Heathrow Performance Report

Service Quality Rebate and Bonus - July 2018

Integrated Planning and Performance - Airport Operations

Printed: 16 August 2018

Heathrow
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Heathrow Performance Report July 2018

Passenger Experience and Service Level Performance

	T2	T3	T4	T5
Departure lounge seat availability* Ease of finding a seat	4.34	4.17	4.29	4.07
Cleanliness* Overall cleanliness of the terminal	4.38	4.19	4.23	4.29
Wayfinding* Ease of finding your way around the airport	4.32	4.23	4.27	4.24
Flight information* Accuracy and ease of finding flight information	4.42	4.40	4.40	4.38
Wi-Fi* Ease of using WiFi	4.15	4.14	4.14	4.10
Security* Passenger satisfaction	4.25	4.22	4.25	4.21
CSA queues - Times queue <5 minutes Based on 15min time periods measured	96.22%	95.62%	95.67%	95.46%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	100%	99.35%	99.86%	99.86%
Staff search Based on 15min time periods measured	99.39%	99.49%	100%	95.56%
Transfer Search Based on 15min time periods measured	97.65%	95.71%	99.05%	98.27%

	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	97.16%	95.15%	98.54%	97.12%	95.64%

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

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Service Level Performance

	T2	T3	T4	T5	ALL
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.64%	99.63%	99.71%	99.47%	
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.38%	99.38%	99.59%	99.57%	
Stands Availability of stands	99.92%	99.87%	99.90%	99.88%	
FEGP Availability ofFixed Electrical Ground Power	99.99%	99.99%	100%	99.97%	
Jetties Availability of Air-Bridges	99.90%	99.88%	99.96%	99.65%	
PCA Availability of Pre-conditioned Air	99.94%	99.76%		99.95%	
SEGs	99.99%	99.72%	100%	99.97%	
Pier Service* % Pier served passengers	97.83%	95.83%	99.96%	91.09%	
Arrivals Reclaims Bag reclaim belts availability	99.69%	99.61%	99.83%	99.94%	
Aerodrome congestion					
TTS - One car Track Transit System - one car availability				100.00%	
TTS - Two cars Track Transit System - % time two cars available				99.57%	

Financial Report- Bonus and Rebates

Rebates:

	Jul - 2018 T2	T3	T4	T5	Campus	Estimated Rebate	YTD Estimated Rebate	Total Failures
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:

Lower Threshold	Upper Threshold	Jul - 2018 T2	T3	T4	T5	Estimated Bonus	YTD Estimated Bonus	Total Pass
4.10	4.50	4.34	4.17	4.29	4.07	£ -	£ -	0
4.20	4.50	4.38	4.19	4.23	4.29	£ -	£ -	0
4.20	4.50	4.32	4.23	4.27	4.24	£ 52,620	£ 368,340	7
4.40	4.70	4.42	4.40	4.40	4.38	£ -	£ -	0
					Total	£ 52,620	£ 368,340	7

