



# Heathrow Performance Report

Service Quality Rebate and Bonus - April 2018

Integrated Planning and Performance - Airport Operations

Printed: 15 May 2018

**Heathrow**  
Making every journey better

# Heathrow Performance Report April 2018

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.35	4.12	4.29	4.06	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.39	4.18	4.21	4.27	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.33	4.23	4.25	4.23	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.42	4.39	4.39	4.38	
<b>Wi-Fi*</b> Ease of using WiFi	4.17	4.14	4.15	4.11	
<b>Security*</b> Passenger satisfaction	4.26	4.23	4.24	4.21	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	98.19%	99.19%	98.33%	98.45%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	100%	99.95%	100%	99.98%	
<b>Staff search</b> Based on 15min time periods measured	99.66%	100%	100%	96.52%	
<b>Transfer Search</b> Based on 15min time periods measured	99.00%	99.29%	99.80%	99.18%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	98.33%	96.13%	96.88%	97.50%	97.52%

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

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.66%	99.41%	99.51%	99.21%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.55%	99.53%	99.61%	99.20%
<b>Stands</b> Availability of stands	99.93%	99.86%	99.90%	99.89%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.98%	99.99%	100%	99.95%
<b>Jetties</b> Availability of Air-Bridges	99.95%	99.92%	99.69%	99.77%
<b>PCA</b> Availability of Pre-conditioned Air	99.99%	99.77%		99.87%
<b>SEGs</b>	99.94%	99.97%	100%	99.98%
<b>Pier Service*</b> % Pier served passengers	97.76%	95.58%	99.97%	90.88%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.65%	99.62%	99.61%	99.97%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.96%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.70%

## Financial Report- Bonus and Rebates

	Rebates:				Campus	YTD		
	Apr - 2018					Estimated Rebate	Estimated Rebate	Total Failures
	T2	T3	T4	T5				
<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	✓	✓	✓	✓		£ -	£ -	0
<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>						£ -	£ -	0

	Bonuses:		Apr - 2018				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.35	4.12	4.29	4.06	£ -	£ -	0
	4.20	4.50	4.39	4.18	4.21	4.27	£ -	£ -	0
	4.20	4.50	4.33	4.23	4.25	4.23	£ 52,620	£ 210,480	4
	4.40	4.70	4.42	4.39	4.39	4.38	£ -	£ -	0
<b>Total</b>							£ 52,620	£ 210,480	4

**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 2018 - December 2018

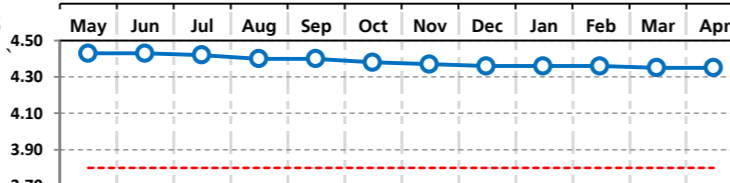
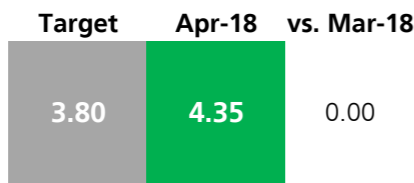
### Credit Notes:

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.

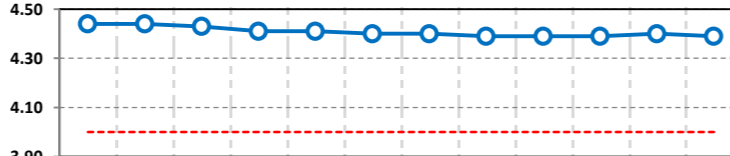
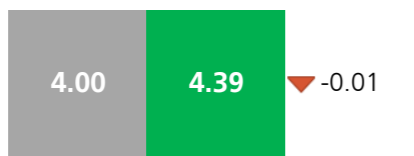
# Terminal 2 Performance Report April 2018

## Passenger Experience and Service Level Performance

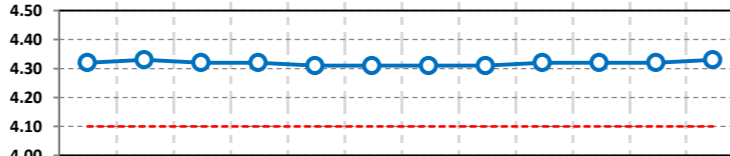
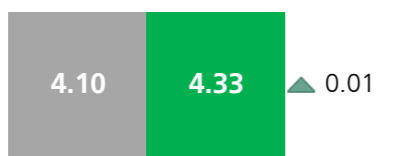
**Departure lounge seat availability\***  
Ease of finding a seat



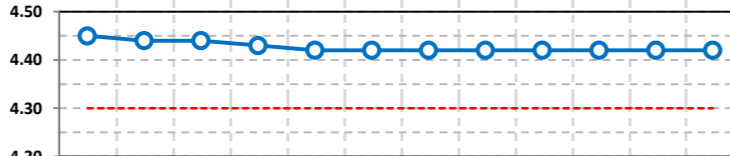
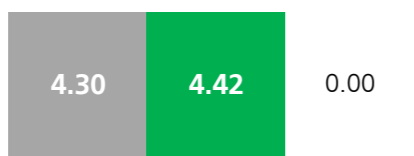
**Cleanliness\***  
Overall cleanliness of the terminal



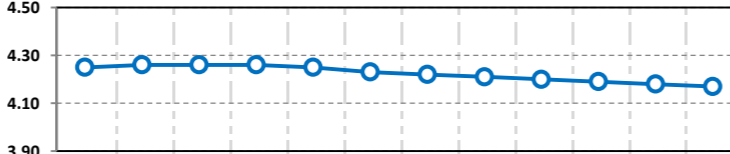
**Wayfinding\***  
Ease of finding your way around the airport



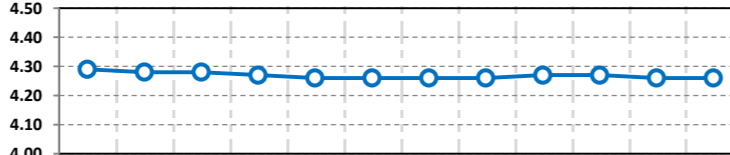
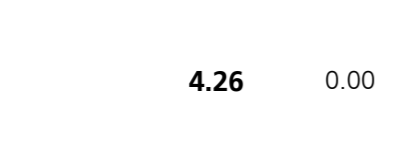
**Flight information\***  
Accuracy and ease of finding flight information



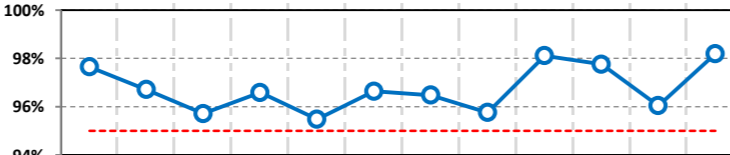
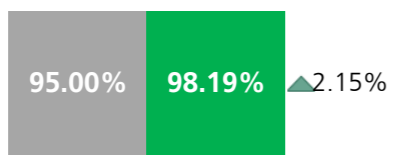
**Wi-Fi\***  
Ease of using WiFi



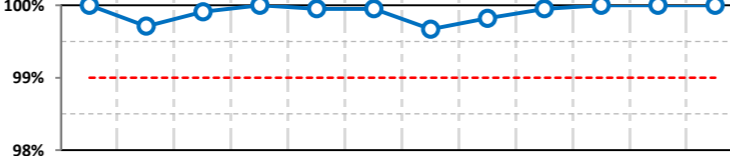
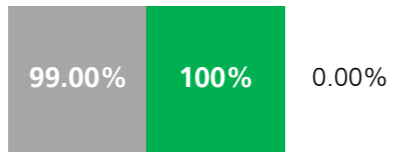
**Security\***  
Passenger satisfaction



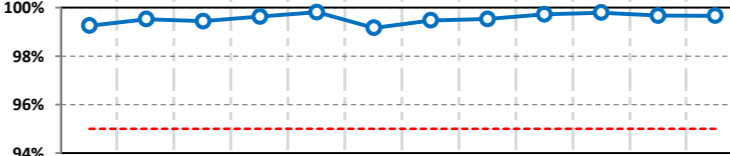
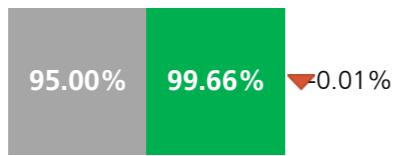
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



