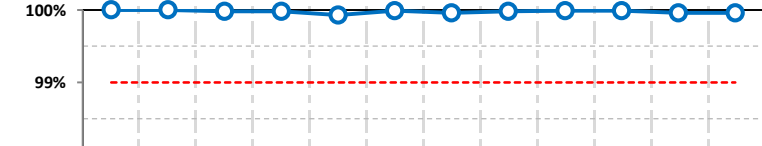
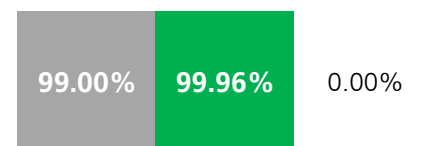
PCA

Availability of Pre-Conditioned Air



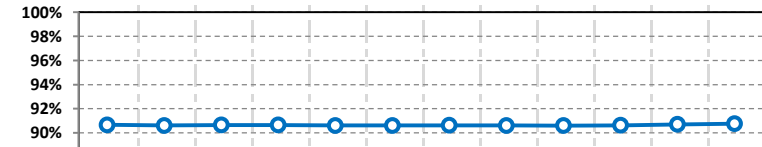
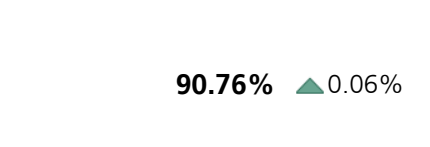
SEGs

Availability of Stand entry guidance



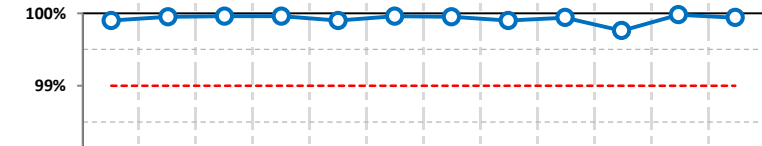
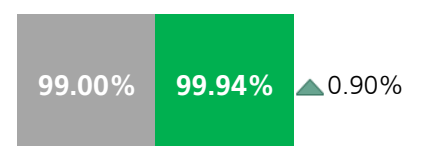
Pier Service*

% Pier served passengers



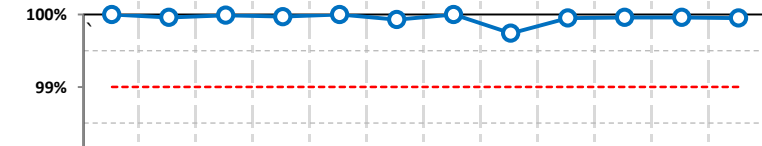
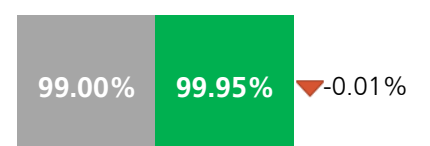
Arrivals reclaims

Bag reclaim belts availability



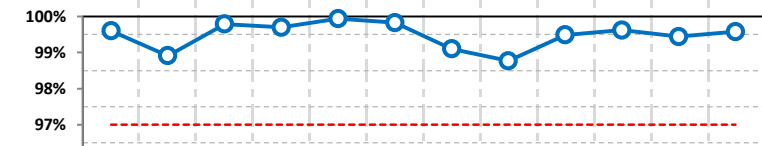
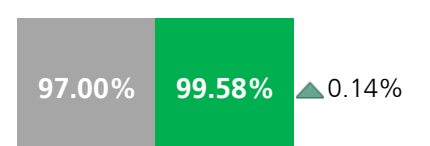
TTS - One car

Track Transit System - one car availability



TTS - Two cars

Track Transit System - % time two cars available



Notes:

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

Terminal 5 Performance Report November 2017

Financial Report - Bonus and Rebates

Rebates:

	Nov - 2017		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	Actual	Nov - 2017		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.07	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.23	£ 50,370	£ 470,117	11	
Flight information	MAA	4.40	4.70	4.37	£ -	£ -	0	
					£ 50,370	£ 470,117	11	