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 July 2018

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

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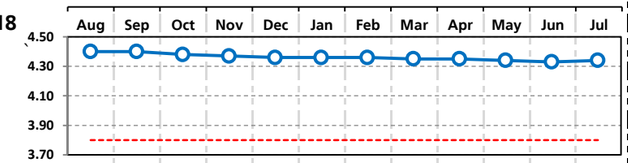
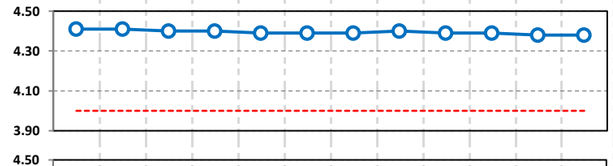
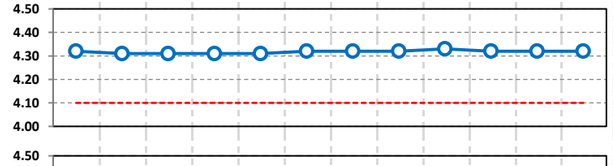
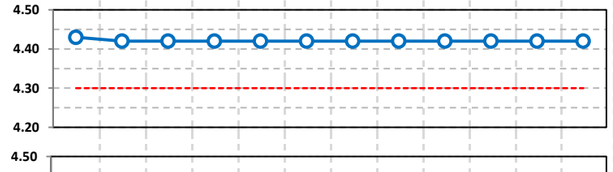
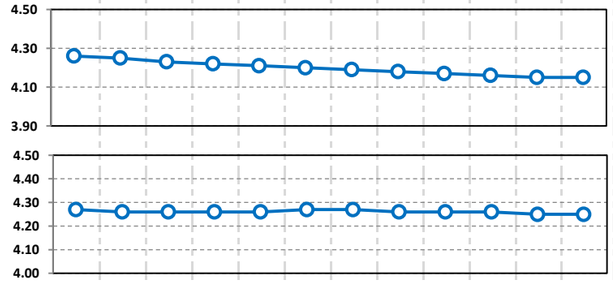
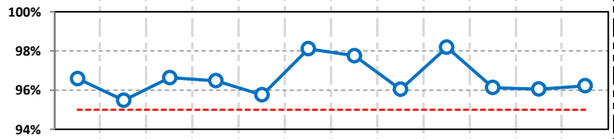
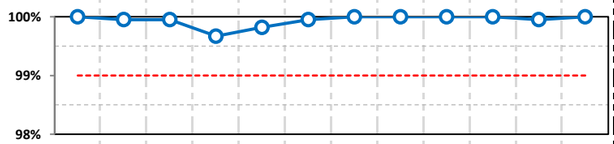
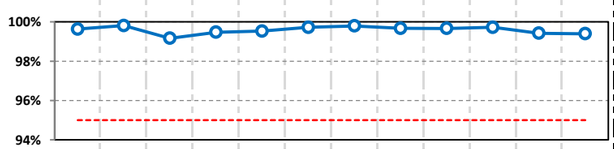
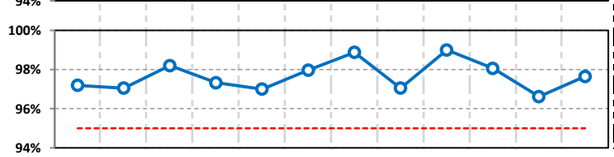
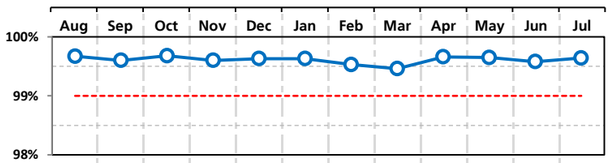
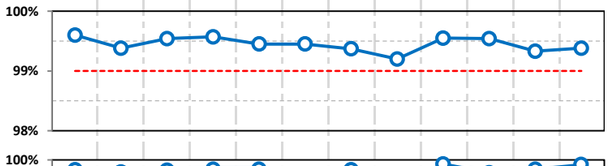
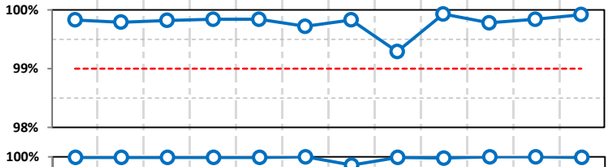
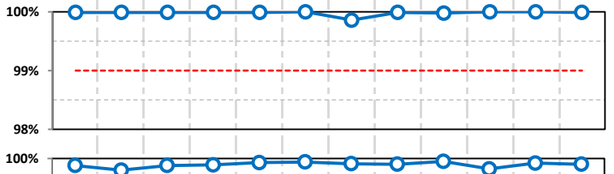
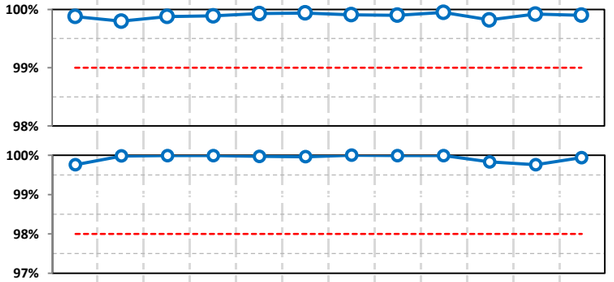
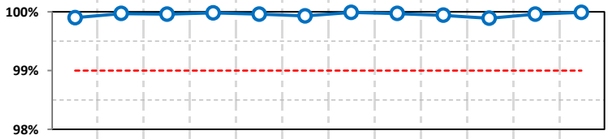
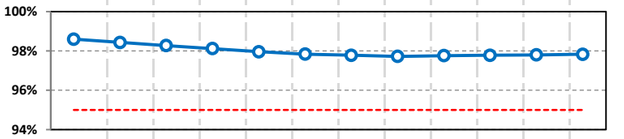
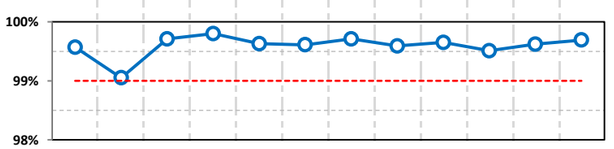
Passenger Experience and Service Level Performance

	Target	Jul-18	vs. Jun-18	Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul
Departure lounge seat availability* Ease of finding a seat	3.80	4.34	▲ 0.01	
Cleanliness* Overall cleanliness of the terminal	4.00	4.38	0.00	
Wayfinding* Ease of finding your way around the airport	4.10	4.32	0.00	
Flight information* Accuracy and ease of finding flight information	4.30	4.42	0.00	
Wi-Fi* Ease of using WiFi		4.15	0.00	
Security* Passenger satisfaction		4.25	0.00	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	96.22%	▲ 0.17%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	100%	▲ 0.05%	
Staff search Based on 15min time periods measured	95.00%	99.39%	▼ 0.03%	
Transfer Search Based on 15min time periods measured	95.00%	97.65%	▲ 1.03%	