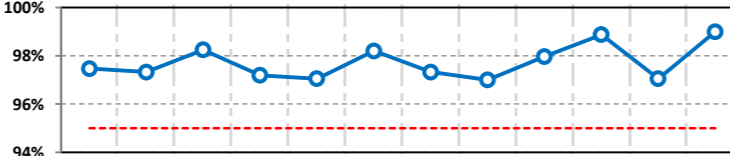
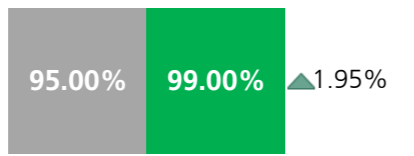
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



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

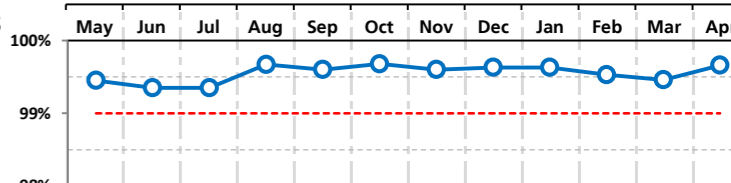
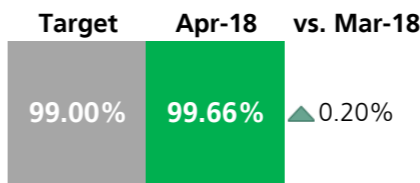


\* SQRB calculation based on moving annual average (MAA) for these metrics

## Service Level Performance

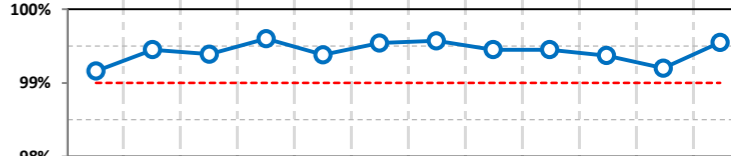
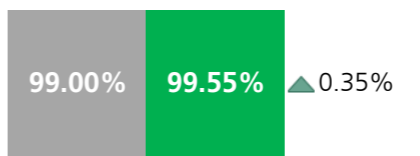
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



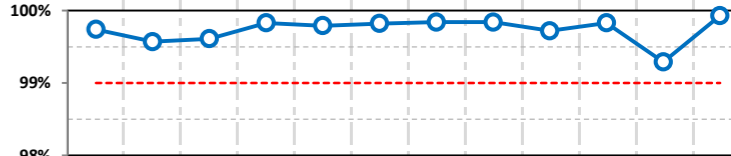
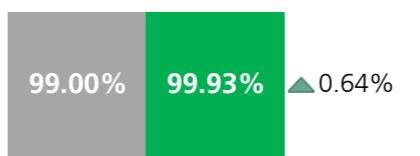
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



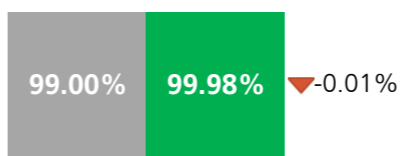
**Stands**

Availability of stands



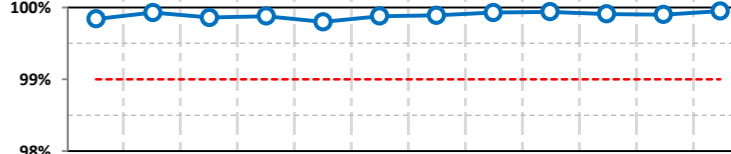
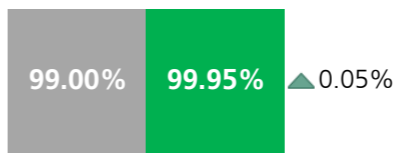
**FEGP**

Availability of Fixed Electrical Ground Power



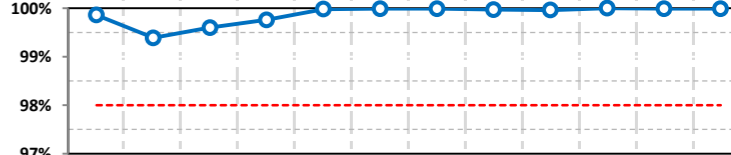
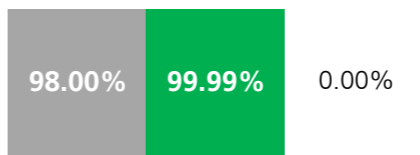
**Jetties**

Availability of Air-Bridges



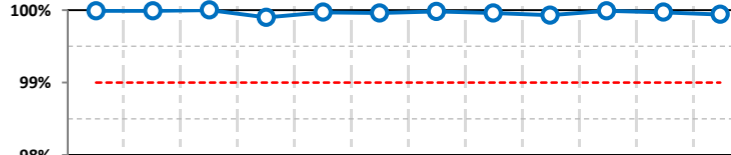
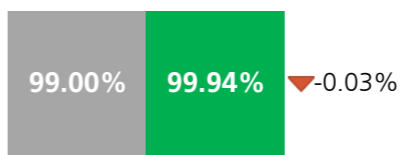
**PCA**

Availability of Pre-Conditioned Air



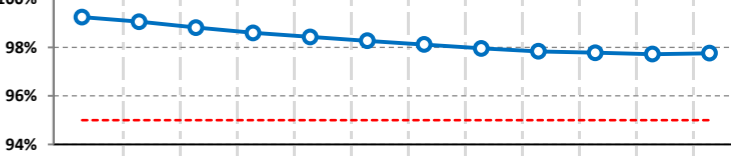
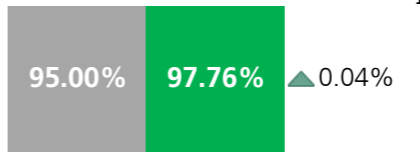
**SEGs**

Availability of Stand entry guidance



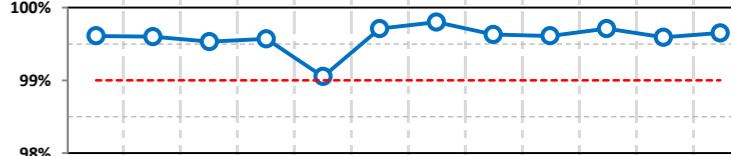
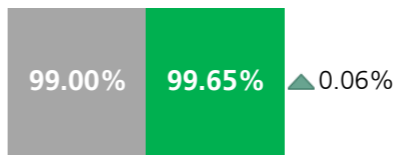
**Pier Service\***

% 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 April 2018

## Financial Report - Bonus and Rebates

### Rebates:

	Apr - 2018		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	Apr - 2018		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	4.35	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.39	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.33	£ 52,620	£ 210,480	4
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0
					£ 52,620	£ 210,480	4

