



# Heathrow Performance Report

Service Quality Rebate and Bonus - October 2019

Integrated Planning and Performance - Airport Operations

Printed: 26 November 2019

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report October 2019

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.35	4.18	4.31	4.09	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.38	4.18	4.27	4.32	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.31	4.25	4.28	4.26	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.41	4.42	4.39	4.39	
<b>Wi-Fi*</b> Ease of using WiFi	4.19	4.18	4.27	4.22	
<b>Security*</b> Passenger satisfaction	4.27	4.23	4.24	4.22	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.71%	96.12%	95.48%	95.66%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.90%	99.35%	99.72%	99.56%	
<b>Staff search</b> Based on 15min time periods measured	99.48%	98.89%	99.58%	95.75%	
<b>Transfer Search</b> Based on 15min time periods measured	99.67%	95.85%	99.76%	96.72%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	96.53%	95.16%	96.52%	96.45%	95.53%

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

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.56%	99.69%	99.75%	99.41%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.30%	99.62%	99.72%	99.24%
<b>Stands</b> Availability of stands	99.79%	99.94%	99.83%	99.91%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	100%	99.97%	100%	99.95%
<b>Jetties</b> Availability of Air-Bridges	99.93%	99.92%	99.98%	99.91%
<b>PCA</b> Availability of Pre-conditioned Air	99.96%	100%		99.90%
<b>SEGS</b>	100%	100%	99.99%	99.99%
<b>Pier Service*</b> % Pier served passengers	96.92%	95.93%	99.99%	
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.53%	99.80%	99.81%	99.94%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.99%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				95.70%

	T2	T3	T4	T5
<b>PSE (General)</b>	99.56%	99.69%	99.75%	99.41%
<b>PSE (Priority)</b>	99.30%	99.62%	99.72%	99.24%
<b>Stands</b>	99.79%	99.94%	99.83%	99.91%
<b>FEGP</b>	100%	99.97%	100%	99.95%
<b>Jetties</b>	99.93%	99.92%	99.98%	99.91%
<b>PCA</b>	99.96%	100%		99.90%
<b>SEGS</b>	100%	100%	99.99%	99.99%
<b>Pier Service*</b>	96.92%	95.93%	99.99%	
<b>Arrivals Reclaims</b>	99.53%	99.80%	99.81%	99.94%

## Financial Report- Bonus and Rebates

	Rebates:				Campus	Estimated Rebate	YTD Estimated Rebate	Total Failures
	Oct - 2019							
	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>TTS - % Both</b>				✗		£ 314,400.00	£ 628,800.00	2
<b>Total</b>						£ 314,400.00	£ 628,800.00	2

	Bonuses:		Oct - 2019				Estimated Bonus	YTD Estimated Bonus	Total Pass
	Lower Threshold	Upper Threshold	T2	T3	T4	T5			
	4.10	4.50	4.35	4.18	4.31	4.09	£ -	£ 27,500	2
	4.20	4.50	4.38	4.18	4.27	4.32	£ -	£ -	0
	4.20	4.50	4.31	4.25	4.28	4.26	£ 91,668	£ 843,349	10
	4.40	4.70	4.41	4.42	4.39	4.39	£ -	£ -	0
<b>Total</b>							£ 91,668	£ 870,849	12

**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

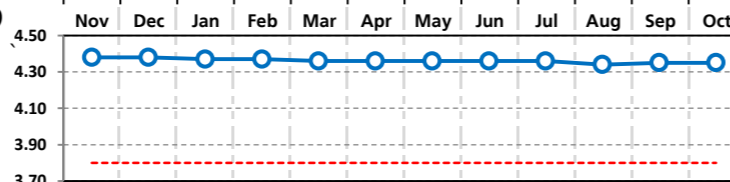
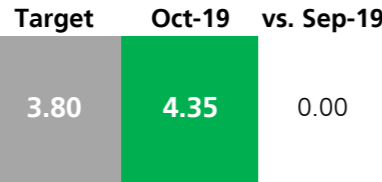
**Credit Notes:**  
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

# Terminal 2 Performance Report October 2019

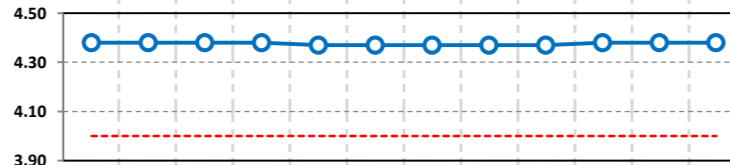
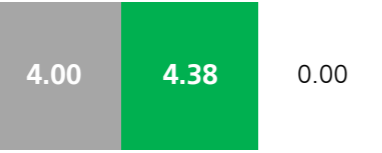
SQRB calculation based on moving annual average (MAA) for these metrics

## Passenger Experience and Service Level Performance

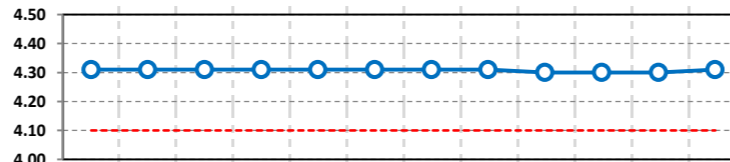
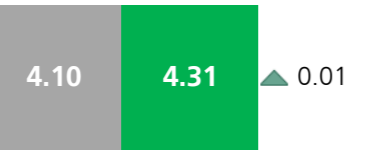
**Departure lounge seat availability\***  
Ease of finding a seat



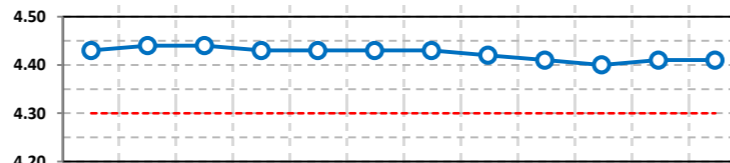
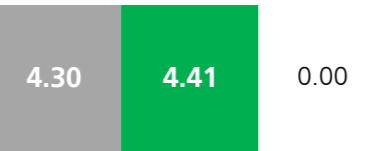
**Cleanliness\***  
Overall cleanliness of the terminal



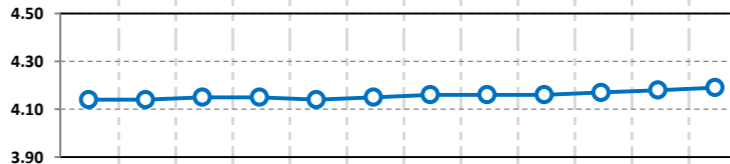
**Wayfinding\***  
Ease of finding your way around the airport



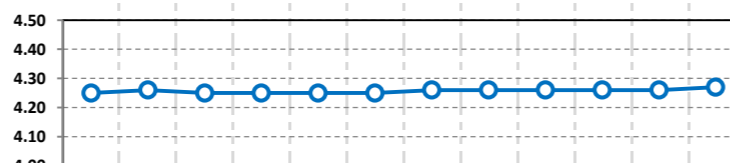
**Flight information\***  
Accuracy and ease of finding flight information



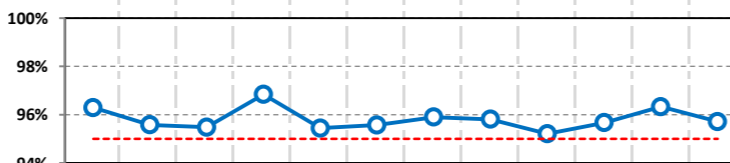
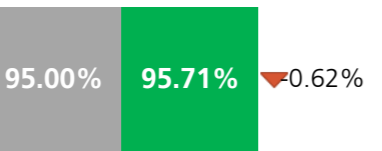
**Wi-Fi\***  
Ease of using WiFi



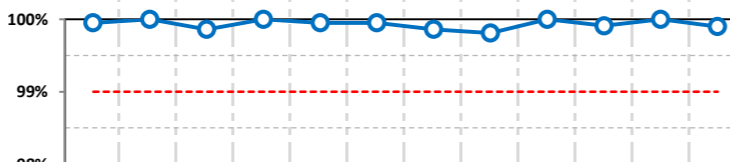
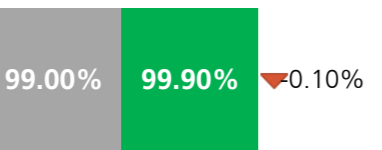
**Security\***  
Passenger satisfaction



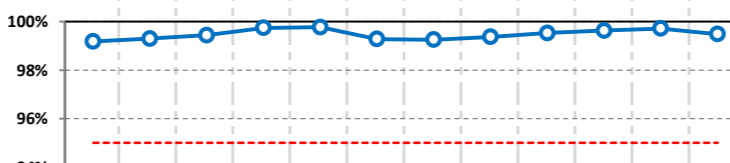
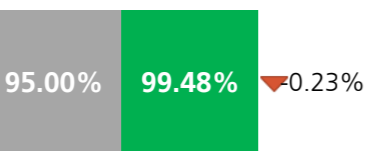
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