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 2017 - December 2017

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 2017

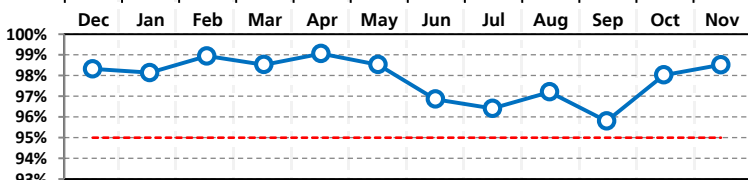
Financial Report - Bonus and Rebates

Service Level Performance

Control Post Security Search

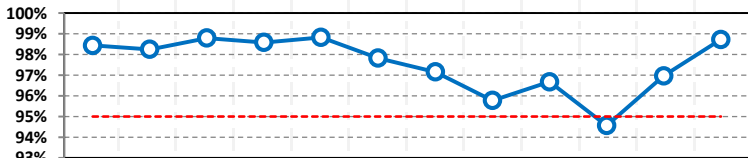
CTA
Central Terminal Zone:
CP5 & CP8

95.00% **98.52%** ▲ 0.50%



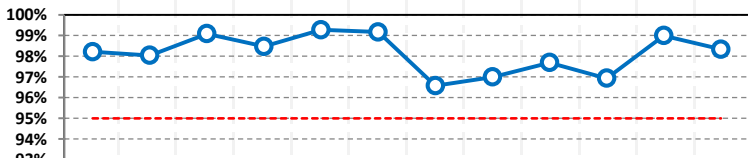
CP5

95.00% **98.73%** ▲ 1.76%



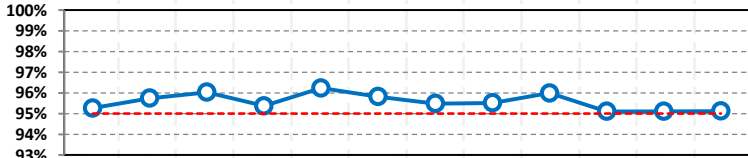
CP8

95.00% **98.33%** ▼ -0.66%



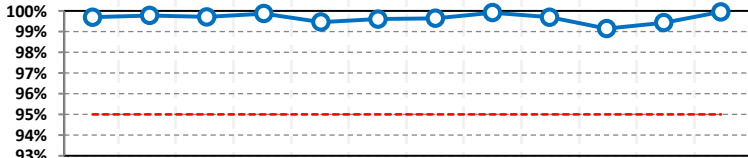
Cargo
Cargo Zone:
CP10, CP10a & CP25a

95.00% **95.12%** ▲ 0.02%



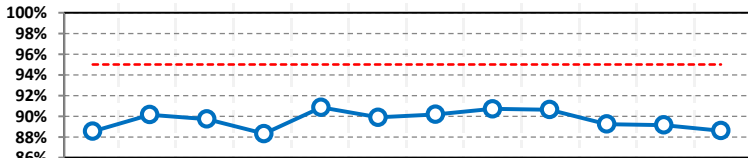
CP10

95.00% **99.95%** ▲ 0.52%



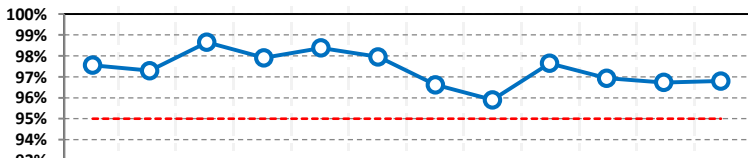
CP10a

95.00% **88.60%** ▼ -0.54%



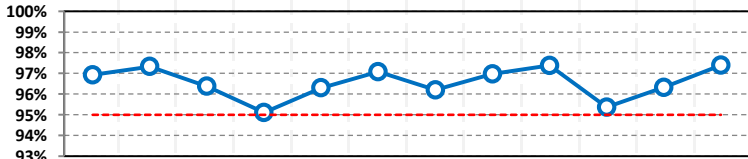
CP25a