Service Level Performance

	Target	Jul-18	vs. Jun-18	Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.64%	▲ 0.06%	
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.38%	▲ 0.05%	
Stands Availability of stands	99.00%	99.92%	▲ 0.08%	
FEGP Availability Fixed Electrical Ground Power	99.00%	99.99%	▼ 0.01%	
Jetties Availability of Air-Bridges	99.00%	99.90%	▼ 0.02%	
PCA Availability of Pre-Conditioned Air	98.00%	99.94%	▲ 0.18%	
SEGs Availability of Stand entry guidance	99.00%	99.99%	▲ 0.03%	
Pier Service* % Pier served passengers	95.00%	97.83%	▲ 0.03%	
Arrivals reclaims Bag reclaim belts availability	99.00%	99.69%	▲ 0.07%	

Notes:

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

Terminal 2 Performance Report July 2018

Financial Report - Bonus and Rebates

Rebates:

	Jul - 2018		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:

				Jul - 2018		Year-to-Date	
	Measure	Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	**MAA**	**4.10**	**4.50**	**4.34**	**£ -**	**£ -**	0
Cleanliness	MAA	4.20	**4.50**	**4.38**	**£ -**	**£ -**	**0**
Wayfinding	**MAA**	**4.20**	**4.50**	**4.32**	**£ 52,620**	**£ 368,340**	**7**
Flight information	MAA	4.40	**4.70**	**4.42**	**£ -**	**£ -**	0
					£ 52,620	**£ 368,340**	**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 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 July 2018

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

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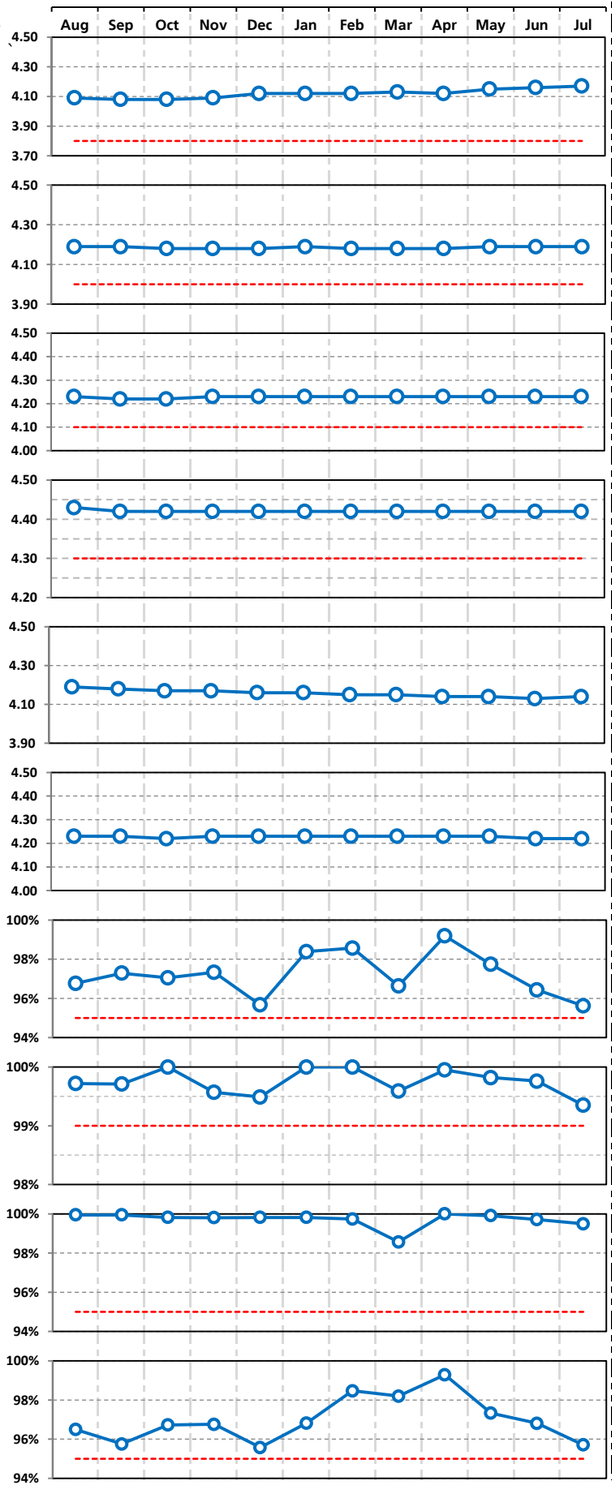
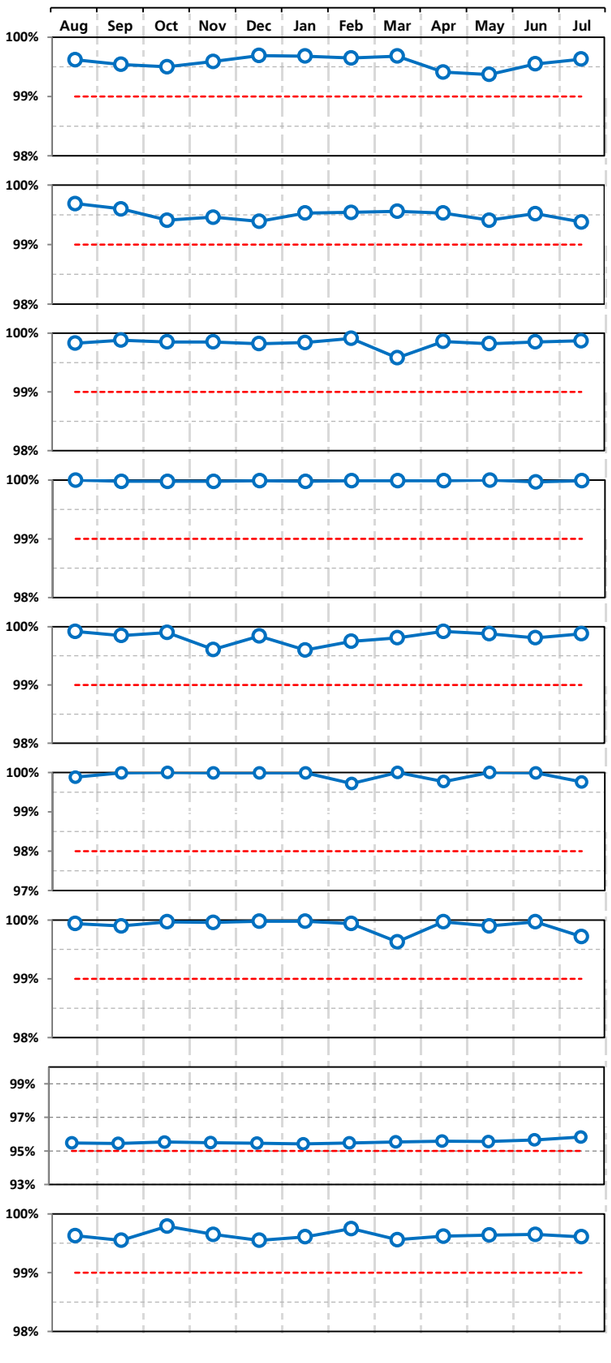
Passenger Experience and Service Level Performance

