



# Heathrow Performance Report

Service Quality Rebate and Bonus - January 2019

Integrated Planning and Performance - Airport Operations

Printed: 27 February 2019

**Heathrow**  
*Making every journey better*

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

# Heathrow Performance Report January 2019

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.37	4.17	4.28	4.10	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.38	4.18	4.25	4.31	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.31	4.24	4.26	4.25	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.44	4.41	4.37	4.38	
<b>Wi-Fi*</b> Ease of using WiFi	4.15	4.14	4.17	4.14	
<b>Security*</b> Passenger satisfaction	4.25	4.21	4.22	4.22	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.48%	96.54%	96.13%	97.72%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.86%	99.59%	99.63%	99.63%	
<b>Staff search</b> Based on 15min time periods measured	95.25%	100%	97.94%		
<b>Transfer Search</b> Based on 15min time periods measured	98.85%	96.41%	97.68%	98.15%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	95.59%	95.07%	96.93%	96.77%	95.12%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.72%	99.76%	99.77%	99.63%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.72%	99.76%	99.77%	99.63%
<b>Stands</b> Availability of stands	98.48%	99.87%	99.86%	99.91%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.70%	99.98%	99.99%	99.98%
<b>Jetties</b> Availability of Air-Bridges	99.89%	99.92%	99.84%	99.93%
<b>PCA</b> Availability of Pre-conditioned Air	100%	99.98%		100%
<b>SEGs</b>	99.97%	99.97%	99.99%	99.98%
<b>Pier Service*</b> % Pier served passengers	97.95%	96.06%	99.97%	0.00%
<b>Arrivals Reclaims</b> Bag reclaim belts availability		99.12%	99.48%	99.67%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				100.00%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.61%

	T2	T3	T4	T5	ALL
<b>PSE (General)</b>	99.72%	99.76%	99.77%	99.63%	
<b>PSE (Priority)</b>	99.72%	99.76%	99.77%	99.63%	
<b>Stands</b>	98.48%	99.87%	99.86%	99.91%	
<b>FEGP</b>	99.70%	99.98%	99.99%	99.98%	
<b>Jetties</b>	99.89%	99.92%	99.84%	99.93%	
<b>PCA</b>	100%	99.98%		100%	
<b>SEGs</b>	99.97%	99.97%	99.99%	99.98%	
<b>Pier Service*</b>	97.95%	96.06%	99.97%	0.00%	
<b>Arrivals Reclaims</b>		99.12%	99.48%	99.67%	
<b>TTS - One car</b>					100.00%
<b>TTS - Two cars</b>					99.61%

## Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Jan - 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	£ 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	1

	Bonuses:		Jan - 2019				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.37	4.17	4.28	4.10	£ -	£ -	0
	4.20	4.50	4.38	4.18	4.25	4.31	£ -	£ -	0
	4.20	4.50	4.31	4.24	4.26	4.25	£ 73,335	£ 73,335	1
	4.40	4.70	4.44	4.41	4.37	4.38	£ -	£ -	0
<b>Total</b>							£ 73,335	£ 73,335	1

**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

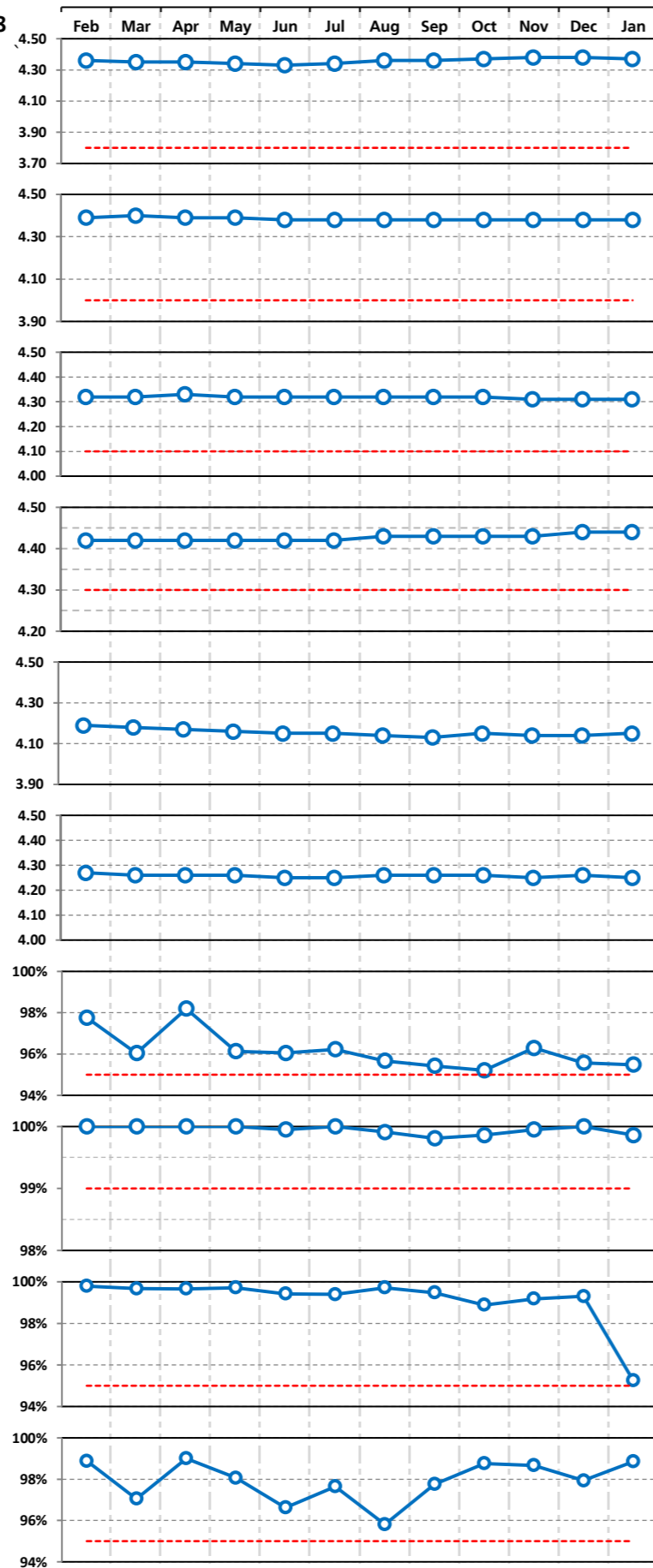
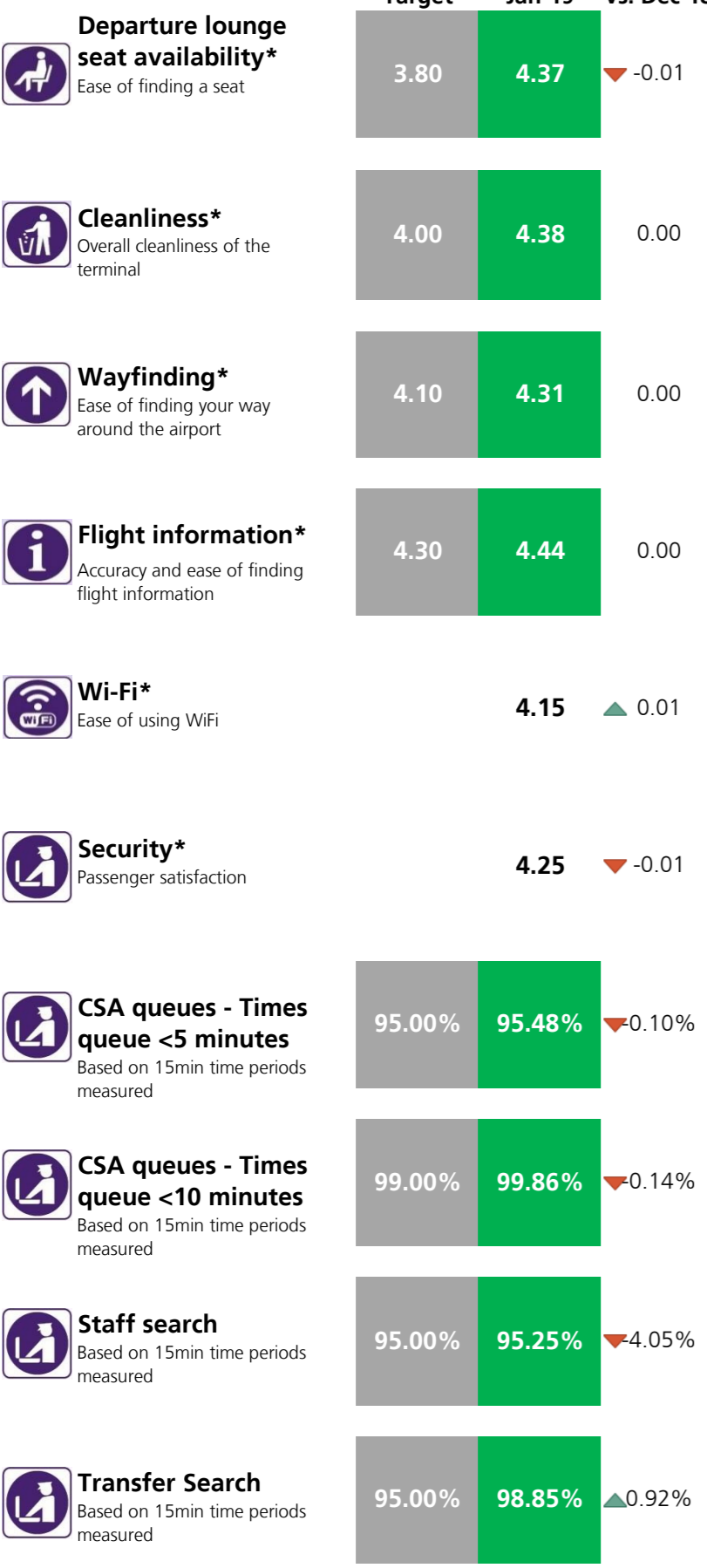
**Credit Notes:**  
 Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