### 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 2018 - December 2018

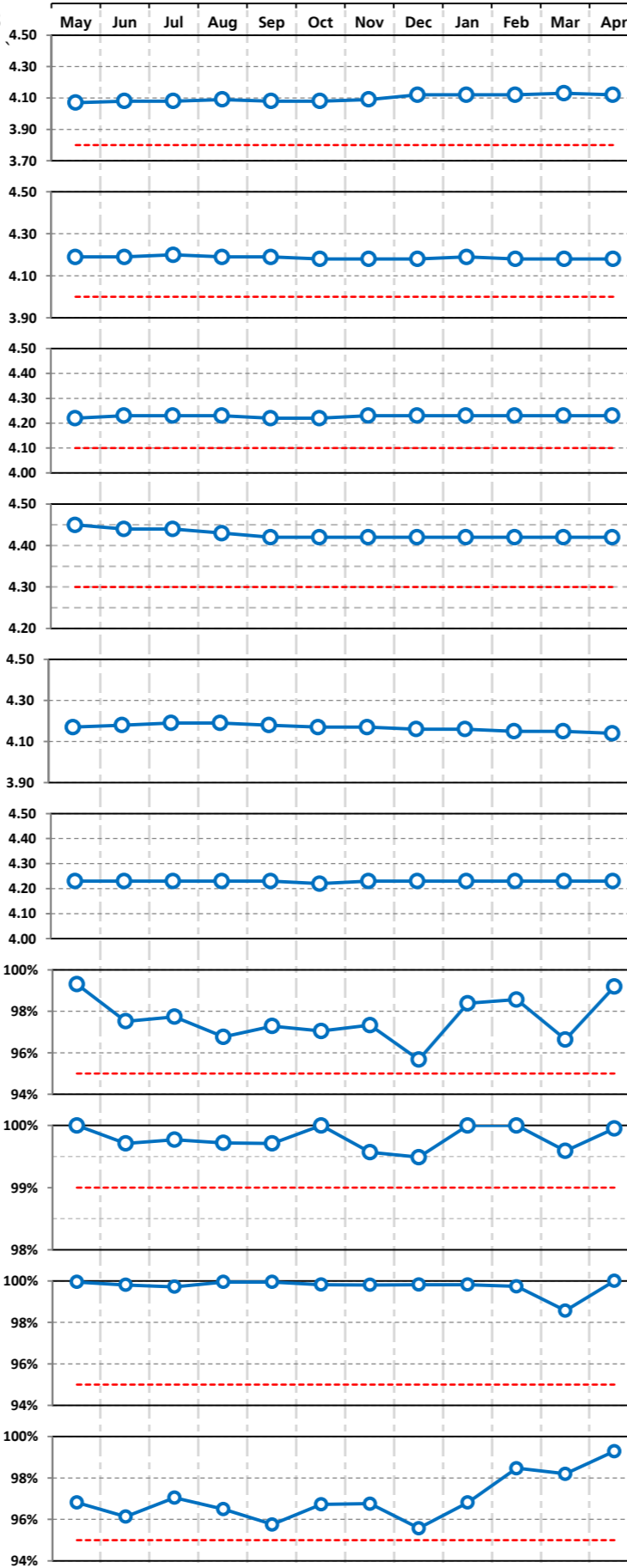
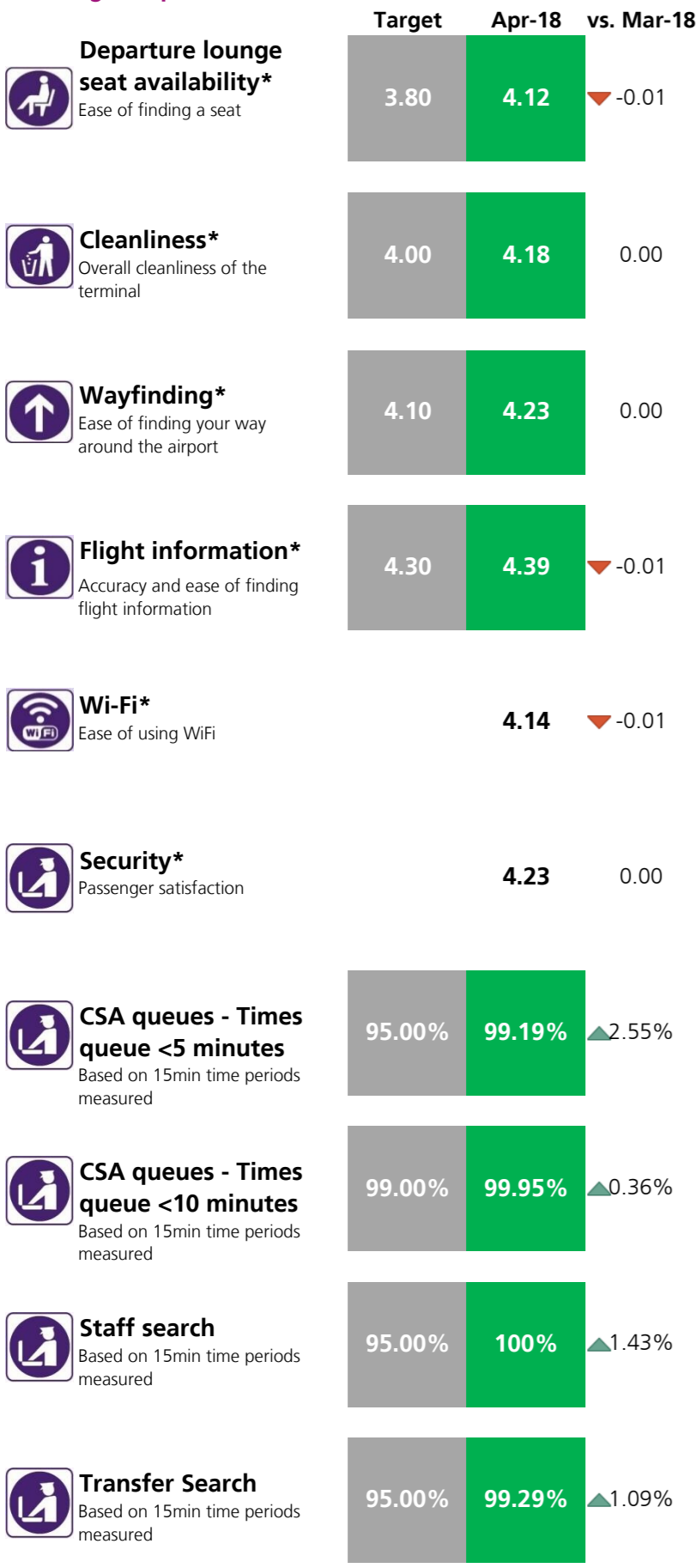
**Bonus:** All business units must exceed Lower Threshold.

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

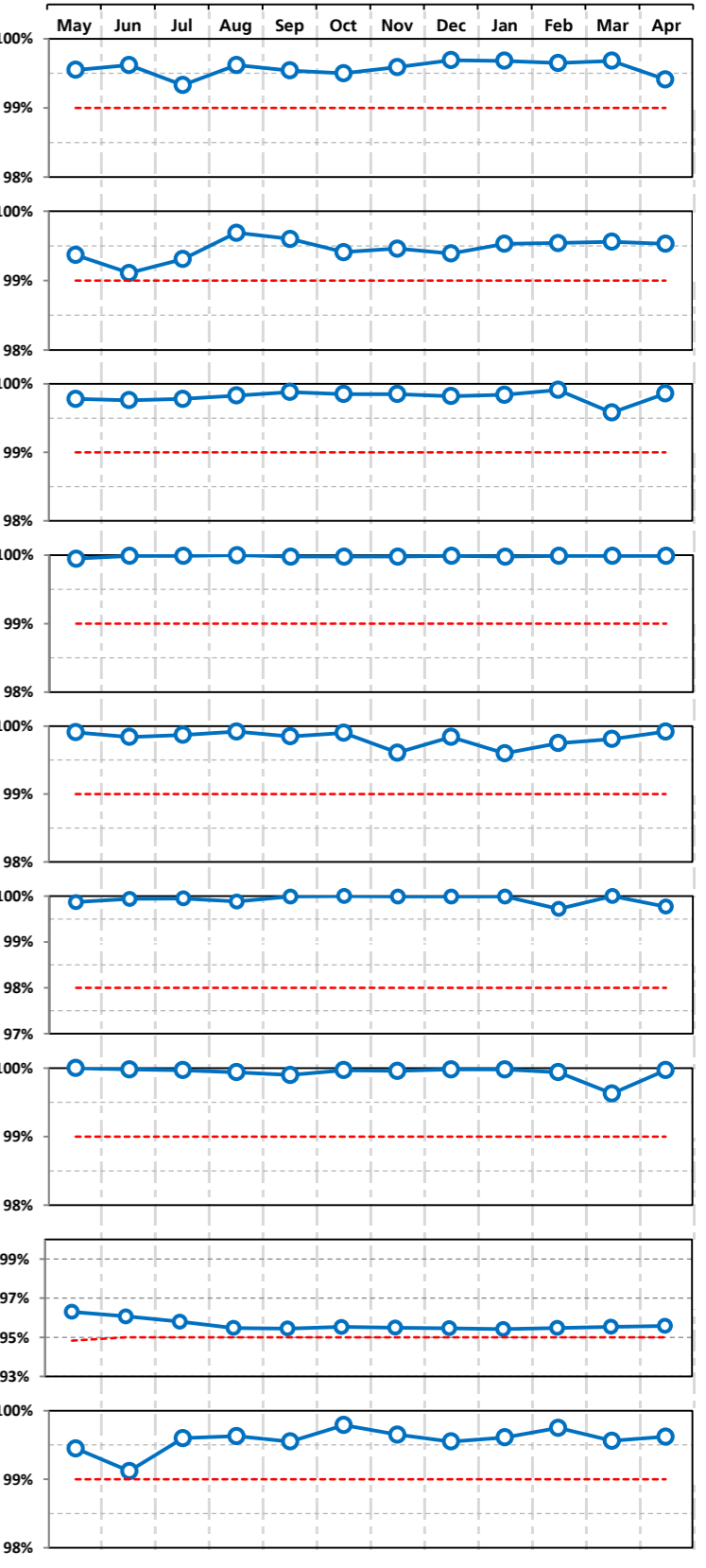
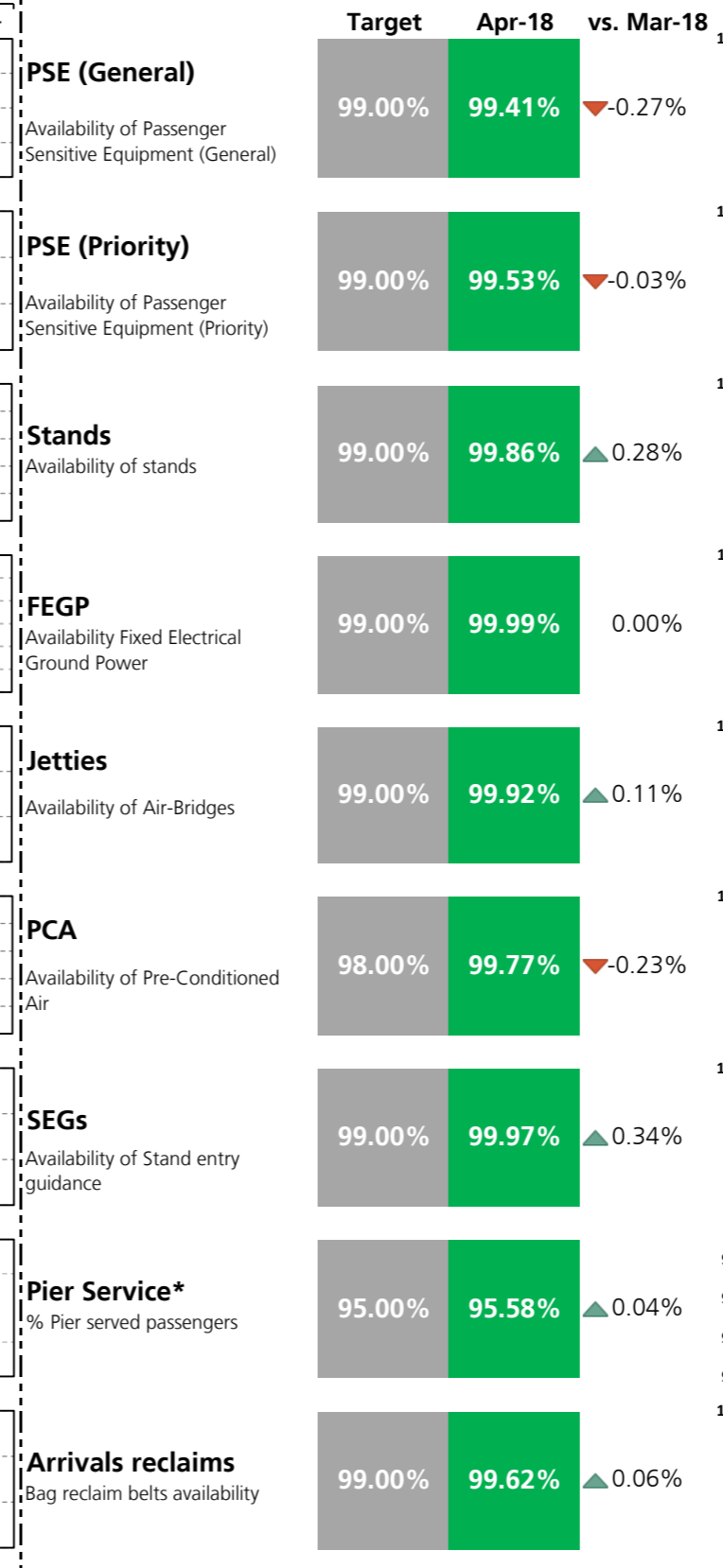
All bonus measures are based on MAA