95.00% **96.80%** ▲ 0.07%



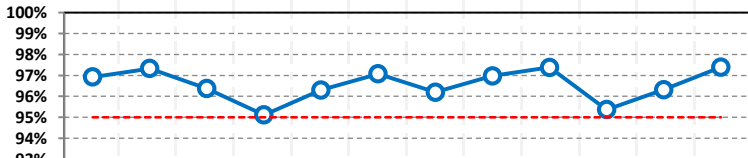
EastSide
EastSide Zone:
CP16

95.00% **97.40%** ▲ 1.08%



CP16

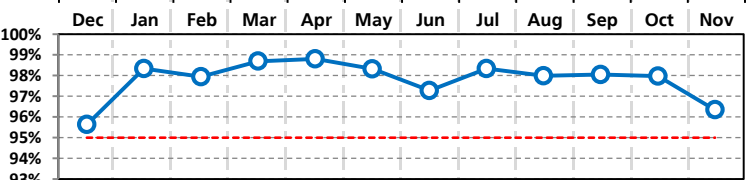
95.00% **97.40%** ▲ 1.08%



Service Level Performance

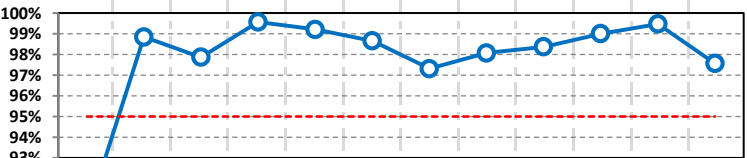
T5
Terminal 5 Zone:
CP18, CP19 and CP20

95.00% **96.34%** ▼ -1.63%



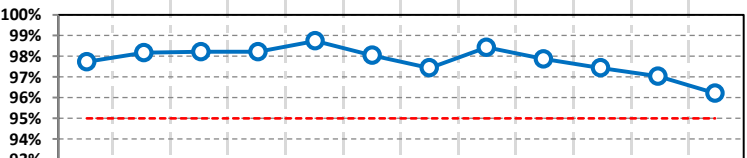
CP18

95.00% **97.56%** ▼ -1.91%



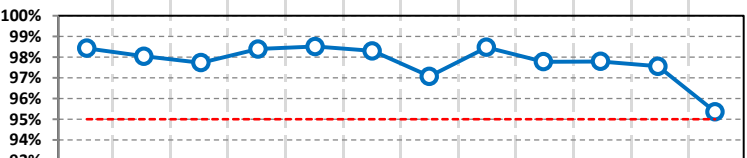
CP19

95.00% **96.22%** ▼ -0.82%



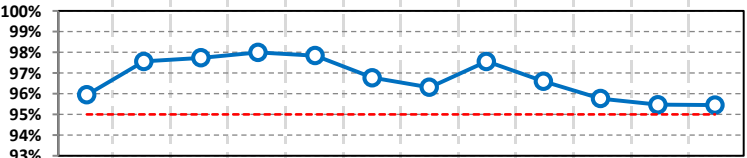
CP20

95.00% **95.36%** ▼ -2.20%



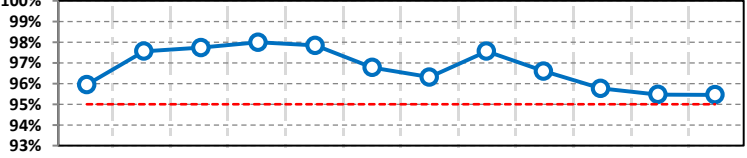
SouthSide
SouthSide Zone:
CP24

95.00% **95.45%** ▼ -2.52%



CP24

95.00% **95.45%** ▼ -0.02%



Financial Report

Rebates:	Nov - 2017		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 2017 - December 2017

Heathrow

Making every journey better