# Terminal 2 Performance Report January 2019

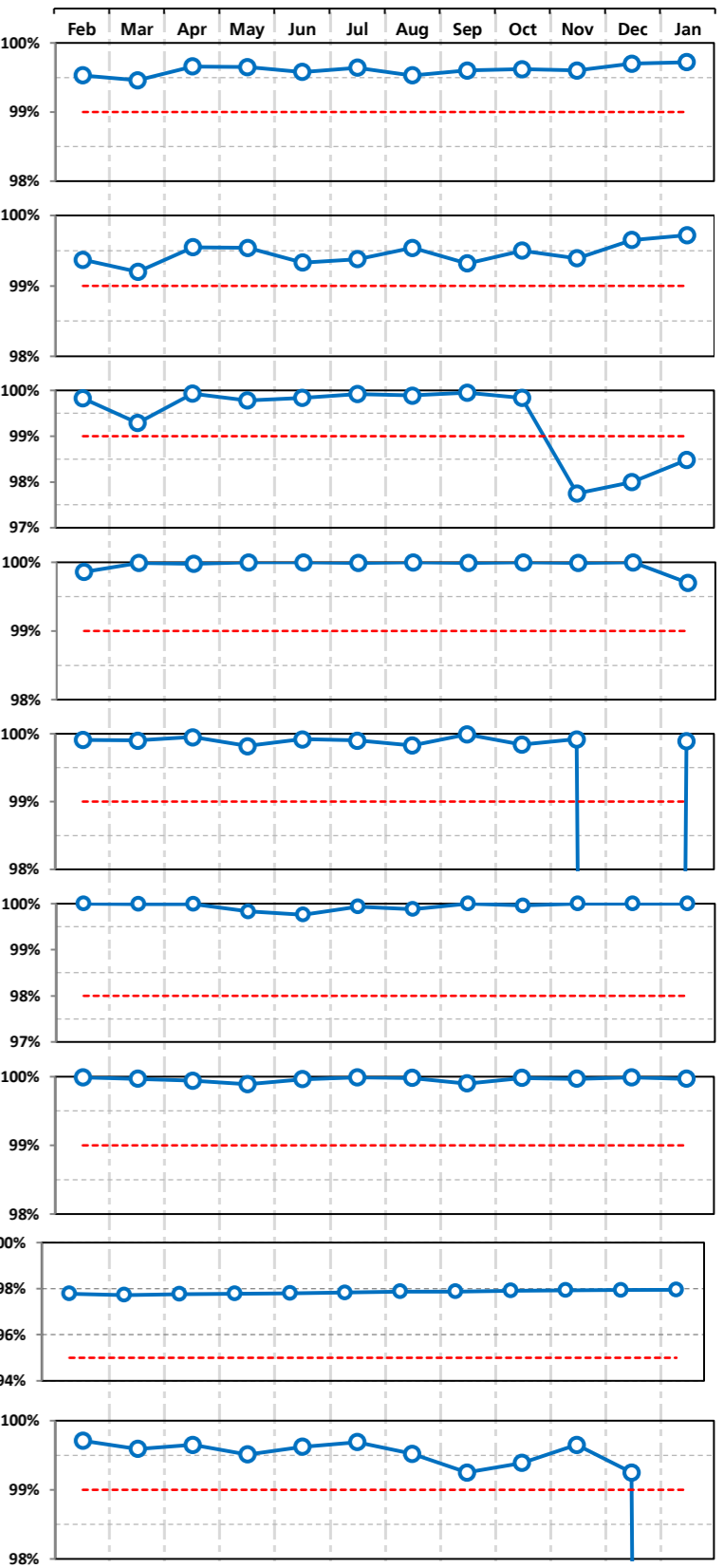
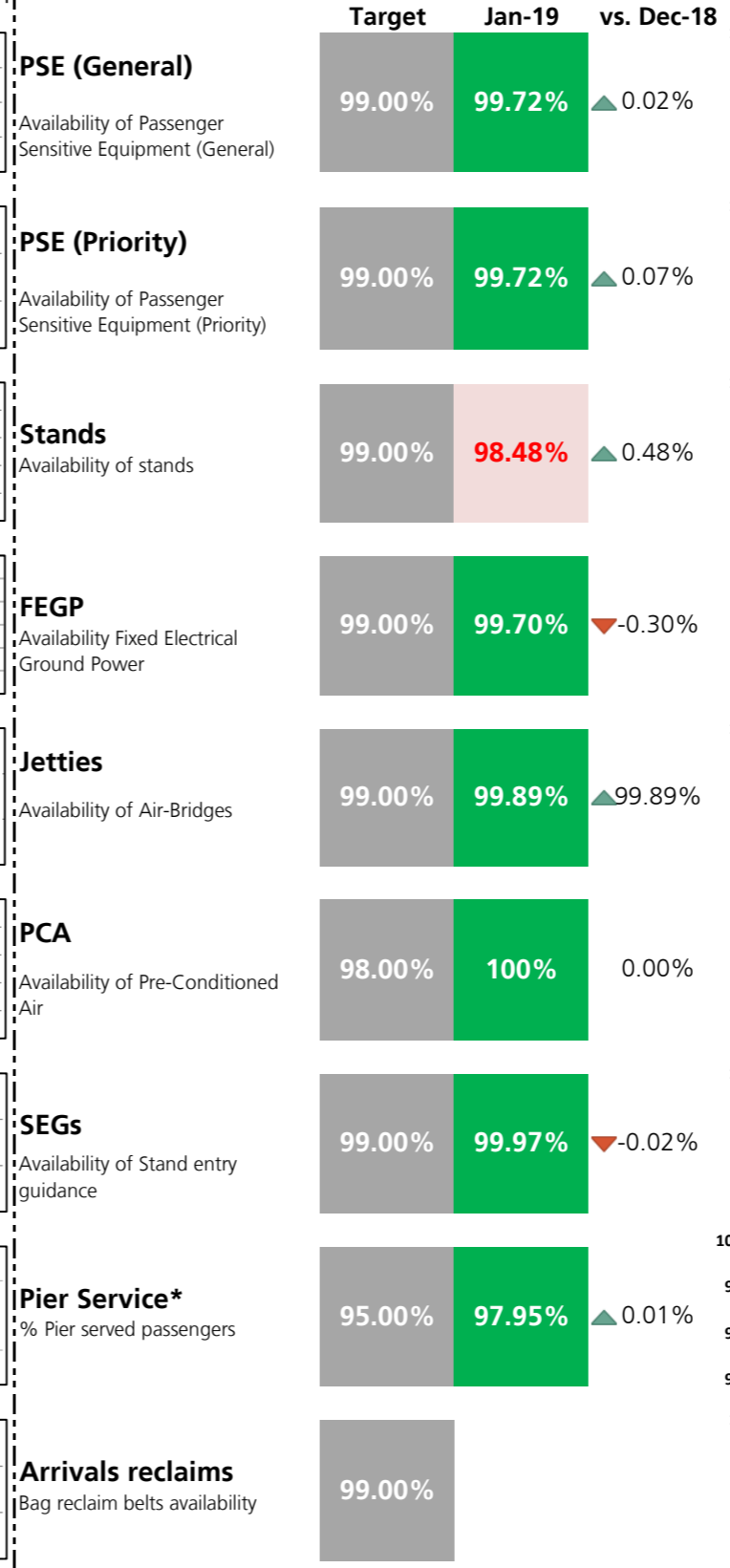
Classification: Internal  
 SQRB calculation based on moving annual average (MAA) for these metrics