# Terminal 3 Performance Report April 2018

## Passenger Experience and Service Level Performance



## Service Level Performance



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

## Rebates:

	Apr - 2018		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	Apr - 2018		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.12	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.23	£ 52,620	£ 210,480	4	
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0	
					£ 52,620	£ 210,480	4	

## 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 2018 - December 2018

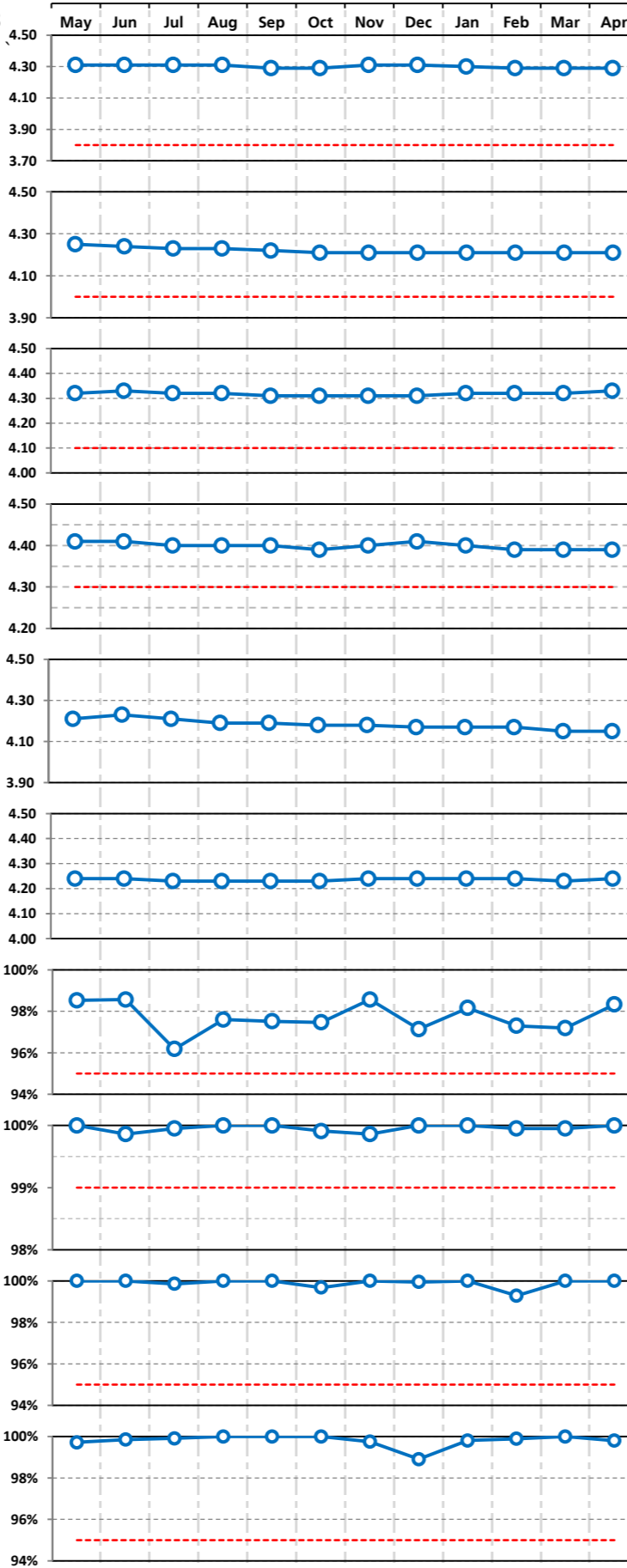
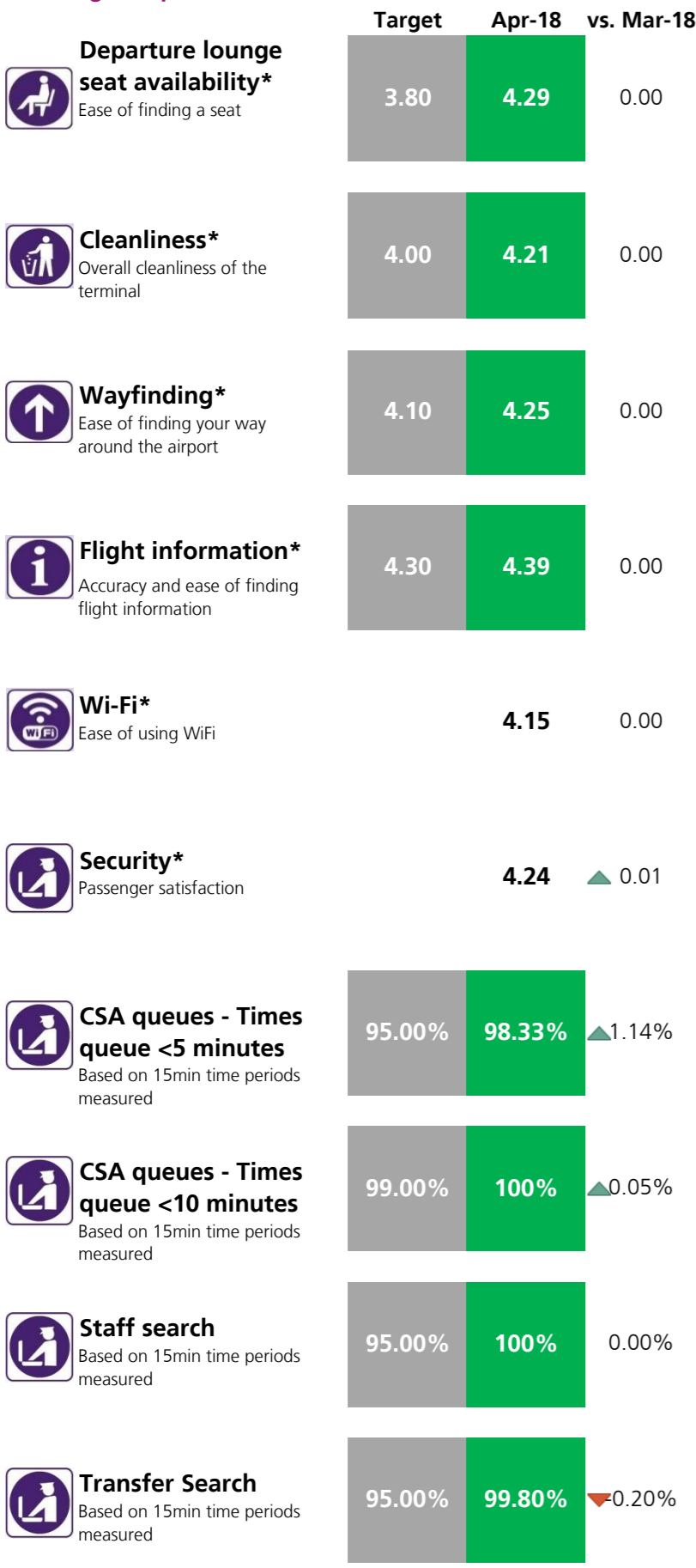
**Bonus:** All business units must exceed Lower Threshold.