	Target	Jul-18	vs. Jun-18
Departure lounge seat availability* Ease of finding a seat	3.80	4.17	▲ 0.01
Cleanliness* Overall cleanliness of the terminal	4.00	4.19	0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.23	0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.40	0.00
Wi-Fi* Ease of using WiFi		4.14	▲ 0.01
Security* Passenger satisfaction		4.22	0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	95.62%	▼ 0.81%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.35%	▼ 0.41%
Staff search Based on 15min time periods measured	95.00%	99.49%	▼ 0.22%
Transfer Search Based on 15min time periods measured	95.00%	95.71%	▼ 1.10%



Service Level Performance

	Target	Jul-18	vs. Jun-18
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.63%	▲ 0.08%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.38%	▼ -0.14%
Stands Availability of stands	99.00%	99.87%	▲ 0.02%
FEGP Availability Fixed Electrical Ground Power	99.00%	99.99%	▲ 0.02%
Jetties Availability of Air-Bridges	99.00%	99.88%	▲ 0.07%
PCA Availability of Pre-Conditioned Air	98.00%	99.76%	▼ -0.23%
SEGs Availability of Stand entry guidance	99.00%	99.72%	▼ -0.25%
Pier Service* % Pier served passengers	95.00%	95.83%	▲ 0.17%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.61%	▼ -0.04%



Notes:

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

Terminal 3 Performance Report July 2018

Financial Report - Bonus and Rebates

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Rebates:

	Target Achieved	Jul - 2018 Estimated Rebate	Year-to-Date Estimated Rebate	Year-to-Date 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	Jul - 2018 Estimated Bonus (All Terminals)	Year-to-Date Estimated Bonus (All Terminals)	Year-to-Date Number of Bonus
Departure lounge seat availability	**MAA**	**4.10**	**4.50**	**4.17**	£ -	£ -	0
Cleanliness	MAA	4.20	**4.50**	**4.19**	£ -	£ -	**0**
Wayfinding	**MAA**	**4.20**	**4.50**	**4.23**	£ 52,620	£ 368,340	**7**
Flight information	MAA	4.40	**4.70**	**4.40**	£ -	£ -	0
					£ 52,620	£ 368,340	**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 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 July 2018