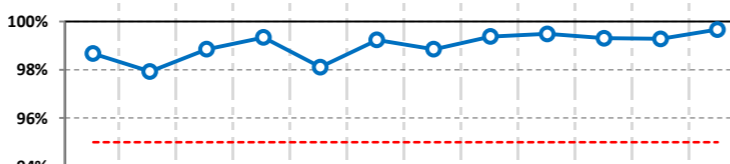
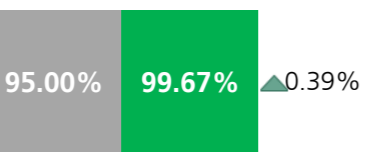
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



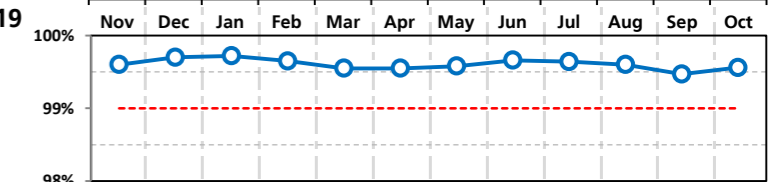
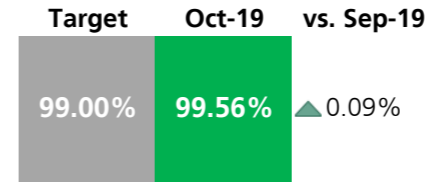
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

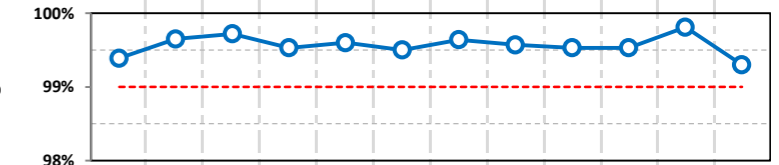
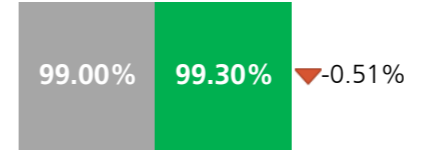
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



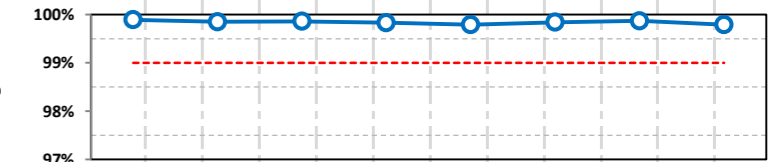
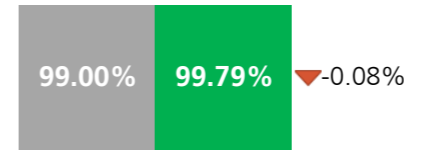
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



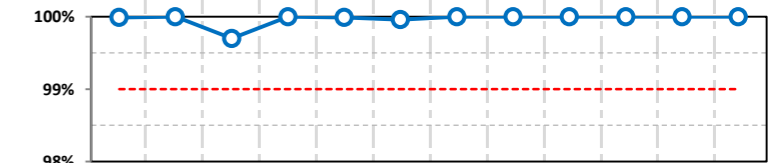
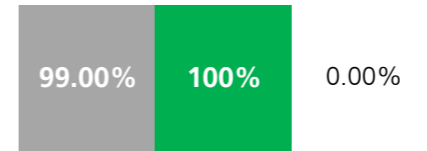
**Stands**

Availability of stands



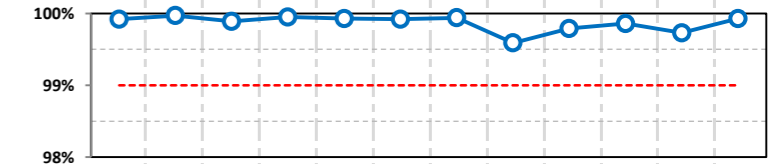
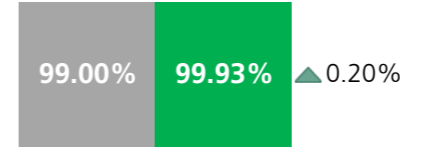
**FEGP**

Availability Fixed Electrical Ground Power



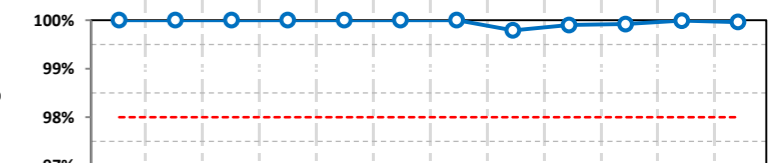
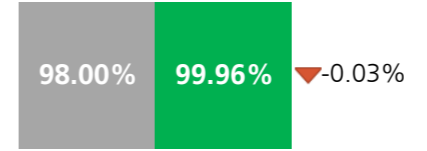
**Jetties**

Availability of Air-Bridges



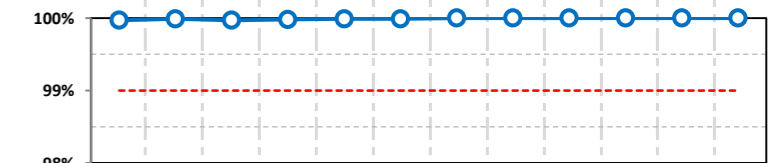
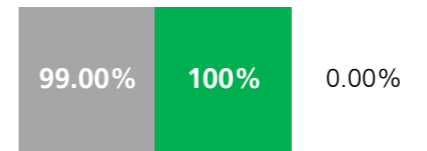
**PCA**

Availability of Pre-Conditioned Air



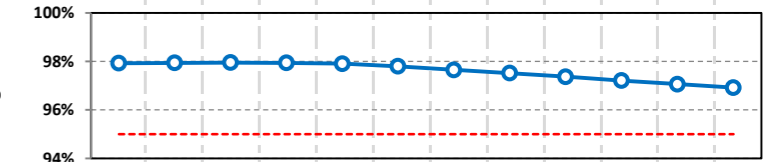
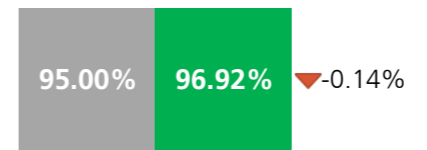
**SEGs**

Availability of Stand entry guidance



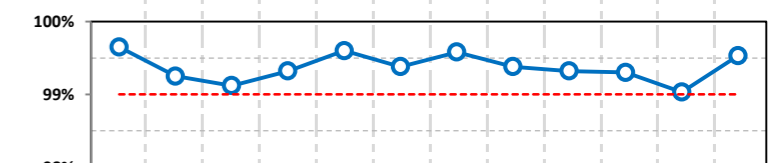
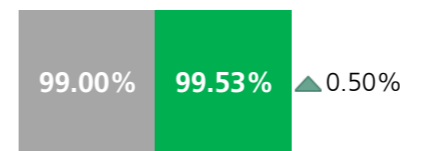
**Pier Service\***

% 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 October 2019

## Financial Report - Bonus and Rebates

### Rebates:

	Oct - 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	Oct - 2019		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.35	£ -	£ 27,500.50	2
Cleanliness	MAA	4.20	4.50	4.38	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.31	£ 91,668	£ 843,349	10
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	0
					£ 91,668	£ 870,849	12

### 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

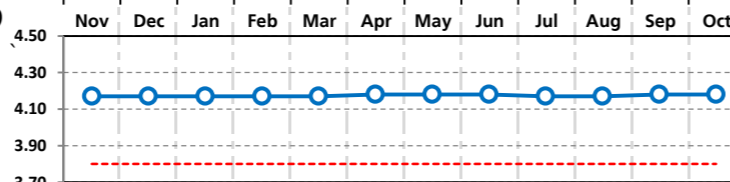
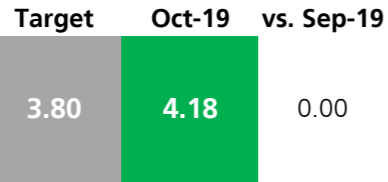
All bonus measures are based on MAA