## 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 January 2019

## Financial Report - Bonus and Rebates

## Rebates:

	Target Achieved	Jan - 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	✗	£ 137,517.00	£ 137,517.00	£ 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	£ 137,517.00	£ 137,517.00	1

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Jan - 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	4.37	£ -	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.38	£ -	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.31	£ 73,335	£ 73,335	£ 73,335	1
Flight information	MAA	4.40	4.70	4.44	£ -	£ -	£ -	0
					£ 73,335	£ 73,335	£ 73,335	1

## Credit Notes:

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

Financial year is from January 2019 - December 2019

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

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

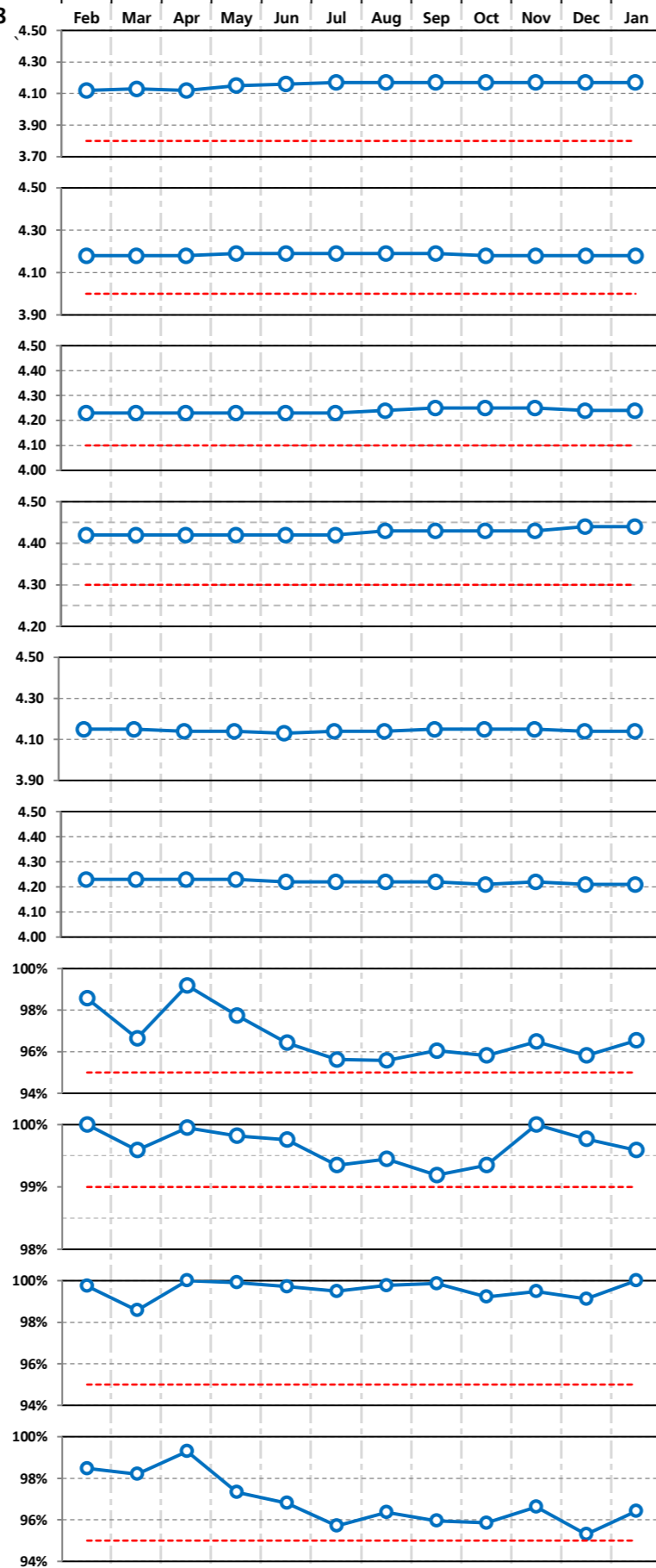
All bonus measures are based on MAA

# Terminal 3 Performance Report January 2019

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

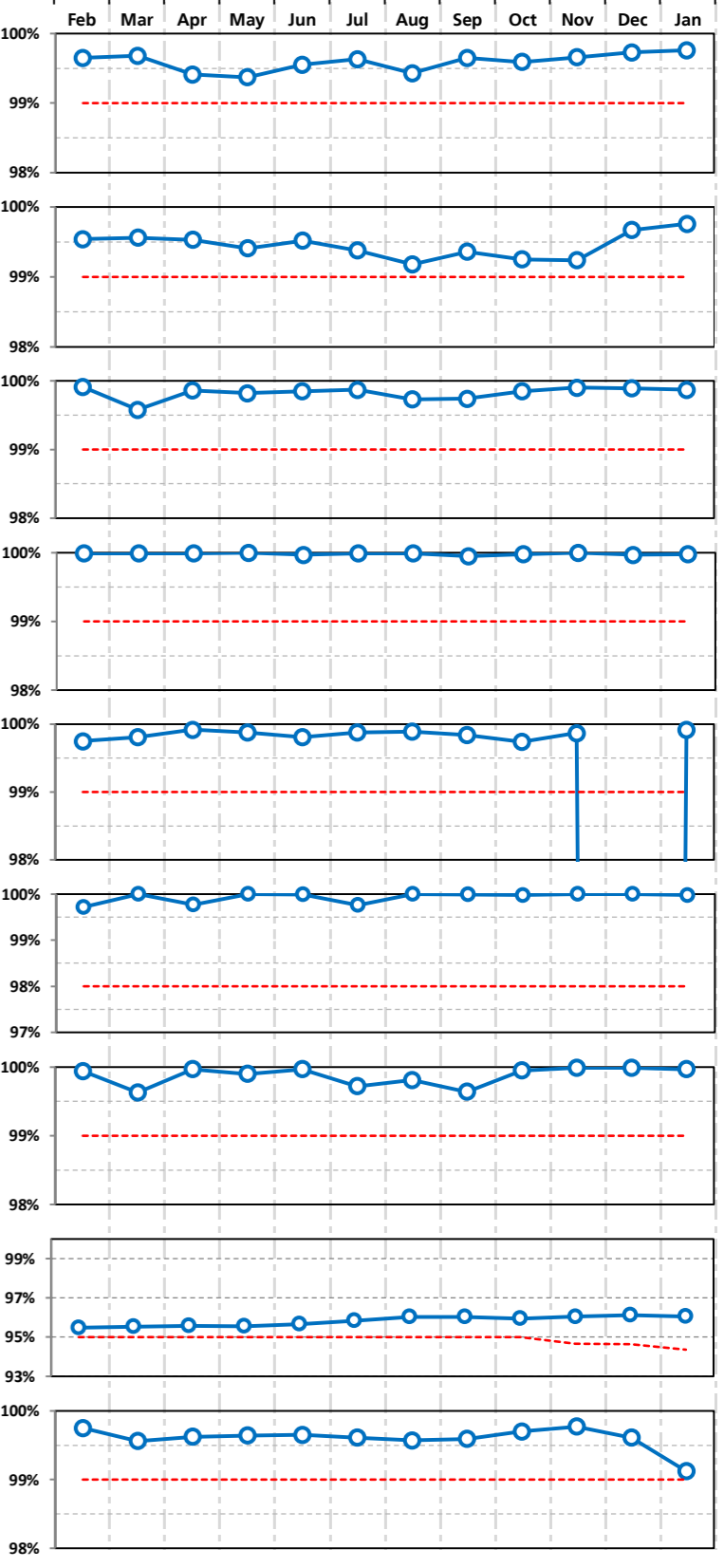
## Passenger Experience and Service Level Performance

	Target	Jan-19	vs. Dec-18
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.17	0.00
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.18	0.00
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.24	0.00
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.41	0.00
<b>Wi-Fi*</b> Ease of using WiFi		4.14	0.00
<b>Security*</b> Passenger satisfaction		4.21	0.00
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	96.54%	▲0.73%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.59%	▼-0.18%
<b>Staff search</b> Based on 15min time periods measured	95.00%	100%	▲0.88%
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	96.41%	▲1.11%



## Service Level Performance

	Target	Jan-19	vs. Dec-18
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.76%	▲0.03%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.76%	▲0.09%
<b>Stands</b> Availability of stands	99.00%	99.87%	▼-0.02%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.00%	99.98%	▲0.01%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.92%	▲99.92%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	99.98%	▼-0.02%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	99.97%	▼-0.02%
<b>Pier Service*</b> % Pier served passengers	94.36%	96.06%	▼-0.06%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.12%	▼-0.49%



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

## Terminal 3 Performance Report January 2019

## Financial Report - Bonus and Rebates

## Rebates:

	Jan - 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	Jan - 2019		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	4.17	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.24	£ 73,335	£ 73,335	1	
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	0	
					£ 73,335	£ 73,335	1	