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

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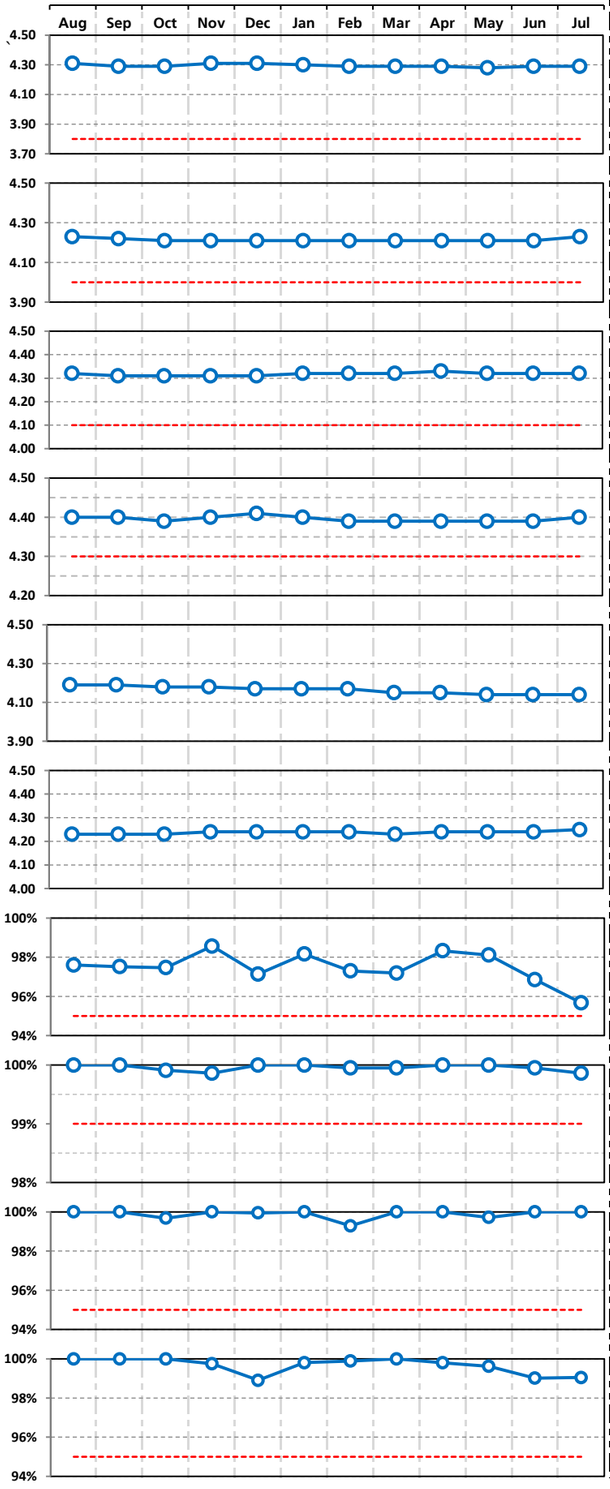
Passenger Experience and Service Level Performance

	Target	Jul-18	vs. Jun-18
Departure lounge seat availability* Ease of finding a seat	3.80	4.29	0.00
Cleanliness* Overall cleanliness of the terminal	4.00	4.23	▲ 0.02
Wayfinding* Ease of finding your way around the airport	4.10	4.27	▲ 0.02
Flight information* Accuracy and ease of finding flight information	4.30	4.40	▲ 0.01
Wi-Fi* Ease of using WiFi		4.14	0.00
Security* Passenger satisfaction		4.25	▲ 0.01
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	95.67%	▼ -1.19%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.86%	▼ -0.09%
Staff search Based on 15min time periods measured	95.00%	100%	0.00%
Transfer Search Based on 15min time periods measured	95.00%	99.05%	▲ 0.03%



Service Level Performance

	Target	Jul-18	vs. Jun-18
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.71%	▼ -0.07%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.59%	▼ -0.38%
Stands Availability of stands	99.00%	99.90%	▲ 0.01%
FEGP Availability Fixed Electrical Ground Power	99.00%	100%	0.00%
Jetties Availability of Air-Bridges	99.00%	99.96%	▲ 0.15%
PCA Availability of Pre-Conditioned Air	99.00%	100%	▲ 0.01%
SEGs Availability of Stand entry guidance	95.00%	99.96%	▼ -0.01%
Pier Service* % Pier served passengers	99.00%	99.83%	▲ 0.12%
Arrivals reclaims Bag reclaim belts availability			

Notes:

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

Terminal 4 Performance Report July 2018

Financial Report - Bonus and Rebates

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Rebates:

	Jul - 2018		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:

				Jul - 2018		Year-to-Date	
	Measure	Lower Threshol	Upper Threshol	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
Departure lounge seat availability	**MAA**	**4.10**	**4.50**	**4.29**	£ -	£ -	0
Cleanliness	MAA	4.20	**4.50**	**4.23**	£ -	£ -	**0**
Wayfinding	**MAA**	**4.20**	**4.50**	**4.27**	£ 52,620	£ 368,340	**7**
Flight information	MAA	4.40	**4.70**	**4.40**	£ -	£ -	0
					£ 52,620	£ 368,340	**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 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 July 2018