# Terminal 3 Performance Report October 2019

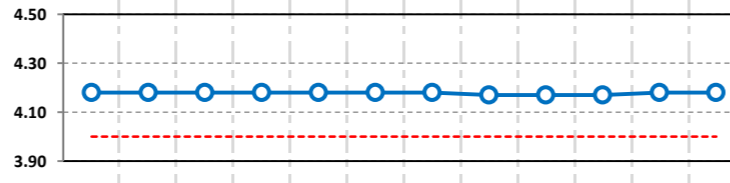
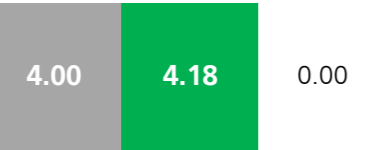
SQRB calculation based on moving annual average (MAA) for these metrics

## Passenger Experience and Service Level Performance

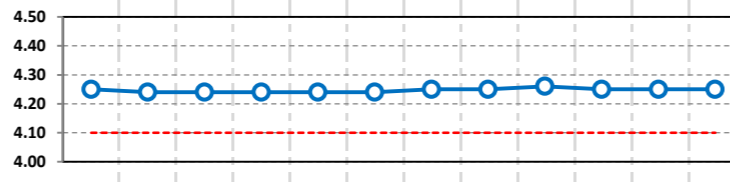
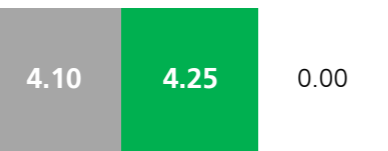
**Departure lounge seat availability\***  
Ease of finding a seat



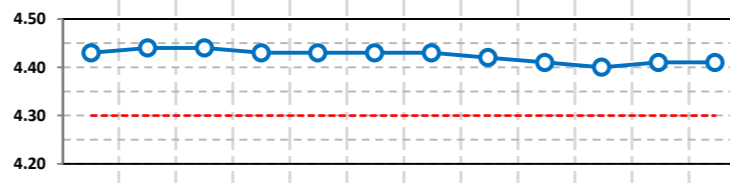
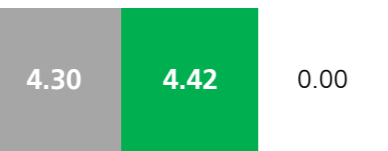
**Cleanliness\***  
Overall cleanliness of the terminal



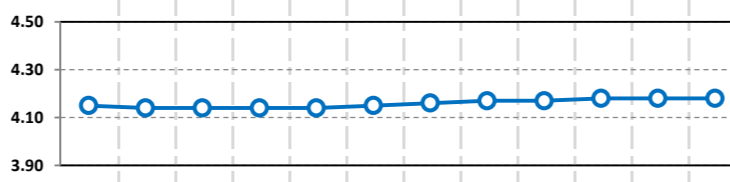
**Wayfinding\***  
Ease of finding your way around the airport



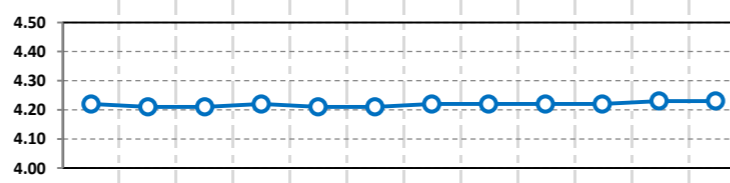
**Flight information\***  
Accuracy and ease of finding flight information



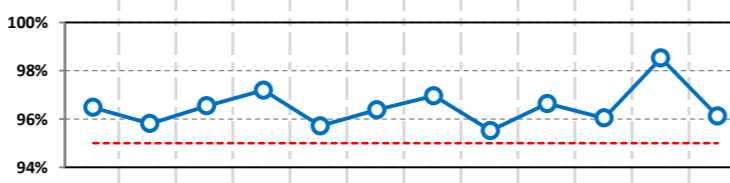
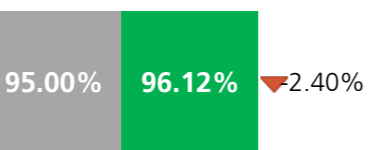
**Wi-Fi\***  
Ease of using WiFi



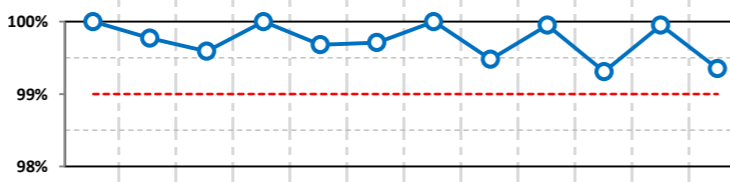
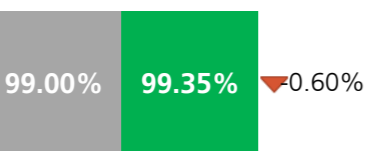
**Security\***  
Passenger satisfaction



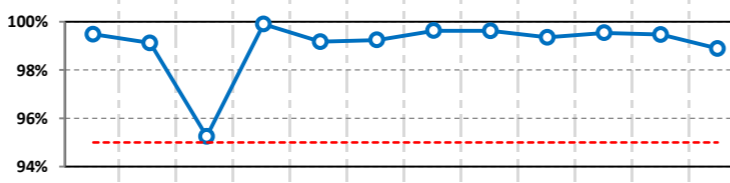
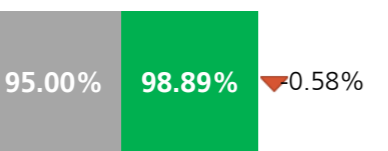
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



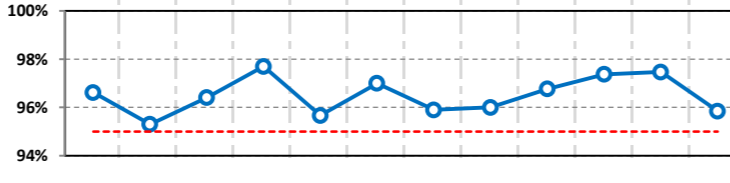
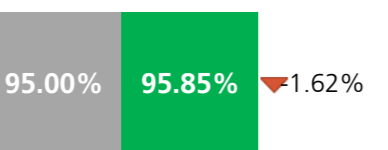
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



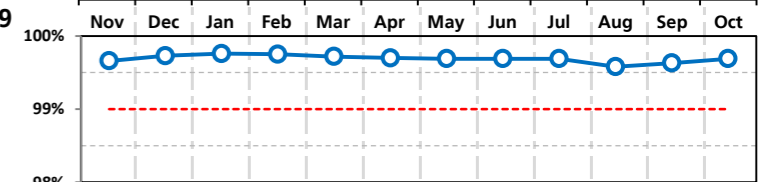
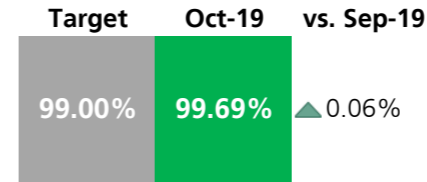
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

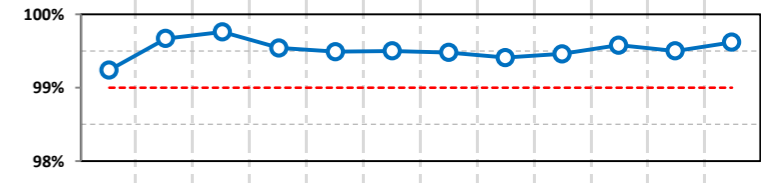
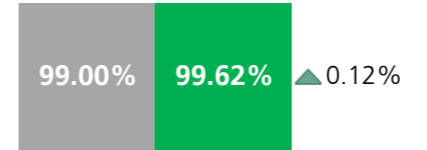
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



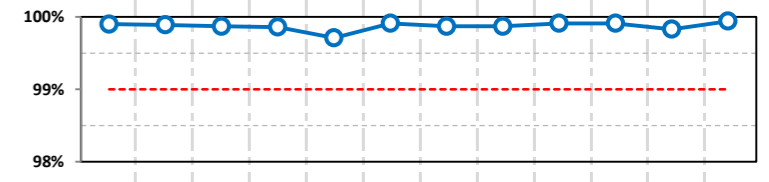
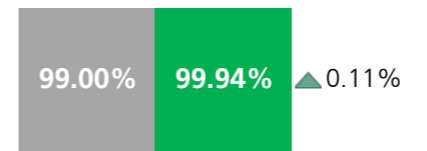
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



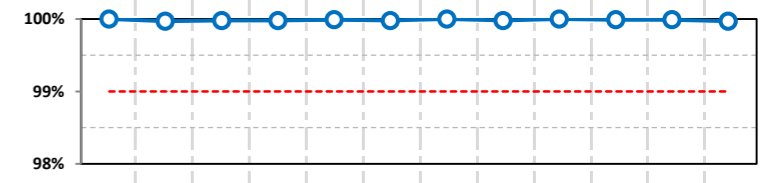
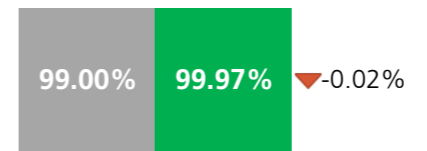
**Stands**