## 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

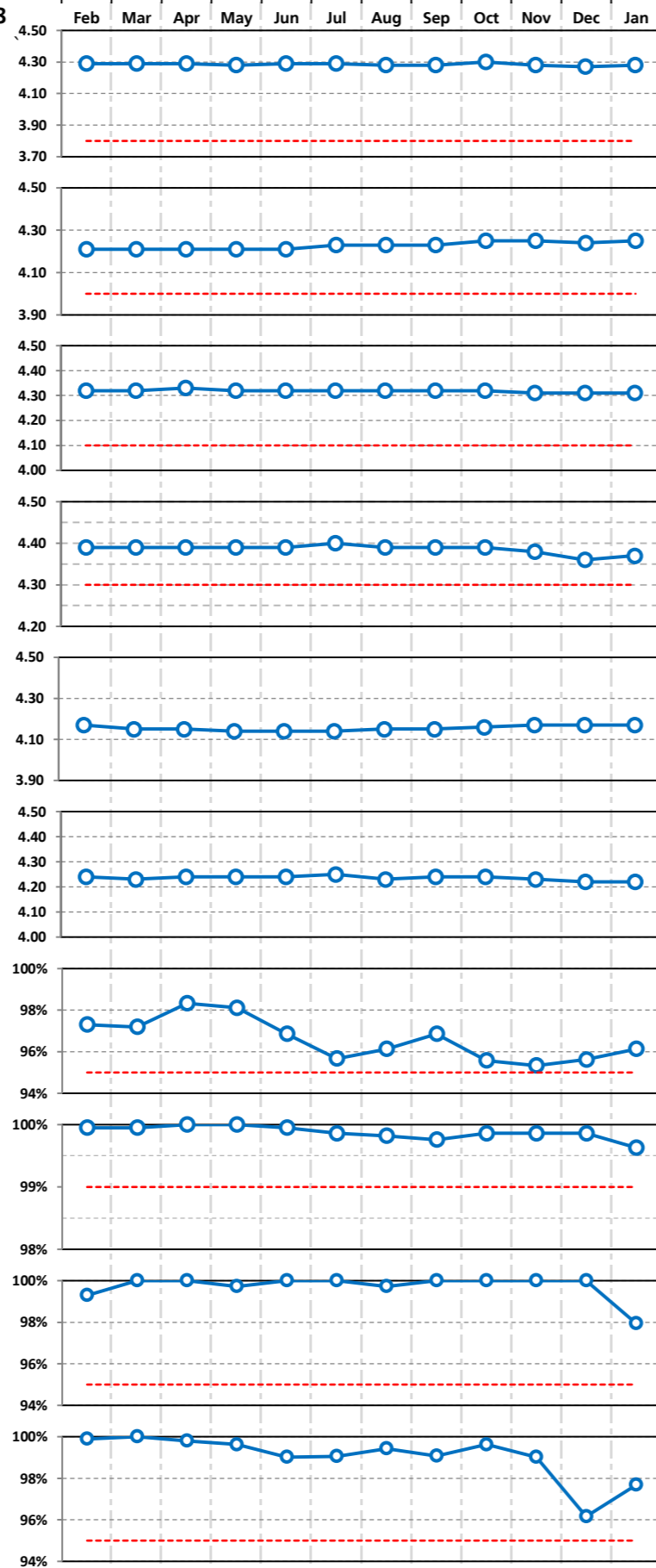
All bonus measures are based on MAA

# Terminal 4 Performance Report January 2019

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

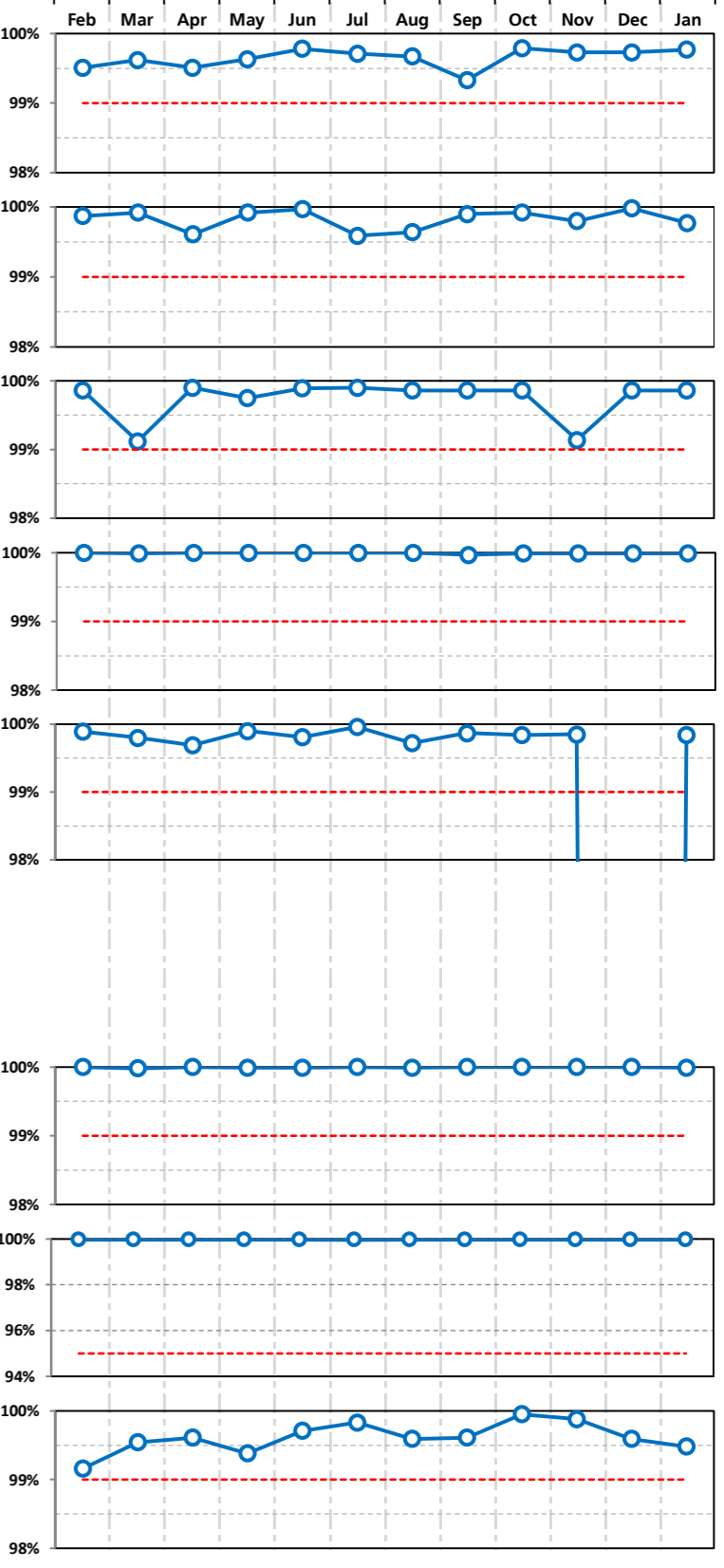
## Passenger Experience and Service Level Performance

Metric	Target	Jan-19	vs. Dec-18
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.28	▲ 0.01
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.25	▲ 0.01
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.26	0.00
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.37	▲ 0.01
<b>Wi-Fi*</b> Ease of using WiFi		4.17	0.00
<b>Security*</b> Passenger satisfaction		4.22	0.00
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	96.13%	▲ 0.51%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.63%	▼ 0.23%
<b>Staff search</b> Based on 15min time periods measured	95.00%	97.94%	▼ 2.06%
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	97.68%	▲ 1.52%



## Service Level Performance

Metric	Target	Jan-19	vs. Dec-18
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.77%	▲ 0.04%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.77%	▼ -0.21%
<b>Stands</b> Availability of stands	99.00%	99.86%	0.00%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.00%	99.99%	0.00%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.84%	▲ 99.84%
<b>PCA</b> Availability of Pre-Conditioned Air			
<b>SEGs</b> Availability of Stand entry guidance	99.00%	99.99%	▼ -0.01%
<b>Pier Service*</b> % Pier served passengers	95.00%	99.97%	0.00%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.48%	▼ -0.11%



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

## Terminal 4 Performance Report January 2019

## Financial Report - Bonus and Rebates

## Rebates:

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

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Jan - 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	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.25	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.26	£ 73,335	£ 73,335	1	
Flight information	MAA	4.40	4.70	4.37	£ -	£ -	0	
					£ 73,335	£ 73,335	1	