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

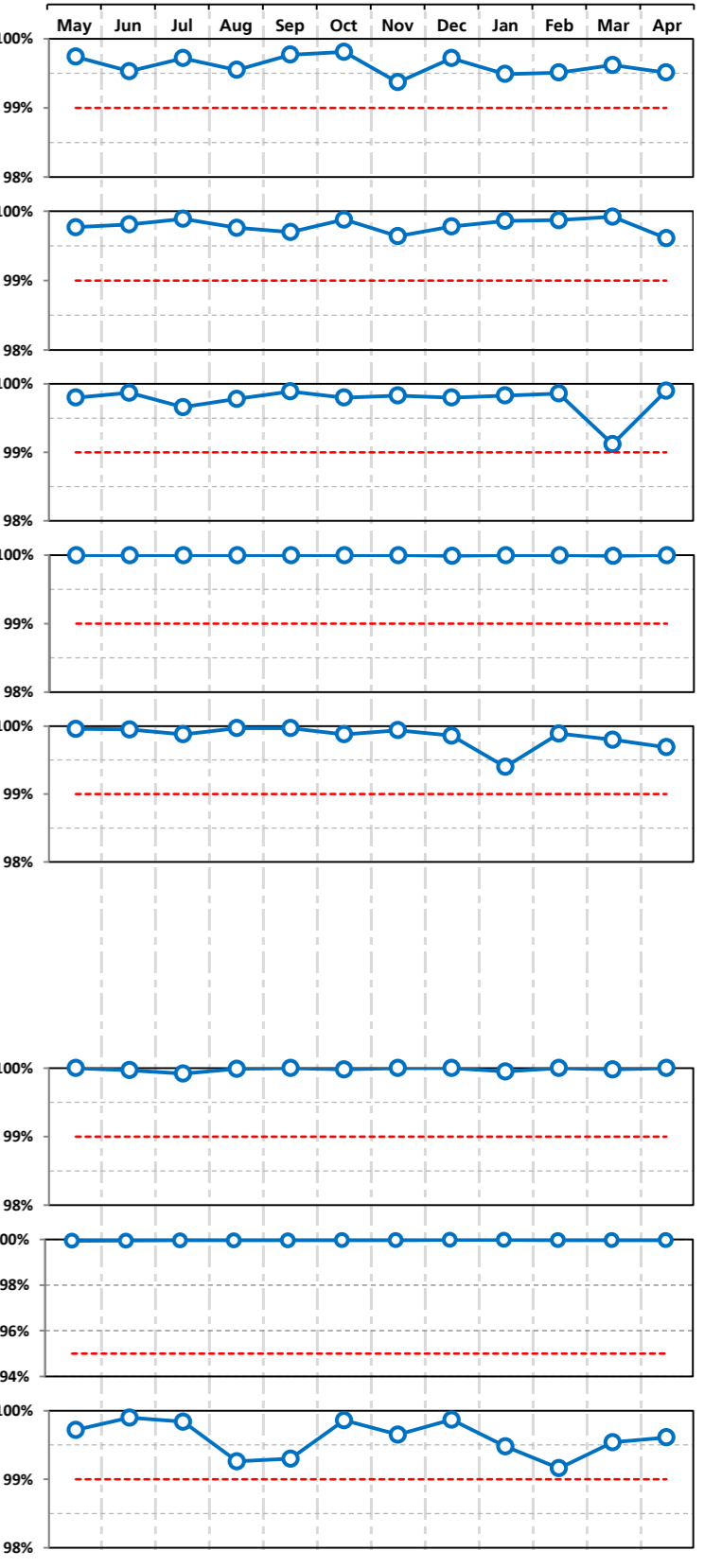
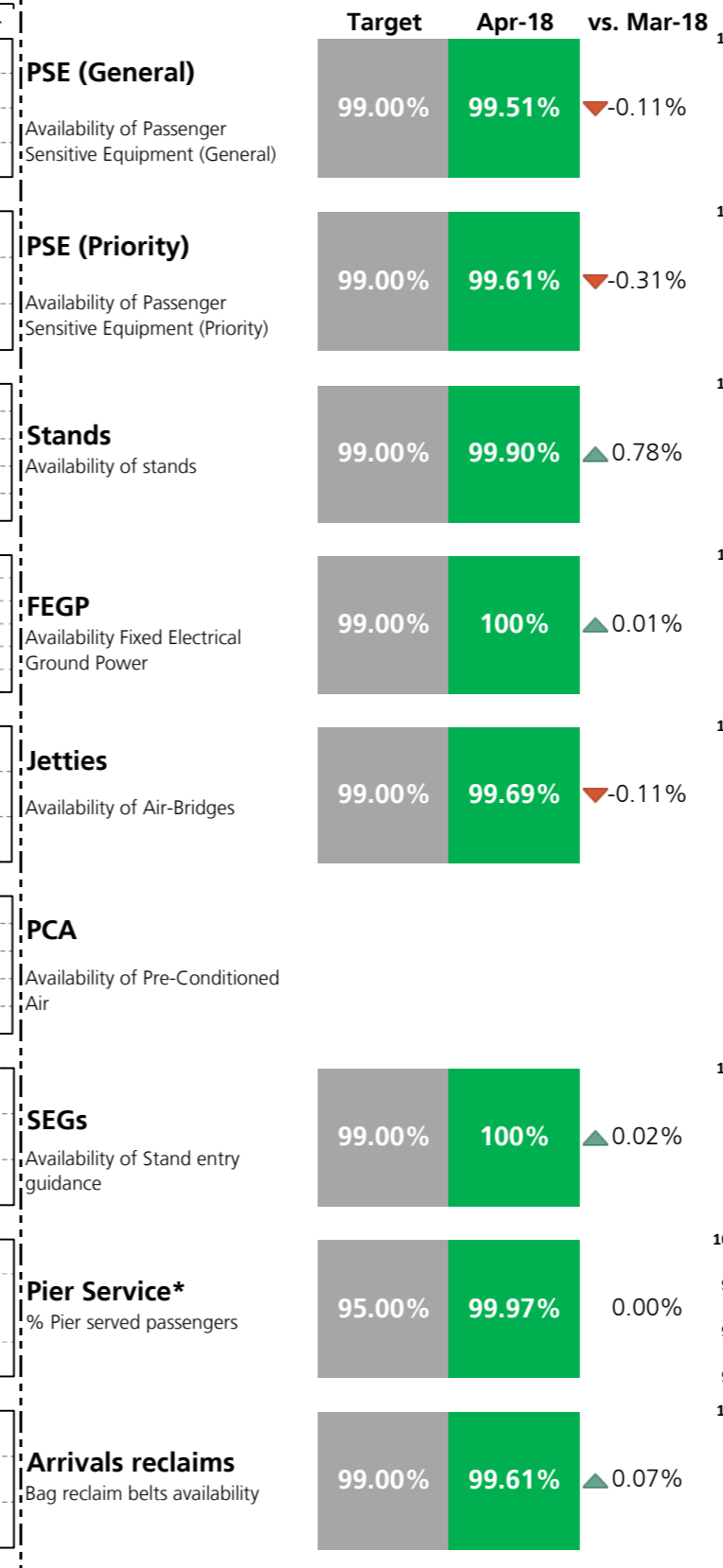
All bonus measures are based on MAA