Availability of stands



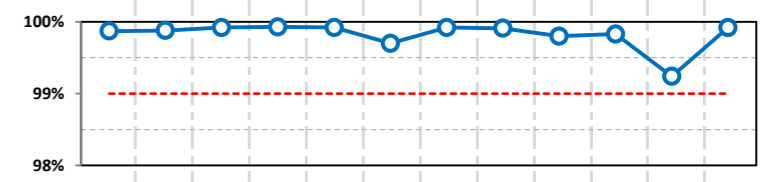
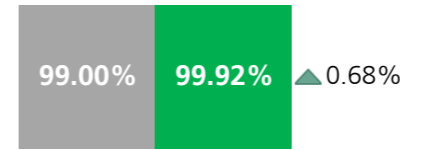
**FEGP**

Availability Fixed Electrical Ground Power



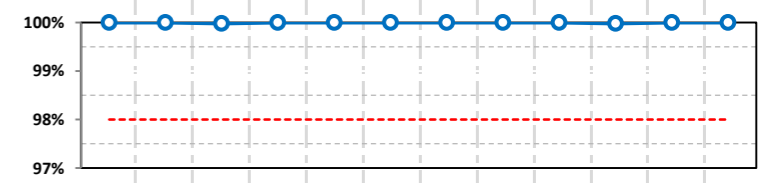
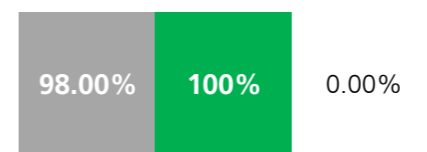
**Jetties**

Availability of Air-Bridges



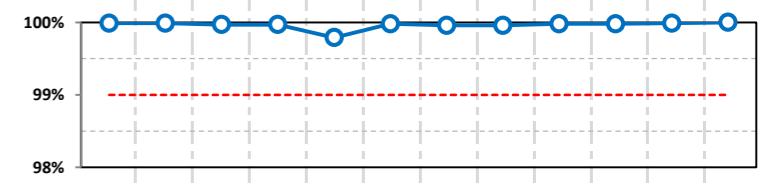
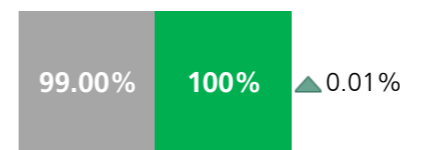
**PCA**

Availability of Pre-Conditioned Air



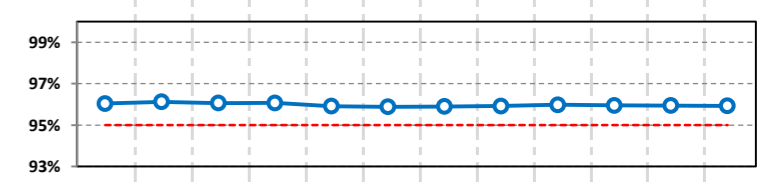
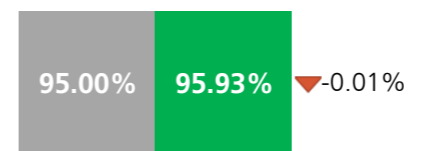
**SEGs**

Availability of Stand entry guidance



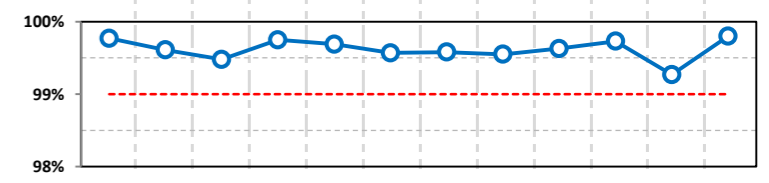
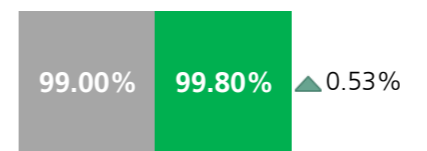
**Pier Service\***

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**

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

# Terminal 3 Performance Report October 2019

## Financial Report - Bonus and Rebates

### Rebates:

	Oct - 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	Oct - 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	4.18	£ -	£ 27,500.50	2	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.25	£ 91,668	£ 843,349	10	
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0	
					£ 91,668	£ 870,849	12	

### 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

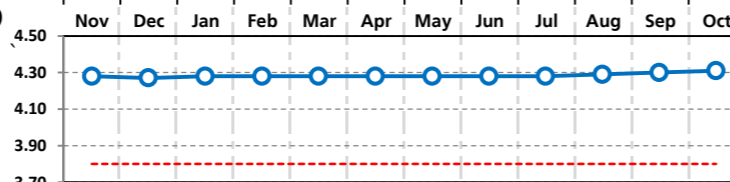
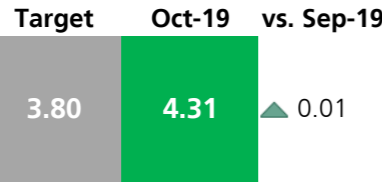
All bonus measures are based on MAA

# Terminal 4 Performance Report October 2019

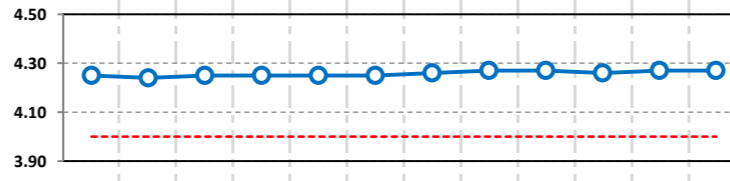
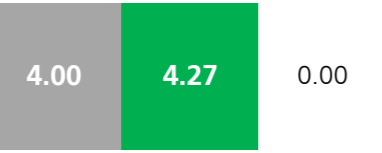
SQRB calculation based on moving annual average (MAA) for these metrics

## Passenger Experience and Service Level Performance

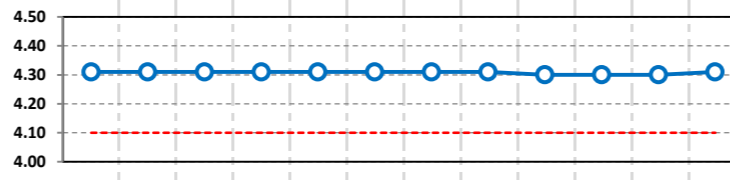
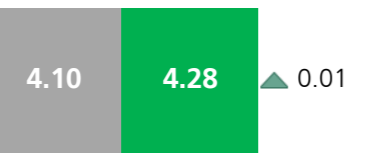
**Departure lounge seat availability\***  
Ease of finding a seat



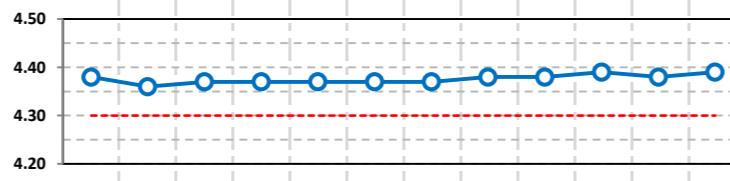
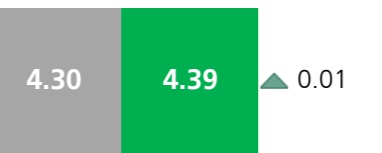
**Cleanliness\***  
Overall cleanliness of the terminal



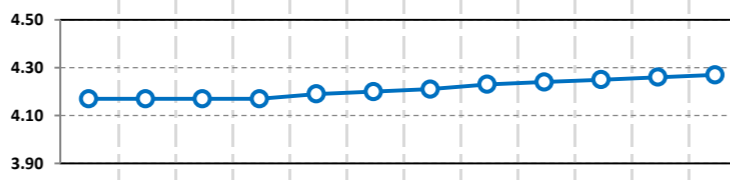
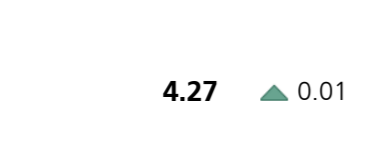
**Wayfinding\***  
Ease of finding your way around the airport



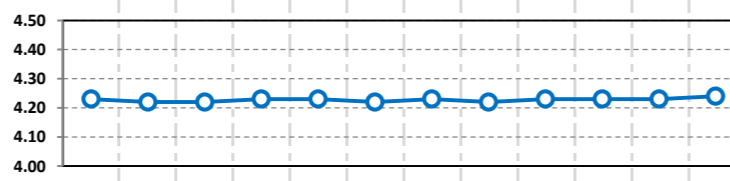
**Flight information\***  
Accuracy and ease of finding flight information