## Credit Notes:

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

Financial year is from January 2019 - December 2019

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

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

All bonus measures are based on MAA

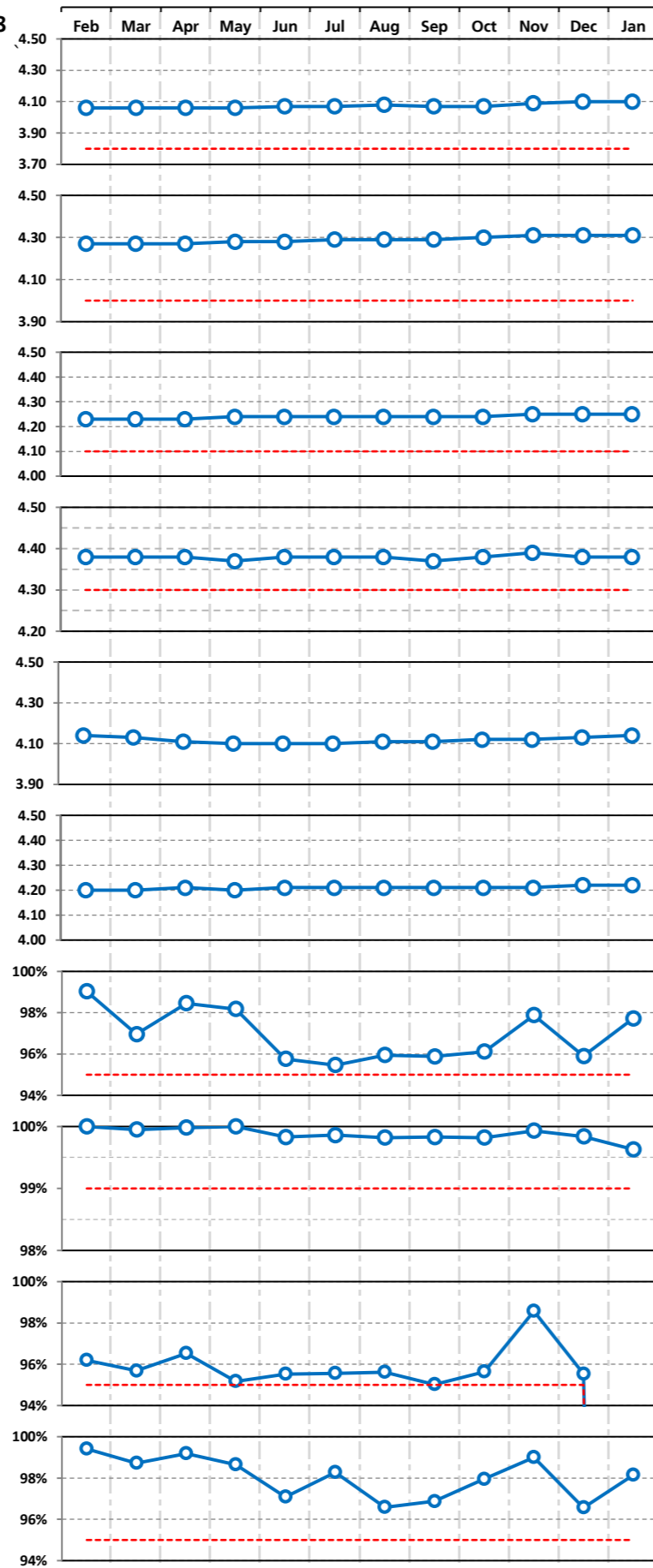
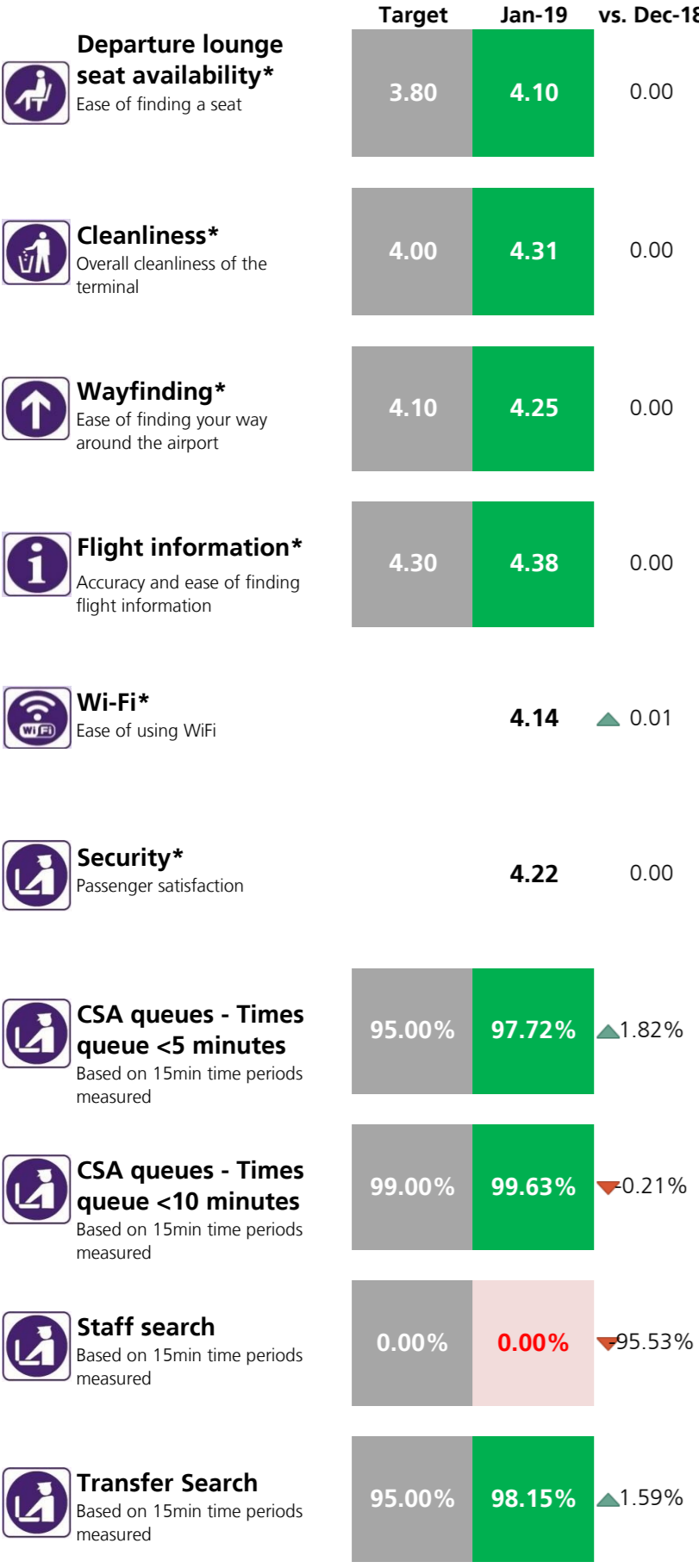