# Terminal 4 Performance Report April 2018

## 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 April 2018

## Financial Report - Bonus and Rebates

### Rebates:

	Apr - 2018		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>				
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Apr - 2018		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	4.29	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.21	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.25	£ 52,620	£ 210,480	4	
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0	
					£ 52,620	£ 210,480	4	

### 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 2018 - December 2018

**Bonus:** All business units must exceed Lower Threshold.

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

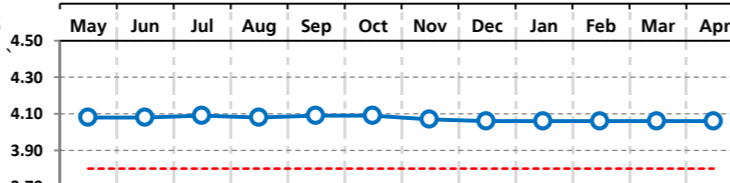
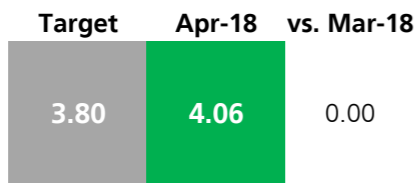
All bonus measures are based on MAA



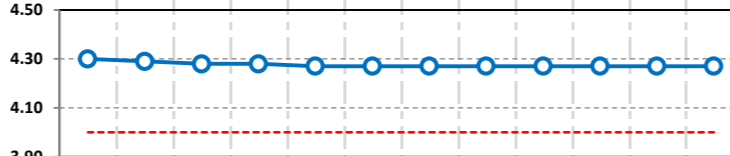
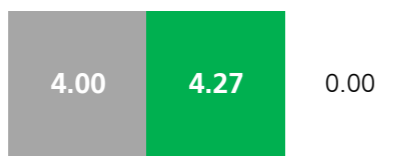
# Terminal 5 Performance Report April 2018

## Passenger Experience and Service Level Performance

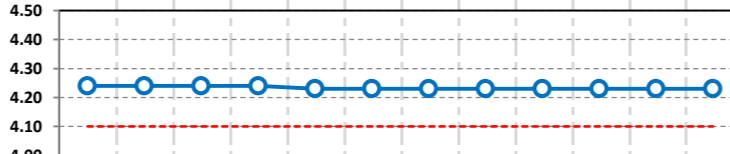
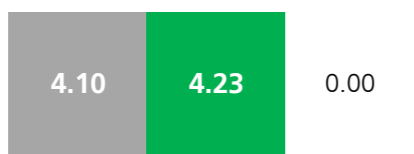
**Departure lounge seat availability\***  
Ease of finding a seat



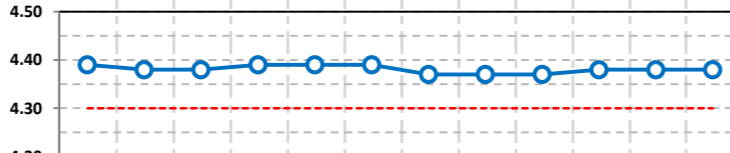
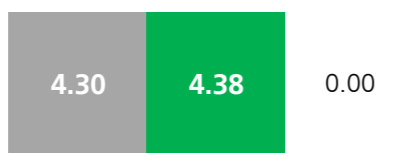
**Cleanliness\***  
Overall cleanliness of the terminal



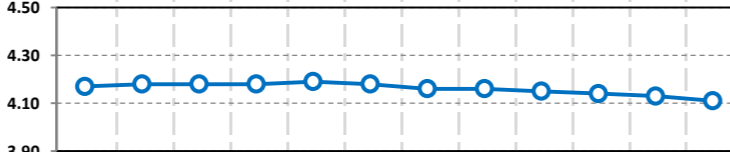
**Wayfinding\***  
Ease of finding your way around the airport



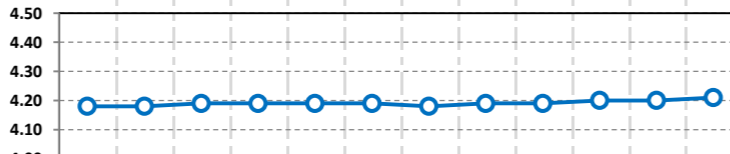
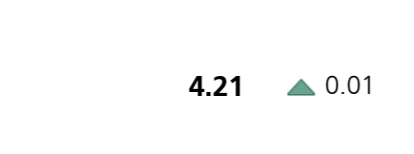
**Flight information\***  
Accuracy and ease of finding flight information



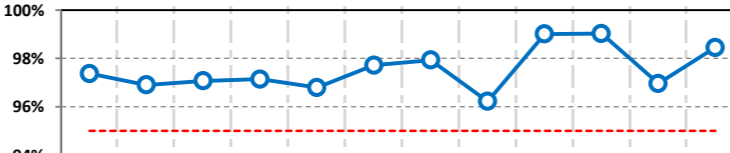
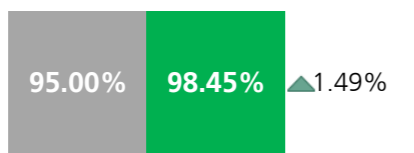
**Wi-Fi\***  
Ease of using WiFi



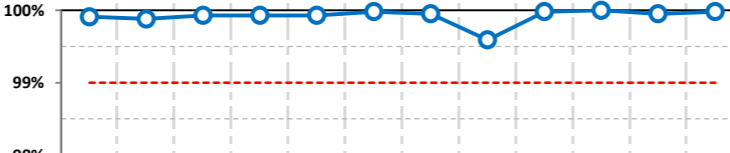
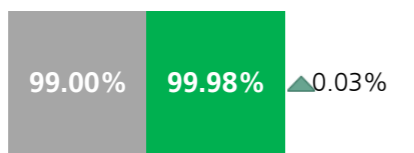
**Security\***  
Passenger satisfaction



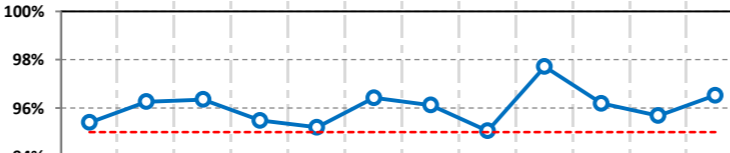
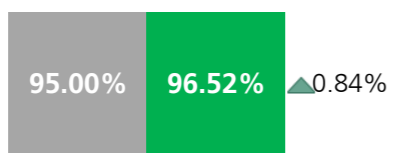
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



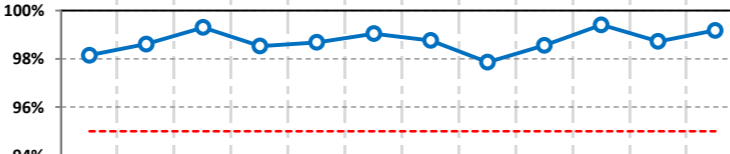
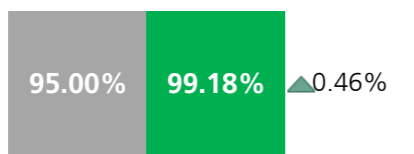
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



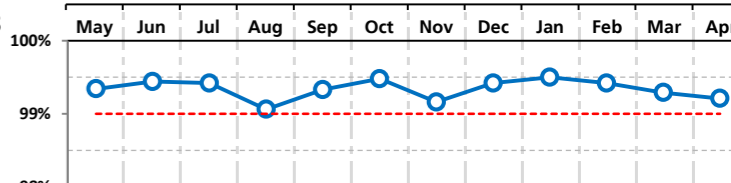
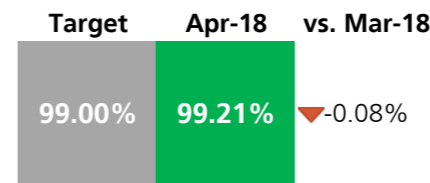
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