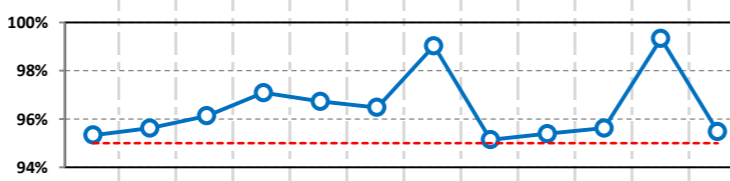
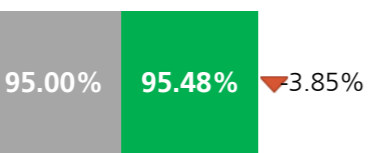
**Wi-Fi\***  
Ease of using WiFi



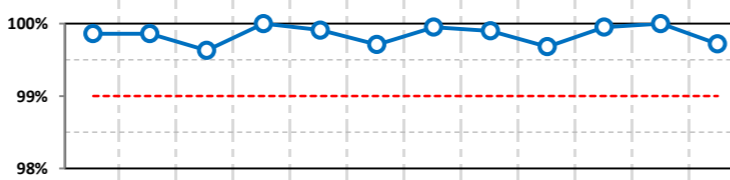
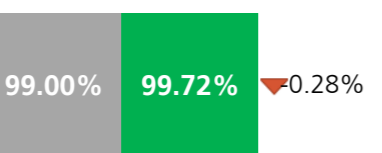
**Security\***  
Passenger satisfaction



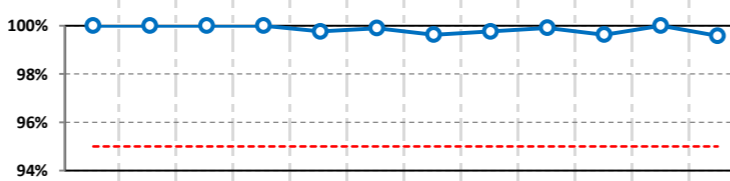
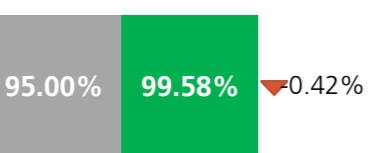
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



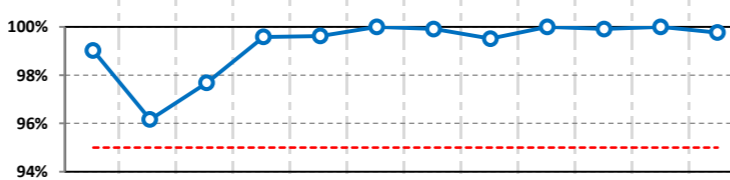
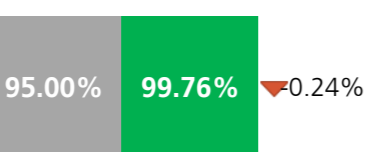
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



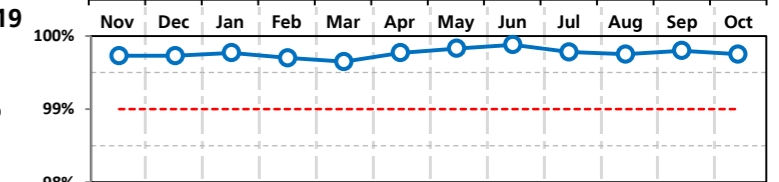
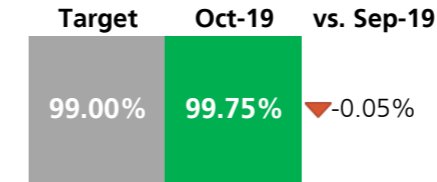
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

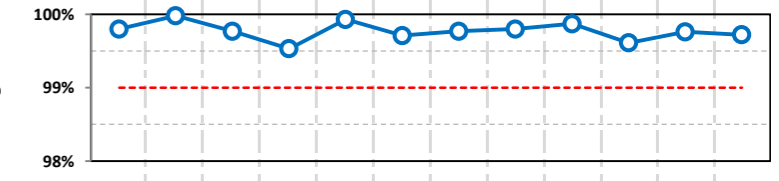
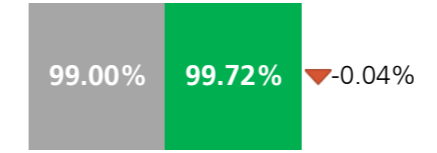
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



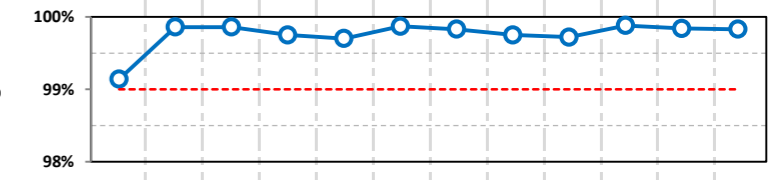
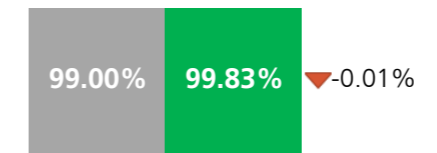
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



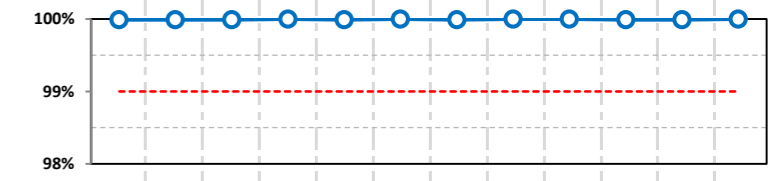
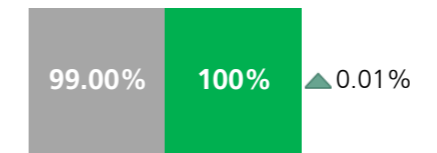
**Stands**

Availability of stands



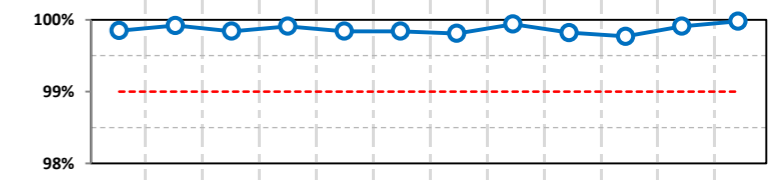
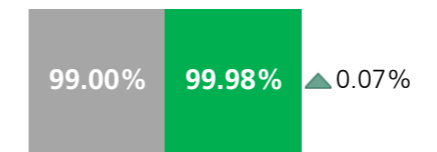
**FEGP**

Availability Fixed Electrical Ground Power



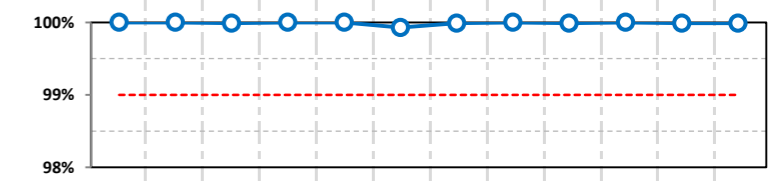
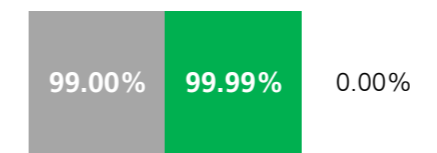
**Jetties**

Availability of Air-Bridges



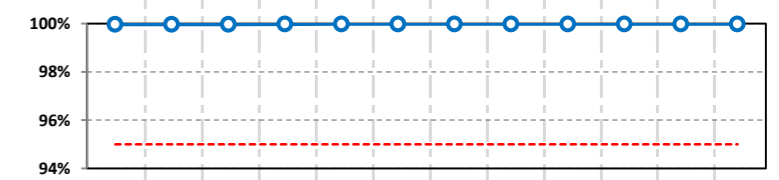
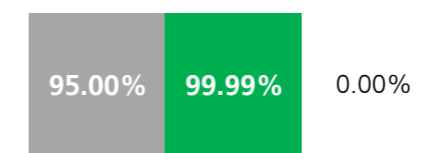
**SEGs**

Availability of Stand entry guidance



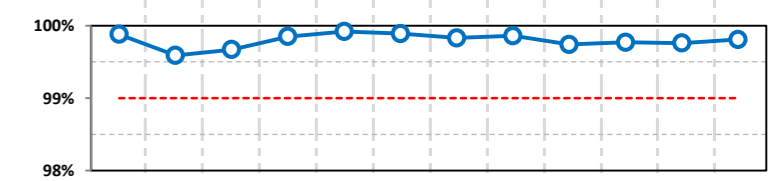
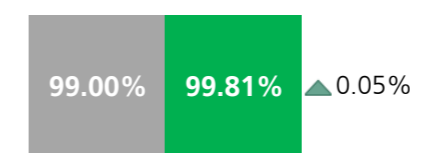
**Pier Service\***