# Terminal 5 Performance Report January 2019

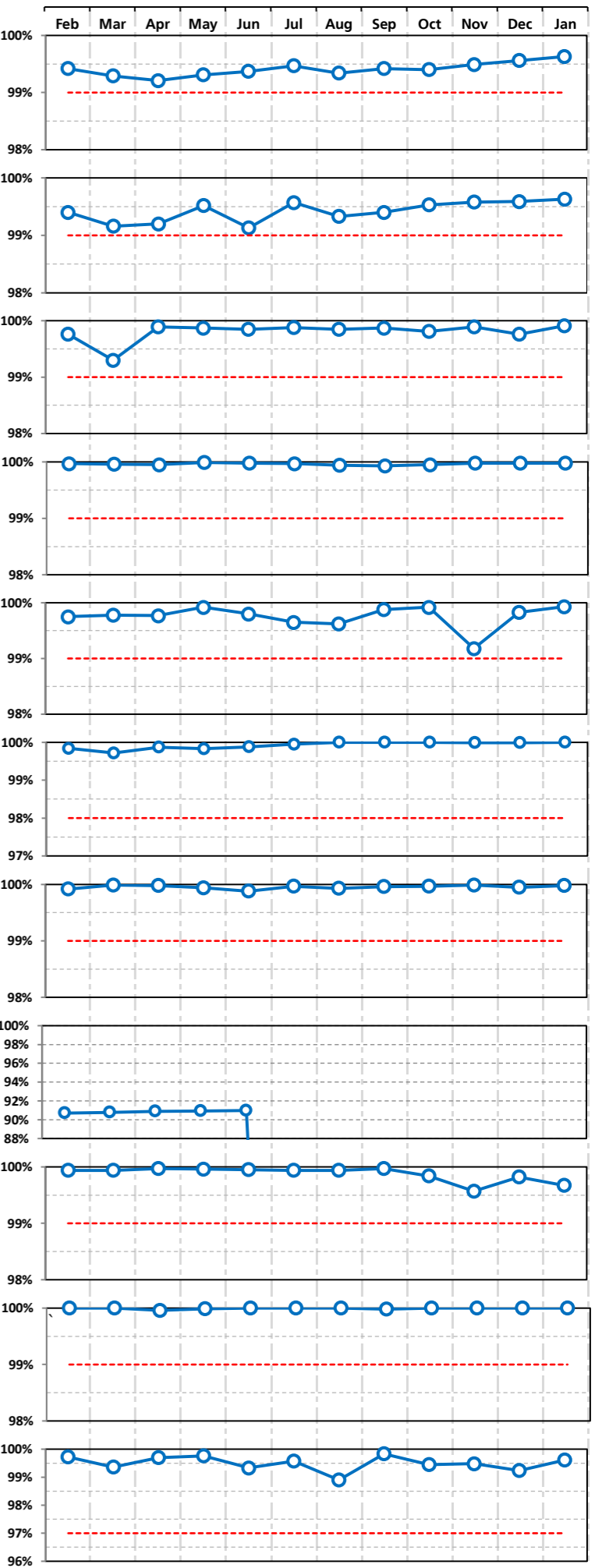
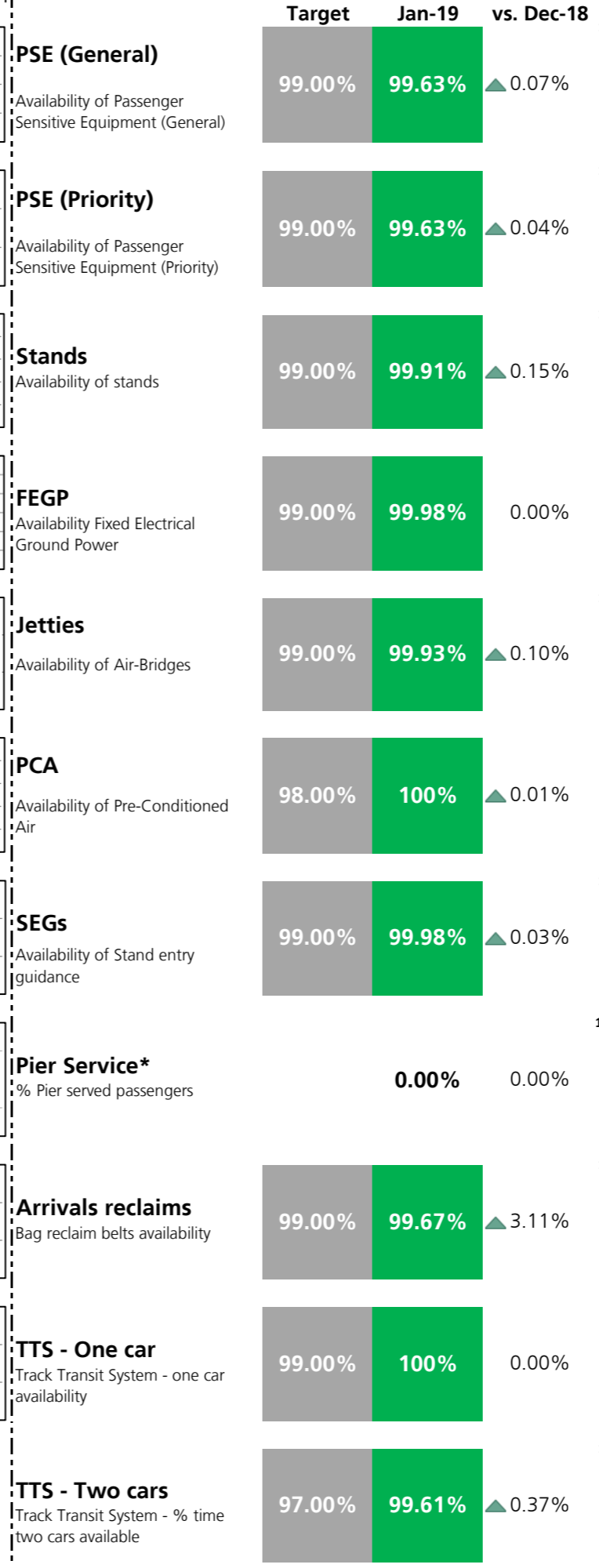
Classification: Internal  
 SQRB calculation based on moving annual average (MAA) for these metrics



## 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 January 2019

## Financial Report - Bonus and Rebates

**Rebates:**

	Jan - 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>				
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

**Bonuses:**

	Measure	Lower Threshold	Upper Threshold	Actual	Jan - 2019		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	4.10	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.31	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.25	£ 73,335	£ 73,335	1	
Flight information	MAA	4.40	4.70	4.38	£ -	£ -	0	
					£ 73,335	£ 73,335	1	