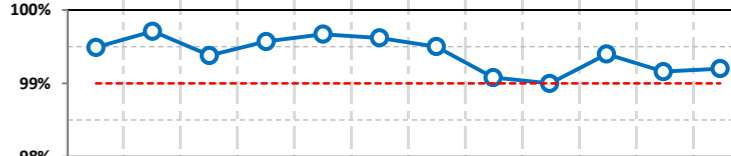
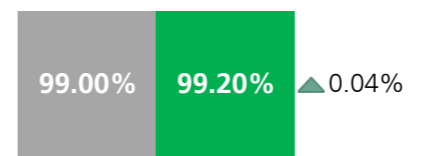
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



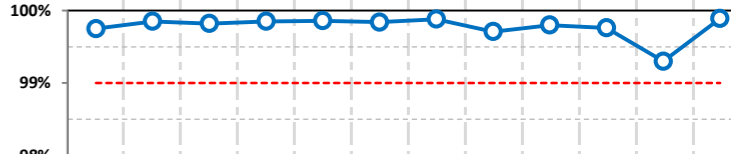
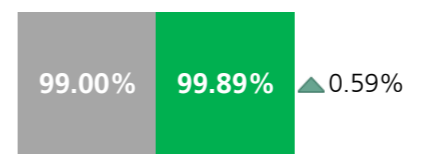
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



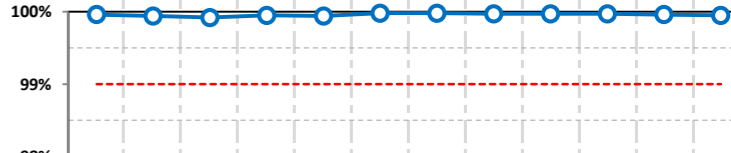
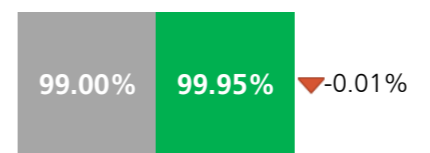
**Stands**

Availability of stands



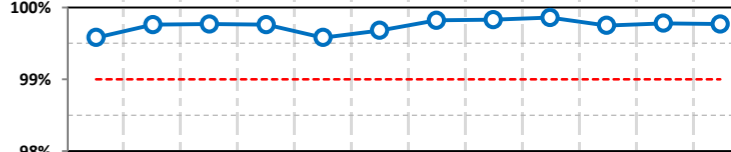
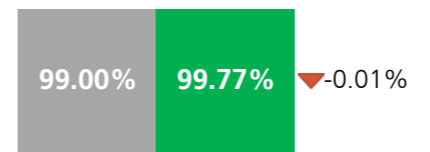
**FEGP**

Availability Fixed Electrical Ground Power



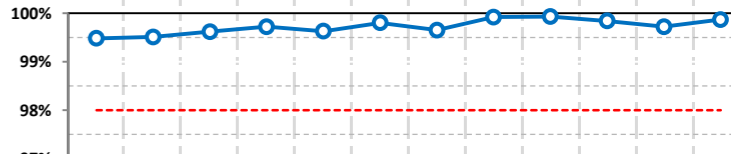
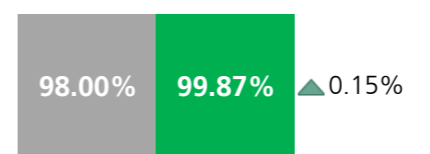
**Jetties**

Availability of Air-Bridges



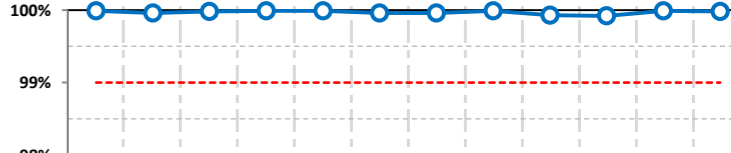
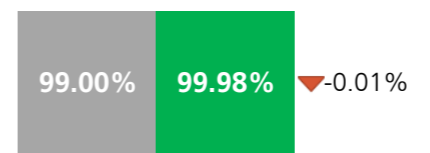
**PCA**

Availability of Pre-Conditioned Air



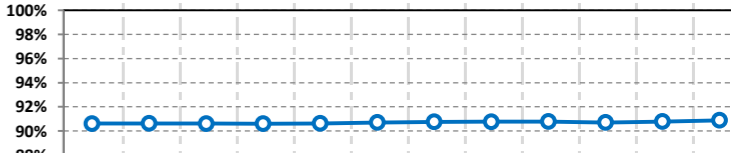
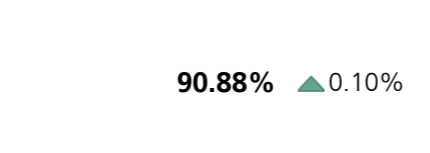
**SEGs**

Availability of Stand entry guidance



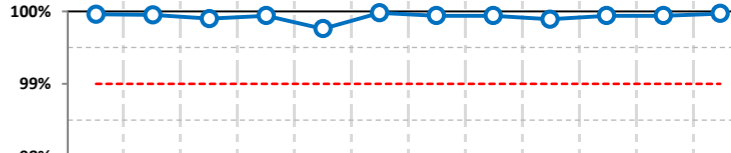
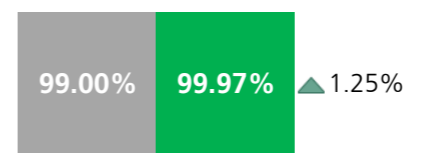
**Pier Service\***

% Pier served passengers



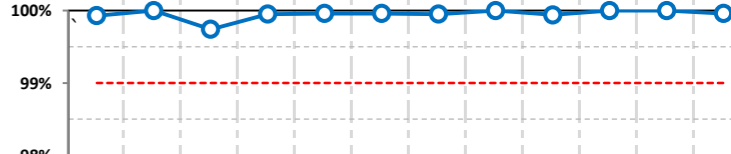
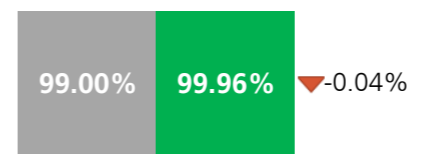
**Arrivals reclaims**

Bag reclaim belts availability



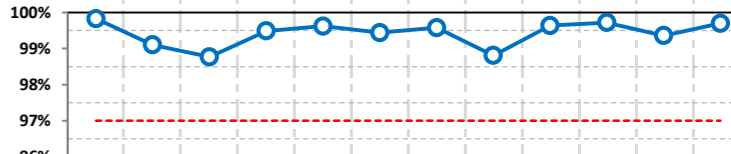
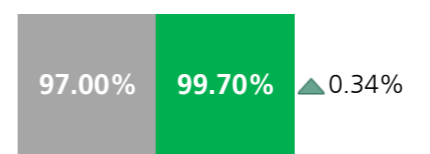
**TTS - One car**

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 April 2018

## Financial Report - Bonus and Rebates

### Rebates:

	Apr - 2018		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
<b>Wayfinding</b>	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>				
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Apr - 2018		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.06	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.23	£ 52,620	£ 210,480	4	
Flight information	MAA	4.40	4.70	4.38	£ -	£ -	0	
					£ 52,620	£ 210,480	4	