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**

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

# Terminal 4 Performance Report October 2019

## Financial Report - Bonus and Rebates

### Rebates:

	Oct - 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	Oct - 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	4.31	£ -	£ 27,500.50	2	
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.28	£ 91,668	£ 843,349	10	
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0	
					£ 91,668	£ 870,849	12	

### 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.

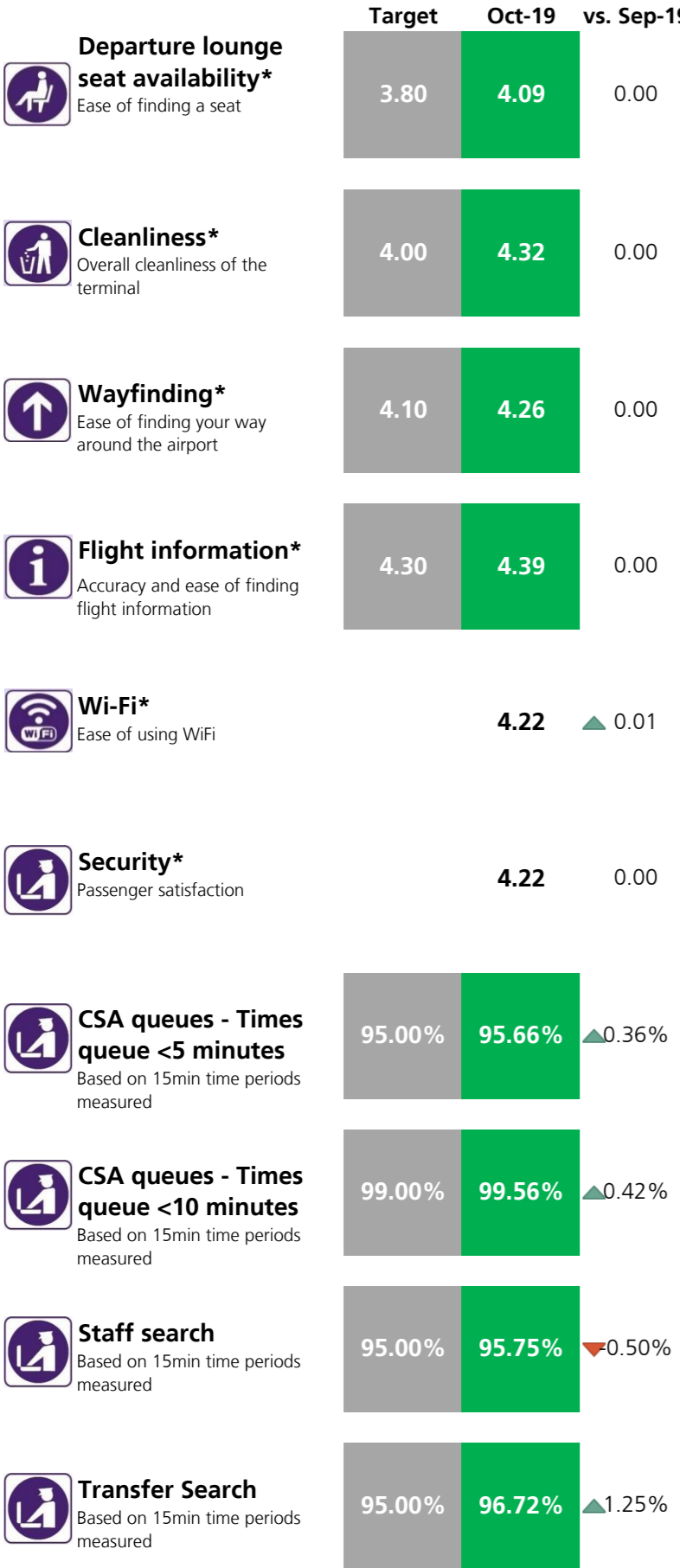
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA



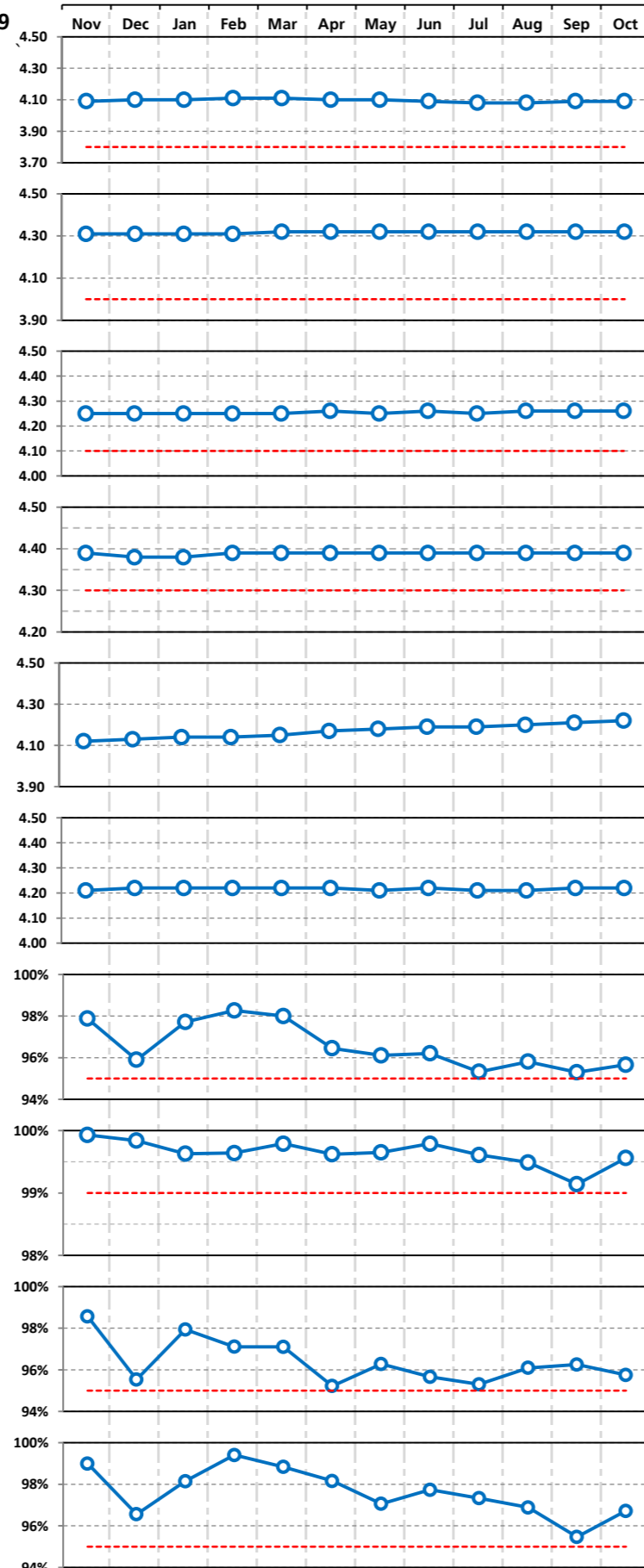
# Terminal 5 Performance Report October 2019