**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

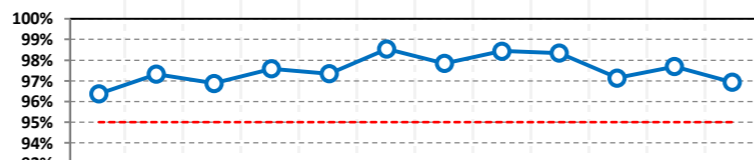
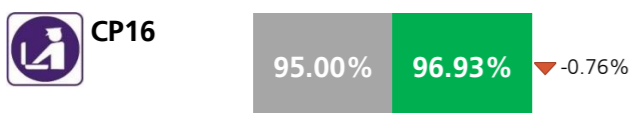
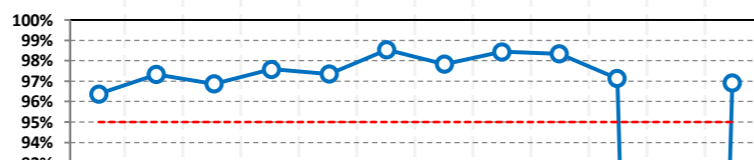
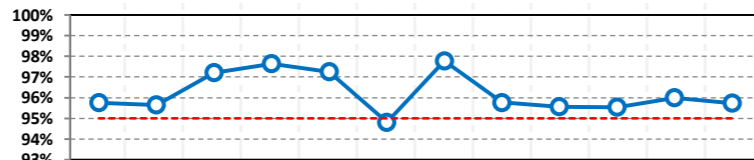
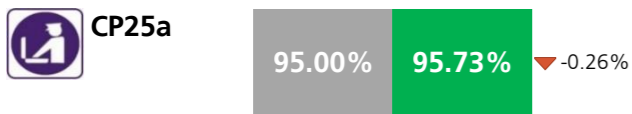
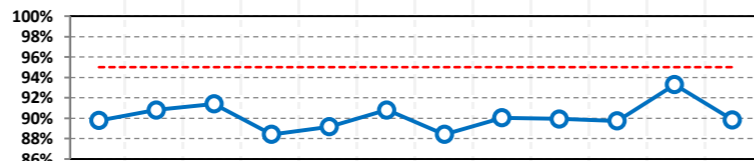
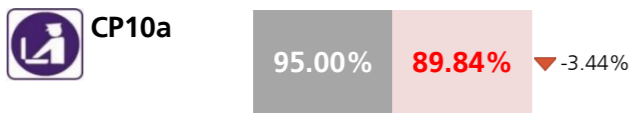
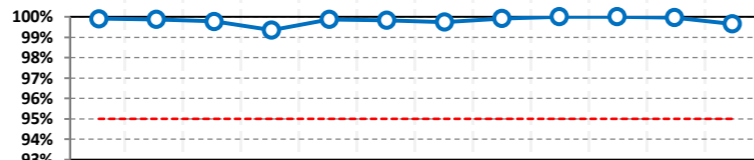
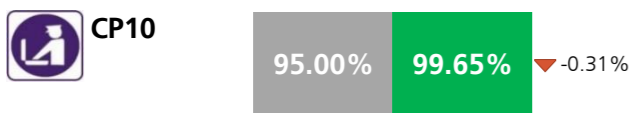
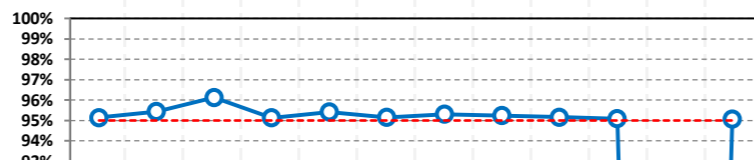
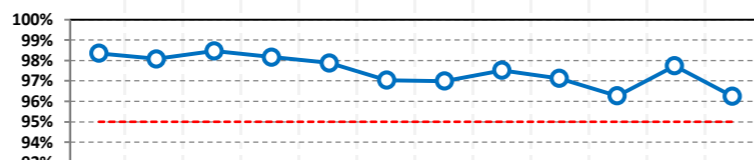
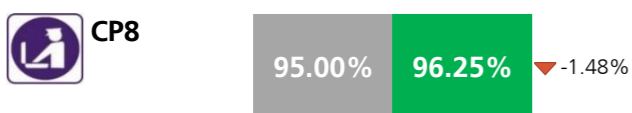
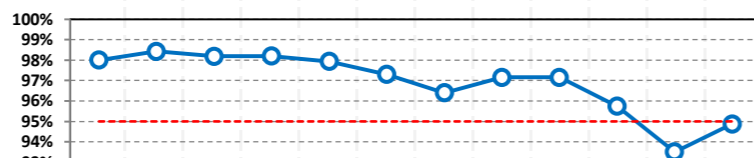
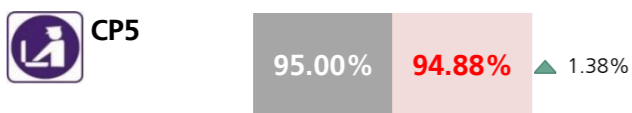
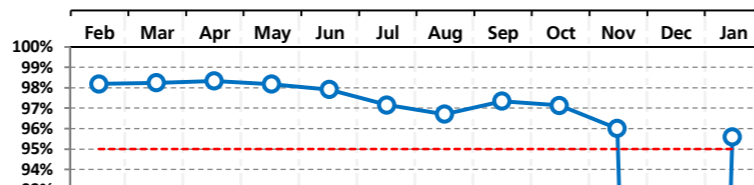
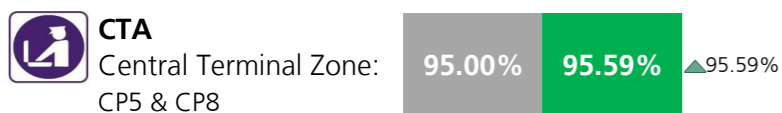
All bonus measures are based on MAA

# Campus Performance Report January 2019

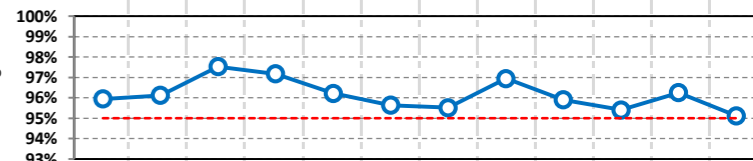