### 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 2018 - December 2018

**Bonus:** All business units must exceed Lower Threshold.

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

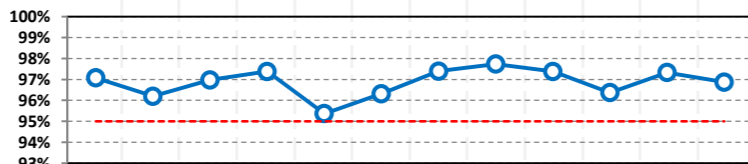
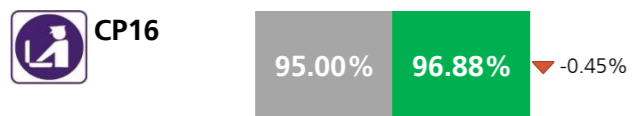
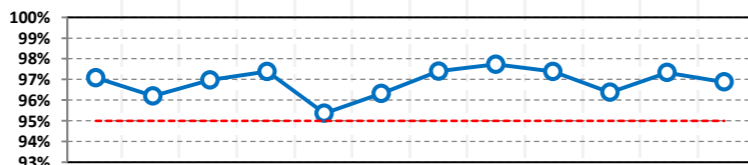
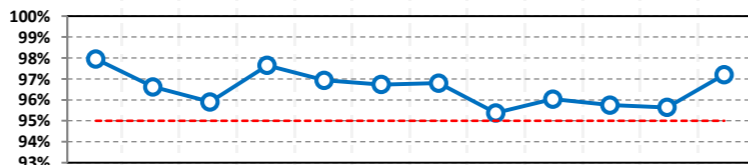
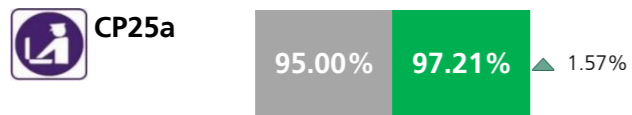
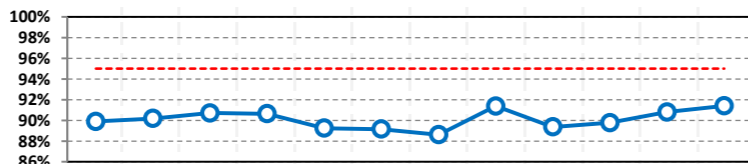
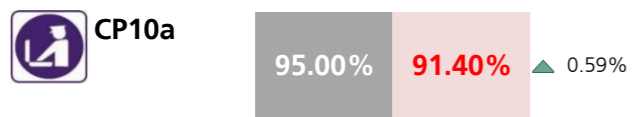
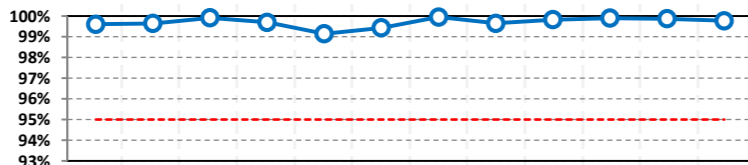
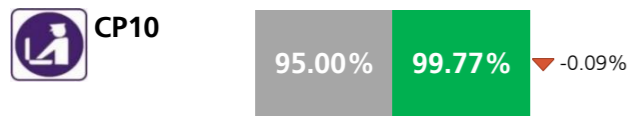
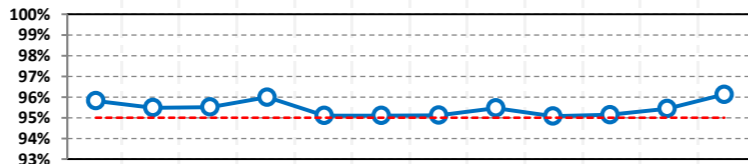
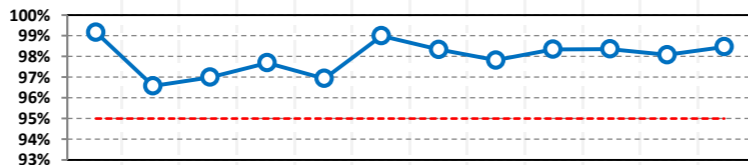
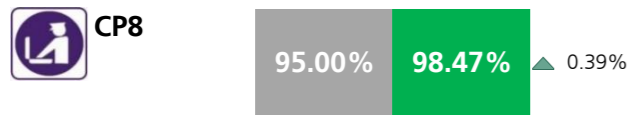
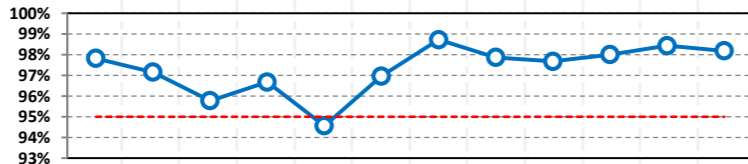
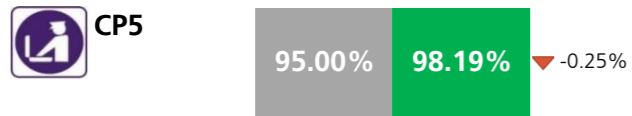
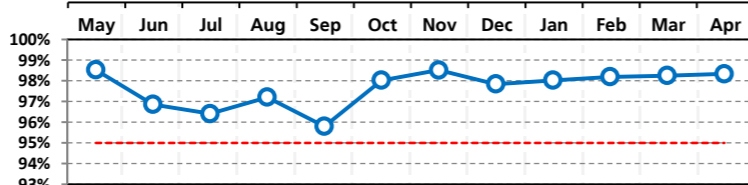
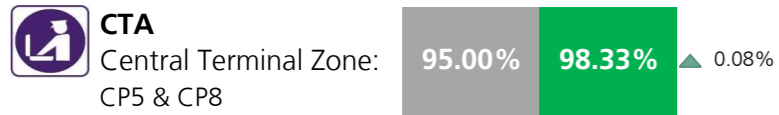
All bonus measures are based on MAA

# Campus Performance Report April 2018

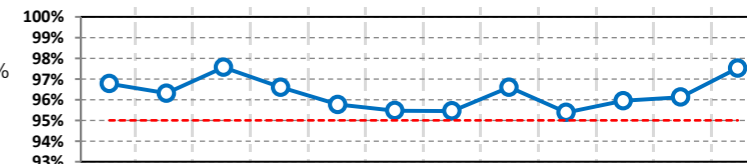
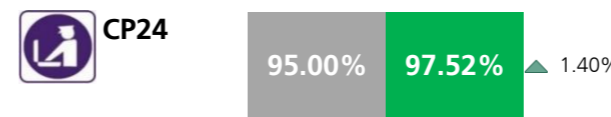
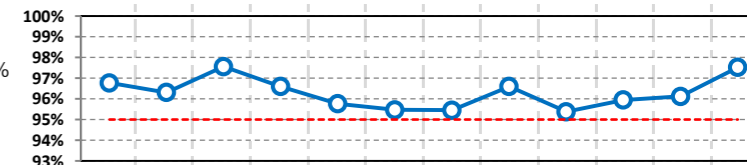
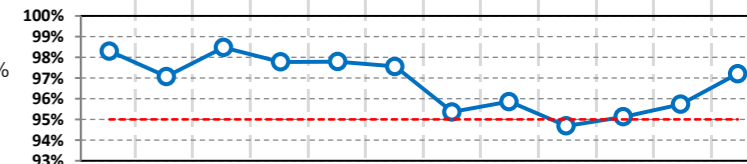
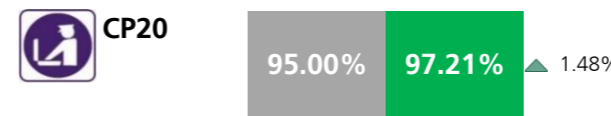
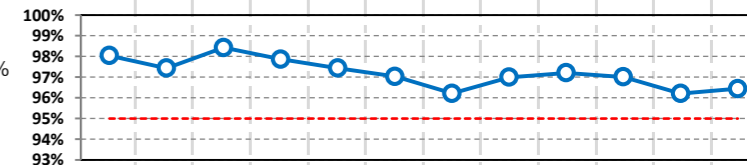
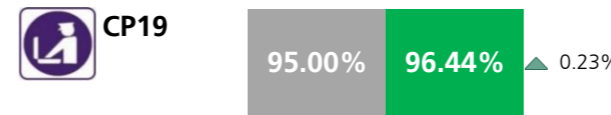
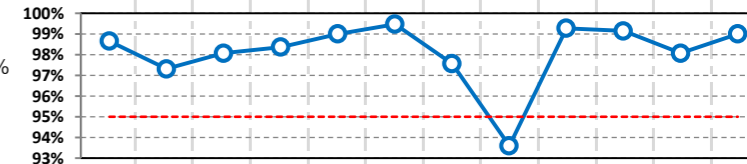
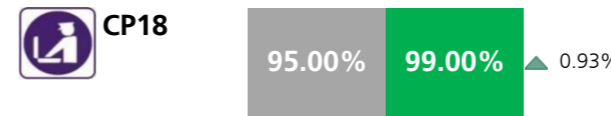
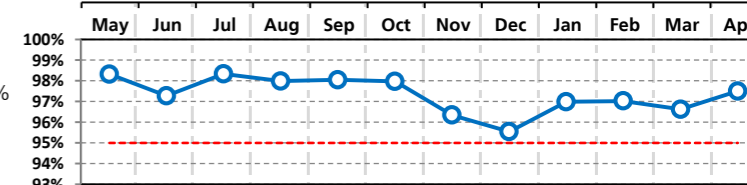
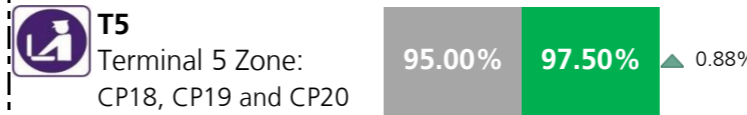
## Financial Report - Bonus and Rebates

### Service Level Performance

#### Control Post Security Search



### Service Level Performance



### Financial Report

#### Rebates:

	Apr - 2018		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 2018 - December 2018

# Heathrow

*Making every journey better*