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

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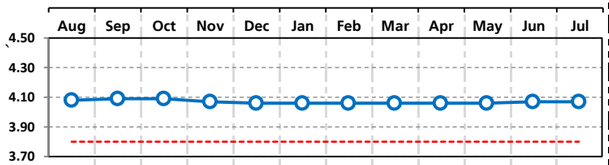
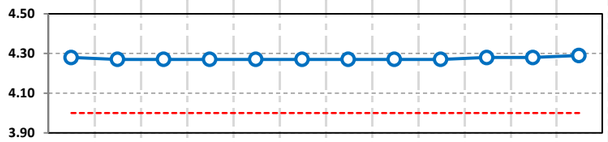
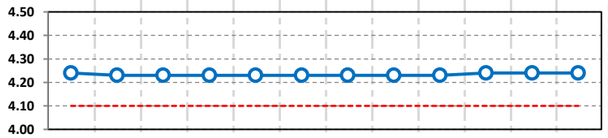
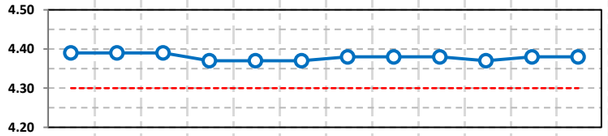
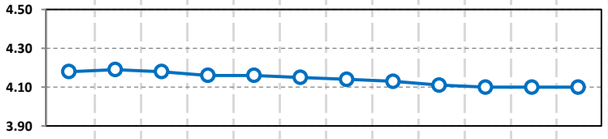
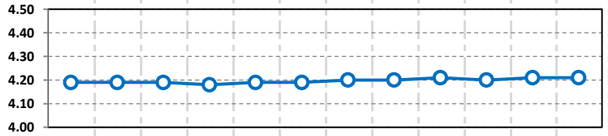
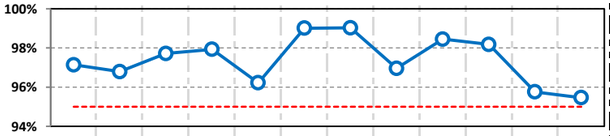
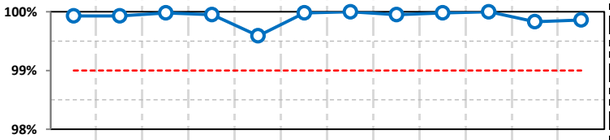
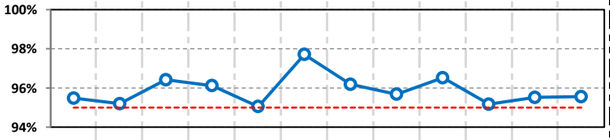
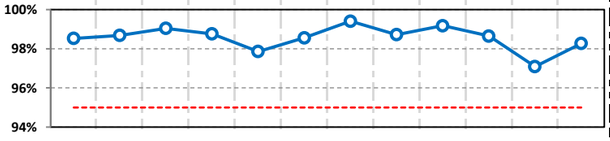
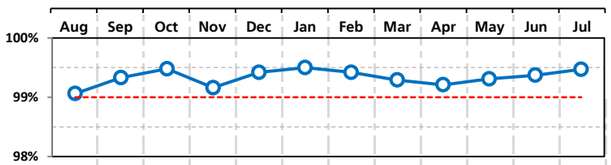
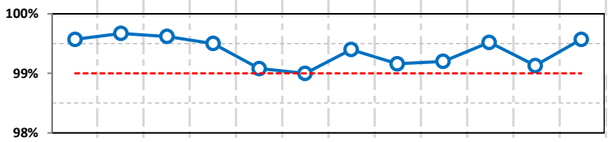
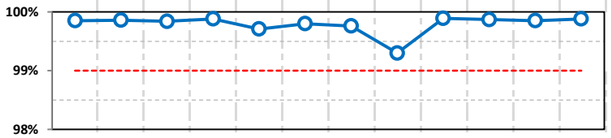
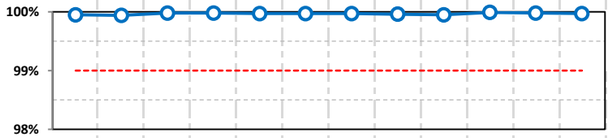
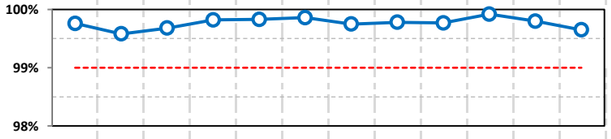
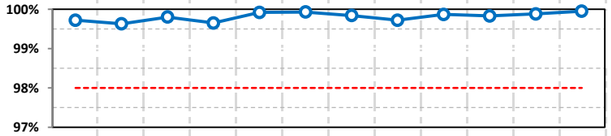
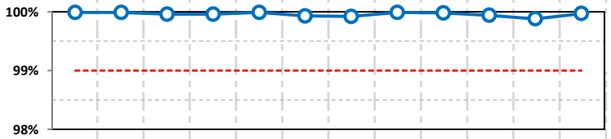
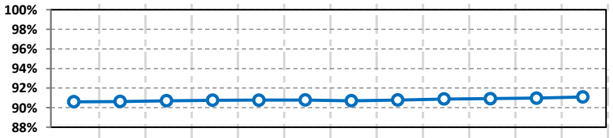
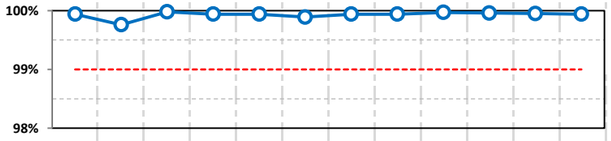
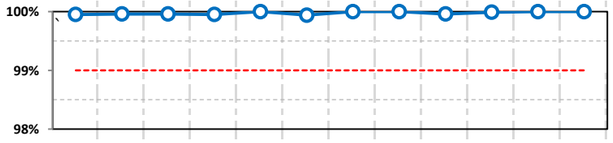
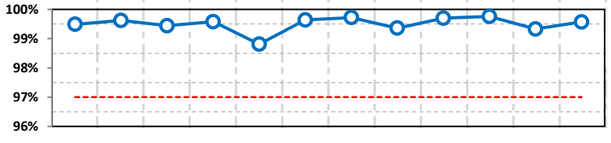
Passenger Experience and Service Level Performance