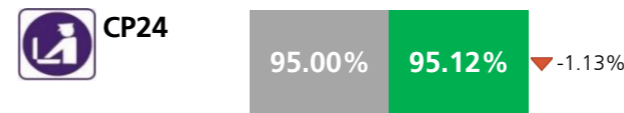
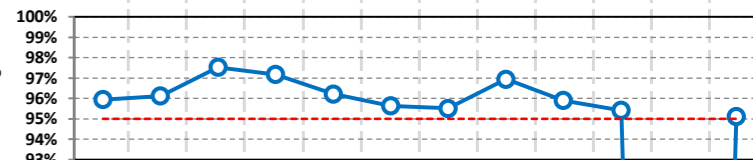
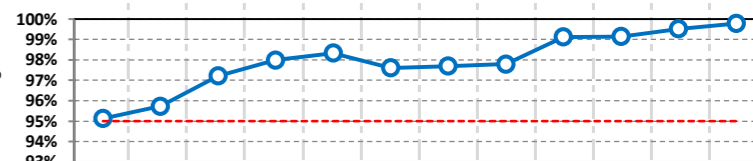
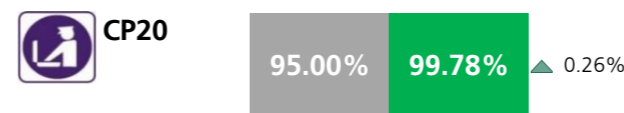
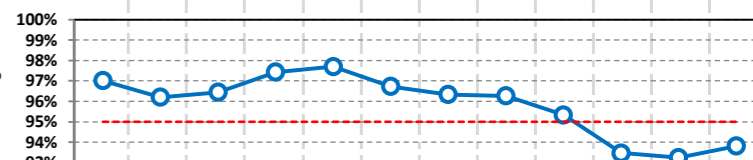
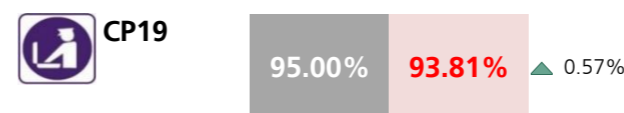
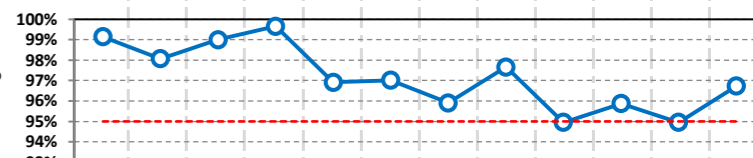
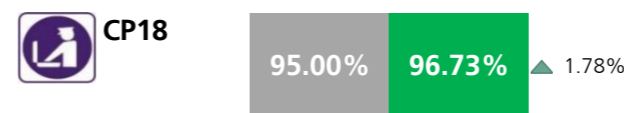
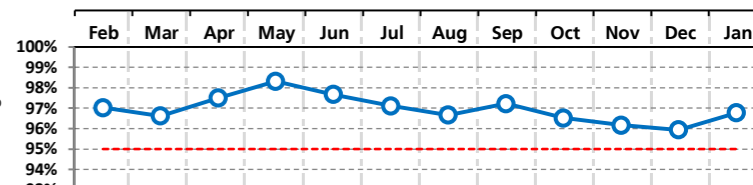
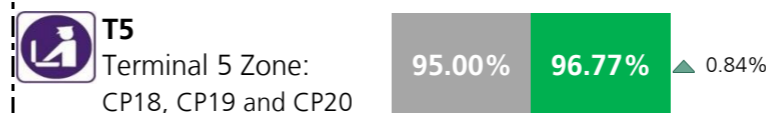
## Financial Report - Bonus and Rebates

### Service Level Performance

#### Control Post Security Search



### Service Level Performance



### Financial Report

Rebates:	Jan - 2019		Year-To-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
T2	✓	£ -	£ -	0
T3	✓	£ -	£ -	0
T4	✓	£ -	£ -	0
T5	✓	£ -	£ -	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*