## Passenger Experience and Service Level Performance



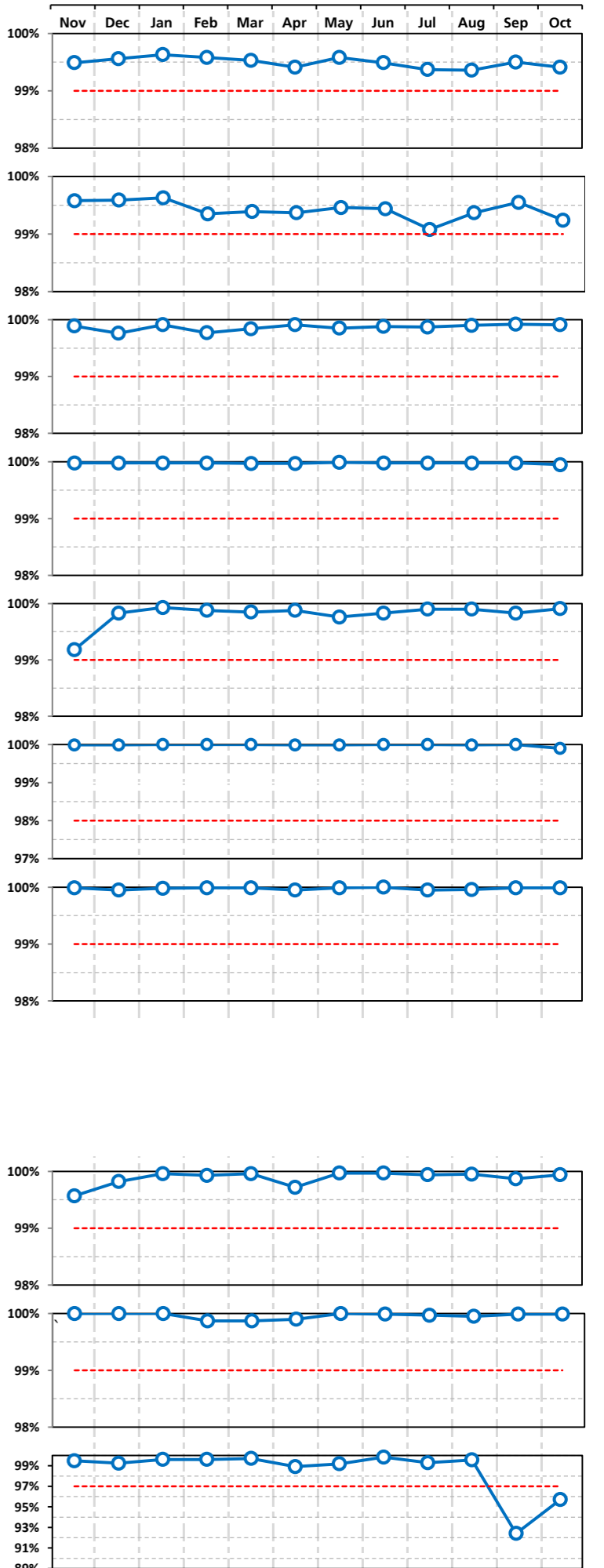
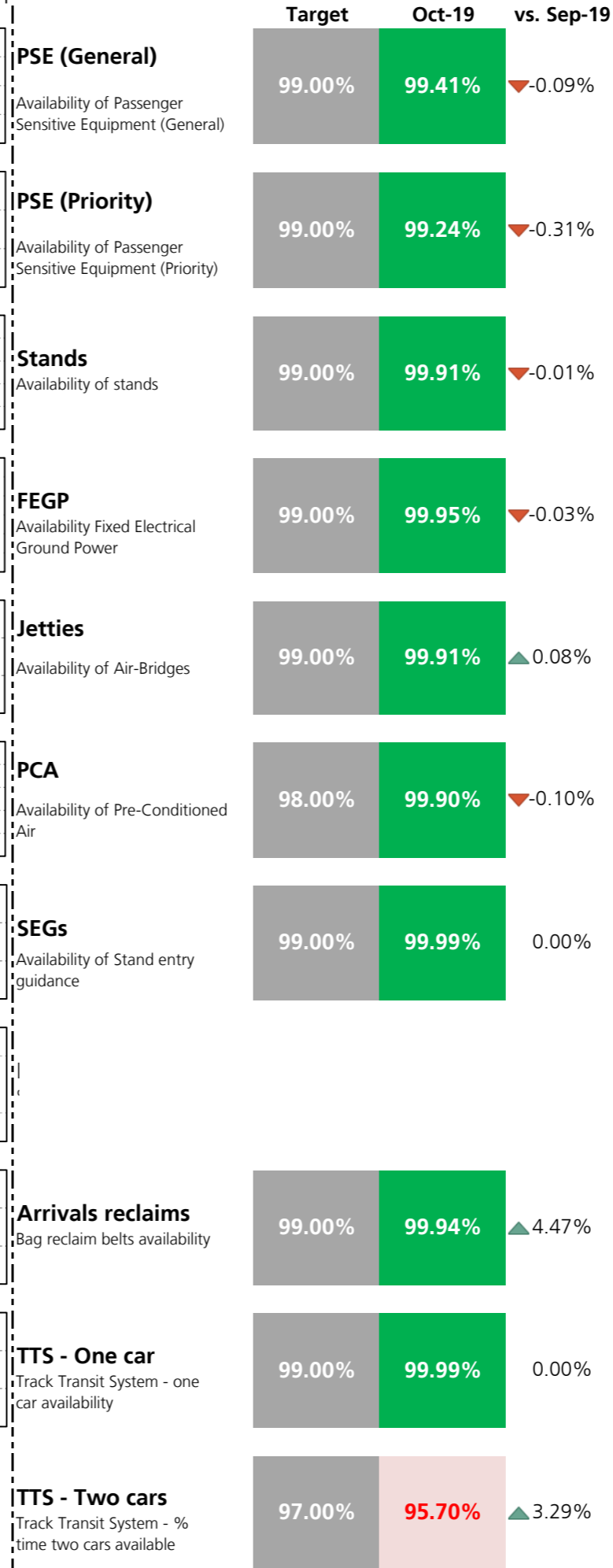
**Notes:**

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



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

## Service Level Performance



### Rebates:

	Oct - 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
<b>TTS - % Both</b>	✗	£ 314,400.00	£ 628,800.00	2
		£ 314,400.00	£ 628,800.00	2

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Oct - 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	4.09	£ -	£ 27,500.50	2	
Cleanliness	MAA	4.20	4.50	4.32	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.26	£ 91,668	£ 843,349	10	
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0	
					£ 91,668	£ 870,849	12	

### 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

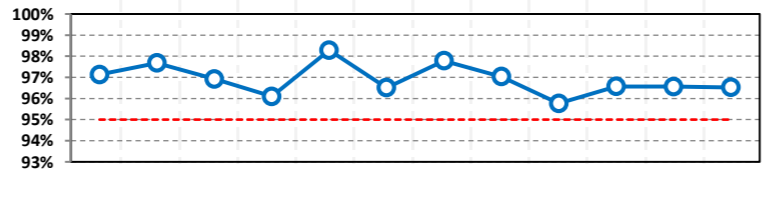
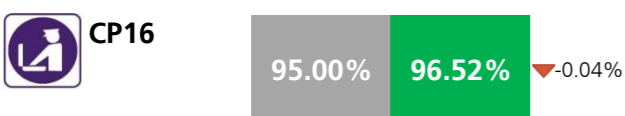
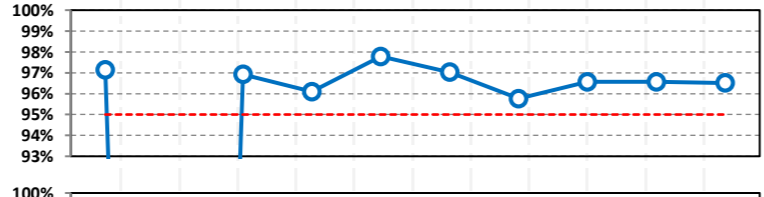
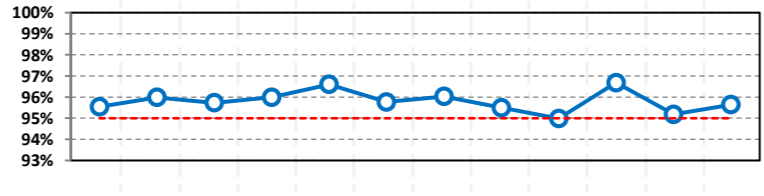
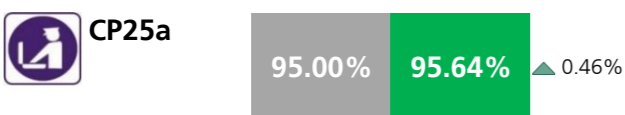
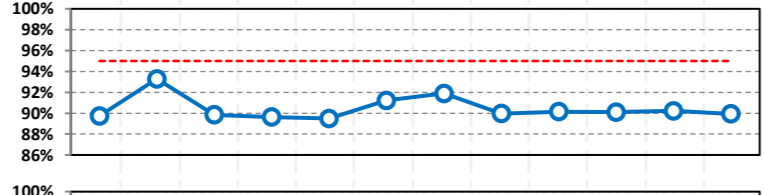
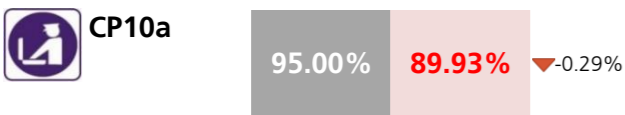
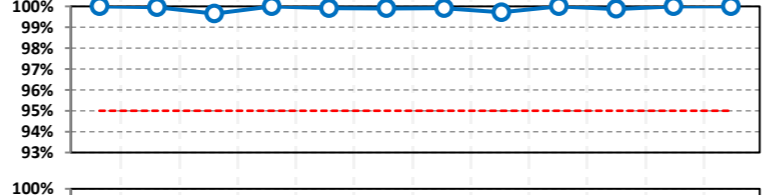
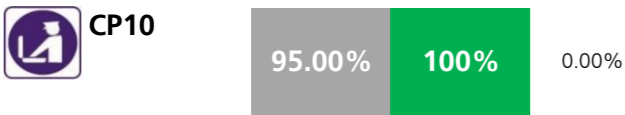
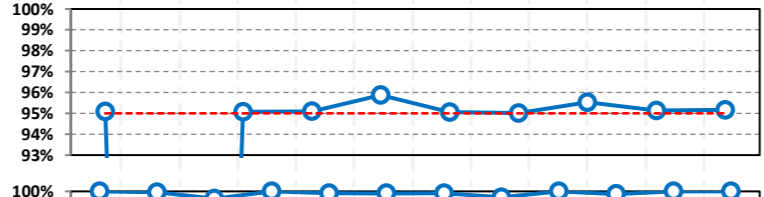
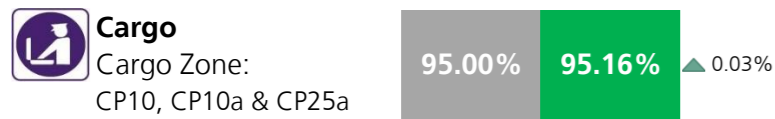
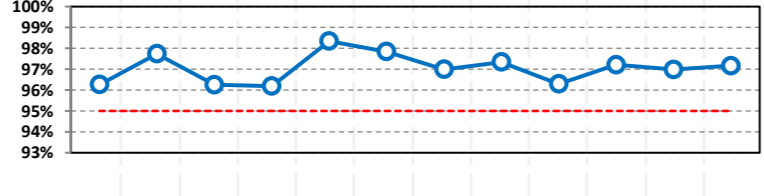
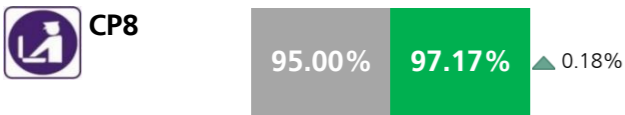
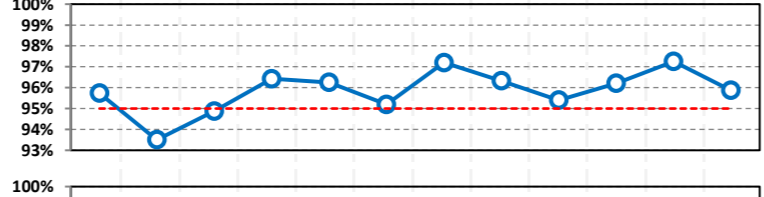
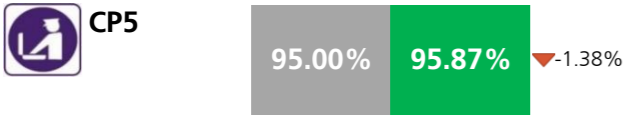
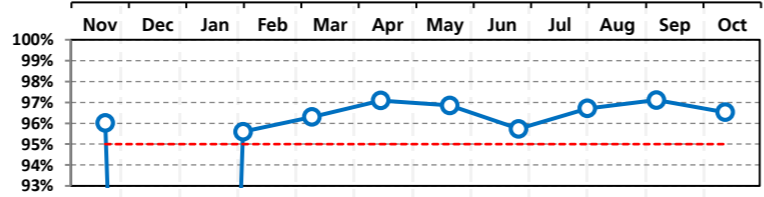
All bonus measures are based on MAA