	Target	Jul-18	vs. Jun-18	Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul
Departure lounge seat availability* Ease of finding a seat	3.80	4.07	0.00	
Cleanliness* Overall cleanliness of the terminal	4.00	4.29	▲ 0.01	
Wayfinding* Ease of finding your way around the airport	4.10	4.24	0.00	
Flight information* Accuracy and ease of finding flight information	4.30	4.38	0.00	
Wi-Fi* Ease of using WiFi		4.10	0.00	
Security* Passenger satisfaction		4.21	0.00	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	95.46%	▼ 0.30%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.86%	▲ 0.03%	
Staff search Based on 15min time periods measured	95.00%	95.56%	▲ 0.04%	
Transfer Search Based on 15min time periods measured	95.00%	98.27%	▲ 1.18%	

Service Level Performance

	Target	Jul-18	vs. Jun-18	Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.47%	▲ 0.10%	
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.57%	▲ 0.44%	
Stands Availability of stands	99.00%	99.88%	▲ 0.03%	
FEGP Availability Fixed Electrical Ground Power	99.00%	99.97%	▼ -0.01%	
Jetties Availability of Air-Bridges	99.00%	99.65%	▼ -0.15%	
PCA Availability of Pre-Conditioned Air	98.00%	99.95%	▲ 0.07%	
SEGs Availability of Stand entry guidance	99.00%	99.97%	▲ 0.09%	
Pier Service* % Pier served passengers		91.09%	▲ 0.11%	
Arrivals reclaims Bag reclaim belts availability	99.00%	99.94%	▲ 2.85%	
TTS - One car Track Transit System - one car availability	99.00%	100%	0.00%	
TTS - Two cars Track Transit System - % time two cars available	97.00%	99.57%	▲ 0.24%	

Notes:

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

Terminal 5 Performance Report July 2018

Financial Report - Bonus and Rebates

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Rebates:

	Jul - 2018		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:

					Jul - 2018		Year-to-Date		
	Measure	Lower Threshol	Upper Threshol	Actual	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	**4.29**	£	-	£	-	**0**
Wayfinding	**MAA**	**4.20**	**4.50**	**4.24**	£	52,620	£	368,340	**7**
Flight information	MAA	4.40	4.70	4.38	£	-	£	-	0
					£	52,620	£	368,340	**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 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 July 2018

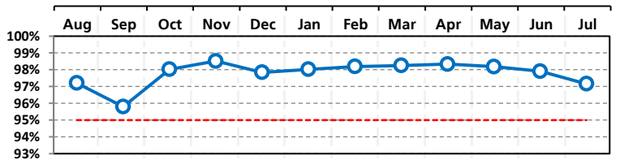
Financial Report - Bonus and Rebates

Service Level Performance

Control Post Security Search

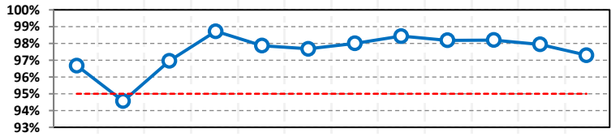
CTA
Central Terminal Zone:
CP5 & CP8

95.00% | 97.16% | -0.75%



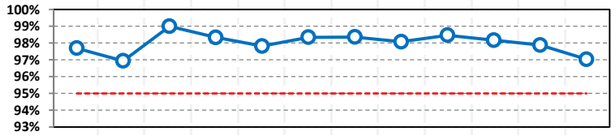
CP5

95.00% | 97.30% | -0.65%



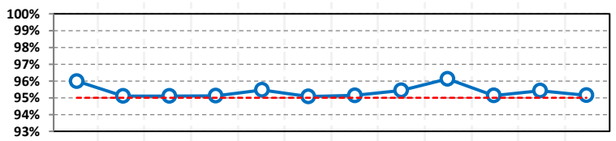
CP8

95.00% | 97.04% | -0.85%



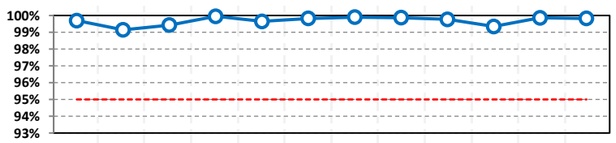
Cargo
Cargo Zone:
CP10, CP10a & CP25a

95.00% | 95.15% | -0.27%



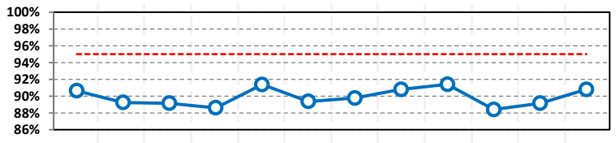
CP10

95.00% | 99.83% | -0.04%



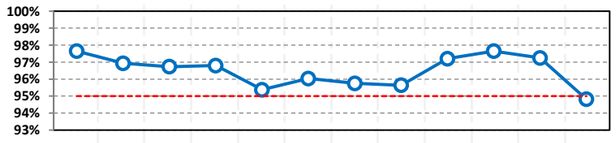
CP10a

95.00% | 90.80% | 1.66%



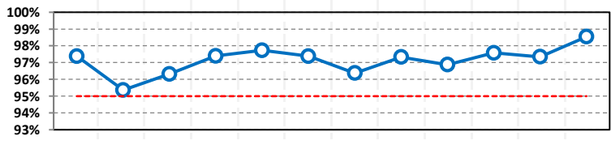
CP25a

95.00% | 94.81% | -2.44%



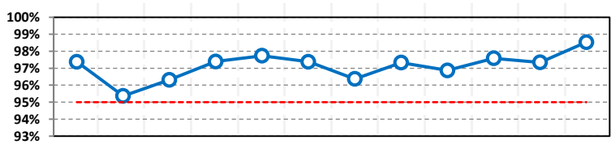
EastSide
EastSide Zone:
CP16

95.00% | 98.54% | 1.19%



CP16

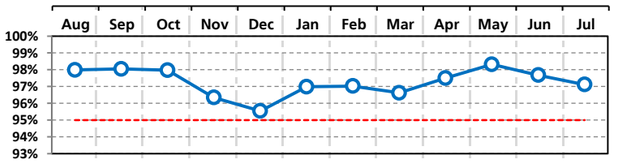
95.00% | 98.54% | 1.19%



Service Level Performance

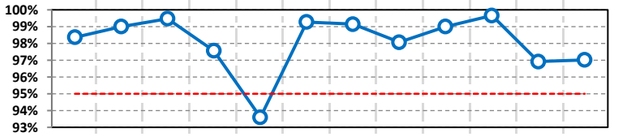
T5
Terminal 5 Zone:
CP18, CP19 and CP20

95.00% | 97.12% | -0.56%



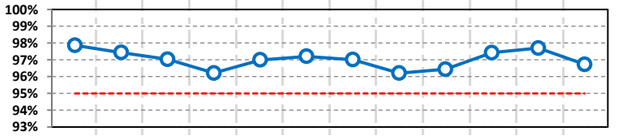
CP18

95.00% | 97.01% | 0.10%



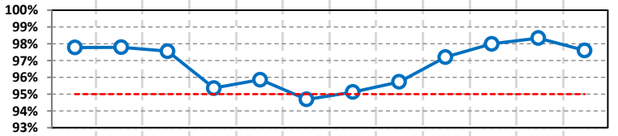
CP19

95.00% | 96.73% | -0.97%



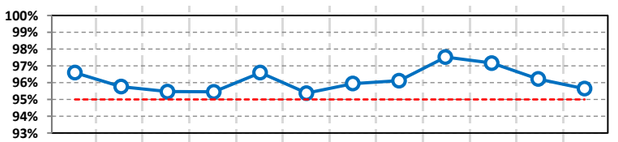
CP20

95.00% | 97.60% | -0.73%



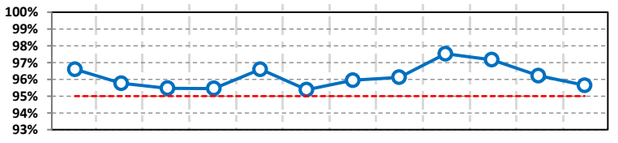
SouthSide
SouthSide Zone:
CP24

95.00% | 95.64% | -2.03%



CP24

95.00% | 95.64% | -0.58%



Financial Report

Rebates:

	Jul - 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

Printed: 16 Aug 2018 at 08:03. For further information please click here
Or contact: Integrated_Planning@heathrow.com

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