# Campus Performance Report October 2019

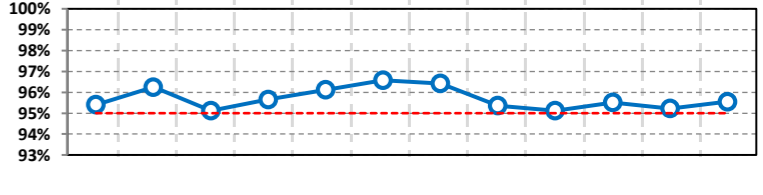
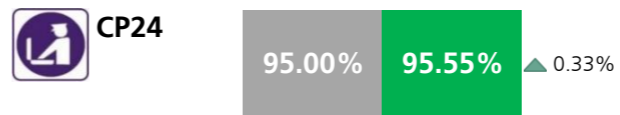
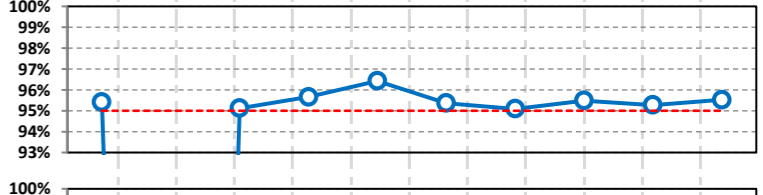
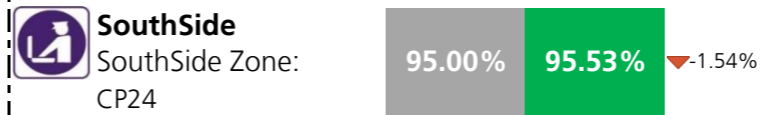
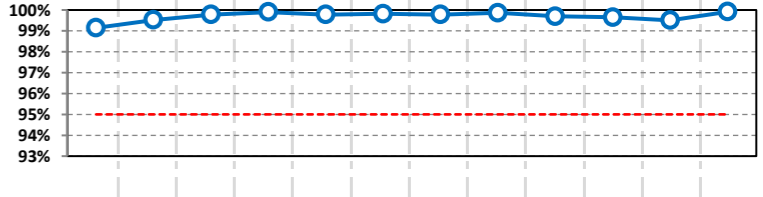
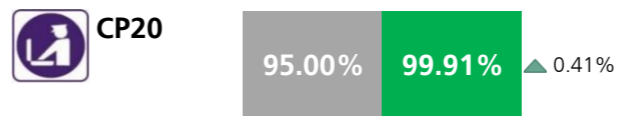
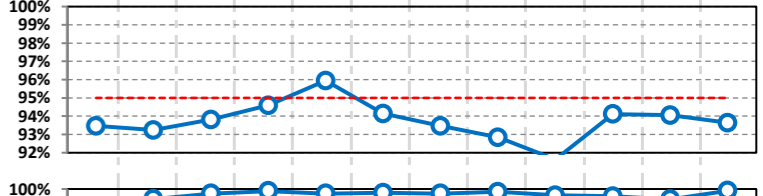
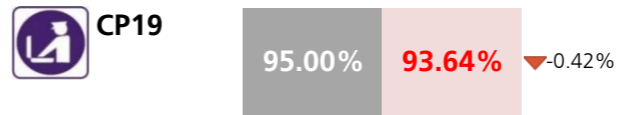
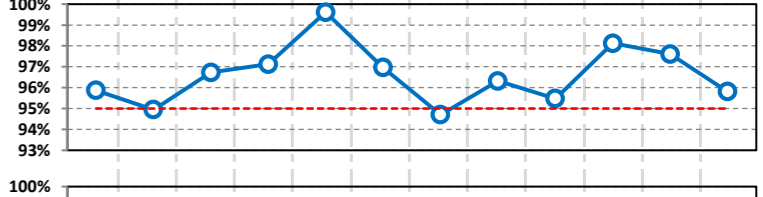
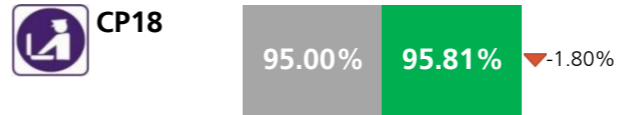
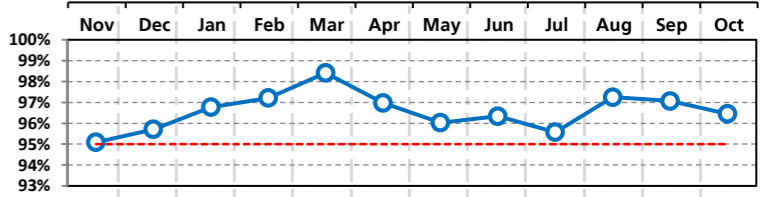
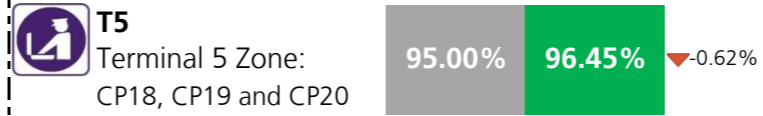
## Financial Report - Bonus and Rebates

### Service Level Performance

#### Control Post Security Search



### Service Level Performance



### Financial Report

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

#### Credit Notes:

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

Financial year is from January 2019 - December 2019

# Heathrow

*Making every journey better*