



Heathrow Performance Report

Service Quality Rebate and Bonus - December 2019

Integrated Planning and Performance - Airport Operations

Printed: 29 January 2020

Heathrow
Making every journey better

Heathrow Performance Report December 2019

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.35	4.19	4.33	4.09	
Cleanliness* Overall cleanliness of the terminal	4.38	4.18	4.28	4.32	
Wayfinding* Ease of finding your way around the airport	4.32	4.26	4.30	4.26	
Flight information* Accuracy and ease of finding flight information	4.40	4.42	4.42	4.40	
Wi-Fi* Ease of using WiFi	4.20	4.19	4.30	4.23	
Security* Passenger satisfaction	4.27	4.24	4.27	4.21	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.76%	96.03%	95.48%	95.25%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.81%	99.53%	99.81%	99.21%	
Staff search Based on 15min time periods measured	99.48%	98.70%	98.20%	95.41%	
Transfer Search Based on 15min time periods measured	98.15%	95.85%	97.81%	95.18%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	96.81%	97.18%	98.38%	95.69%	96.99%

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

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.75%	99.77%	99.83%	99.64%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.65%	99.64%	99.94%	99.59%
Stands Availability of stands	99.91%	99.89%	99.89%	99.83%
FEGP Availability of Fixed Electrical Ground Power	100%	99.99%	100%	99.96%
Jetties Availability of Air-Bridges	99.99%	99.84%	99.93%	99.79%
PCA Availability of Pre-conditioned Air	99.98%	100%		100%
SEGS	99.99%	99.74%	99.98%	99.98%
Pier Service* % Pier served passengers	96.73%	95.78%	99.99%	
Arrivals Reclaims Bag reclaim belts availability	99.47%	99.78%	99.77%	99.92%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.41%
TTS - Two cars Track Transit System - % time two cars available				99.41%

	T2	T3	T4	T5
PSE (General)	99.75%	99.77%	99.83%	99.64%
PSE (Priority)	99.65%	99.64%	99.94%	99.59%
Stands	99.91%	99.89%	99.89%	99.83%
FEGP	100%	99.99%	100%	99.96%
Jetties	99.99%	99.84%	99.93%	99.79%
PCA	99.98%	100%		100%
SEGS	99.99%	99.74%	99.98%	99.98%
Pier Service*	96.73%	95.78%	99.99%	
Arrivals Reclaims	99.47%	99.78%	99.77%	99.92%

Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Dec - 2019				Campus	Estimated Rebate	Estimated Rebate	Total Failures
T2	T3	T4	T5					
Departure lounge seat availability	✓	✓	✓	✓		£ -	£ -	0
Cleanliness	✓	✓	✓	✓		£ -	£ -	0
Wayfinding	✓	✓	✓	✓		£ -	£ -	0
Flight information	✓	✓	✓	✓		£ -	£ -	0
CSA Queues - Both	✓	✓	✓	✓		£ -	£ -	0
Staff Search	✓	✓	✓	✓		£ -	£ -	0
Transfer search	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (Priority)	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ -	0
FEGP	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
Pre-conditioned air	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
Pier Service	✓	✓	✓	✓		£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
Control Posts Search					✓	£ -	£ -	0
Aerodrome Congestion					✓	£ -	£ -	0
TTS - % Both				✓		£ -	£ 628,800.00	2
Total						£ -	£ 628,800.00	2

	Bonuses:		Dec - 2019				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.35	4.19	4.33	4.09	£ -	£ 13,750	1
	4.20	4.50	4.38	4.18	4.28	4.32	£ -	£ -	0
	4.20	4.50	4.32	4.26	4.30	4.26	£ 110,002	£ 348,340	4
	4.40	4.70	4.40	4.42	4.42	4.40	£ -	£ -	0
Total							£ 110,002	£ 362,090	5

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

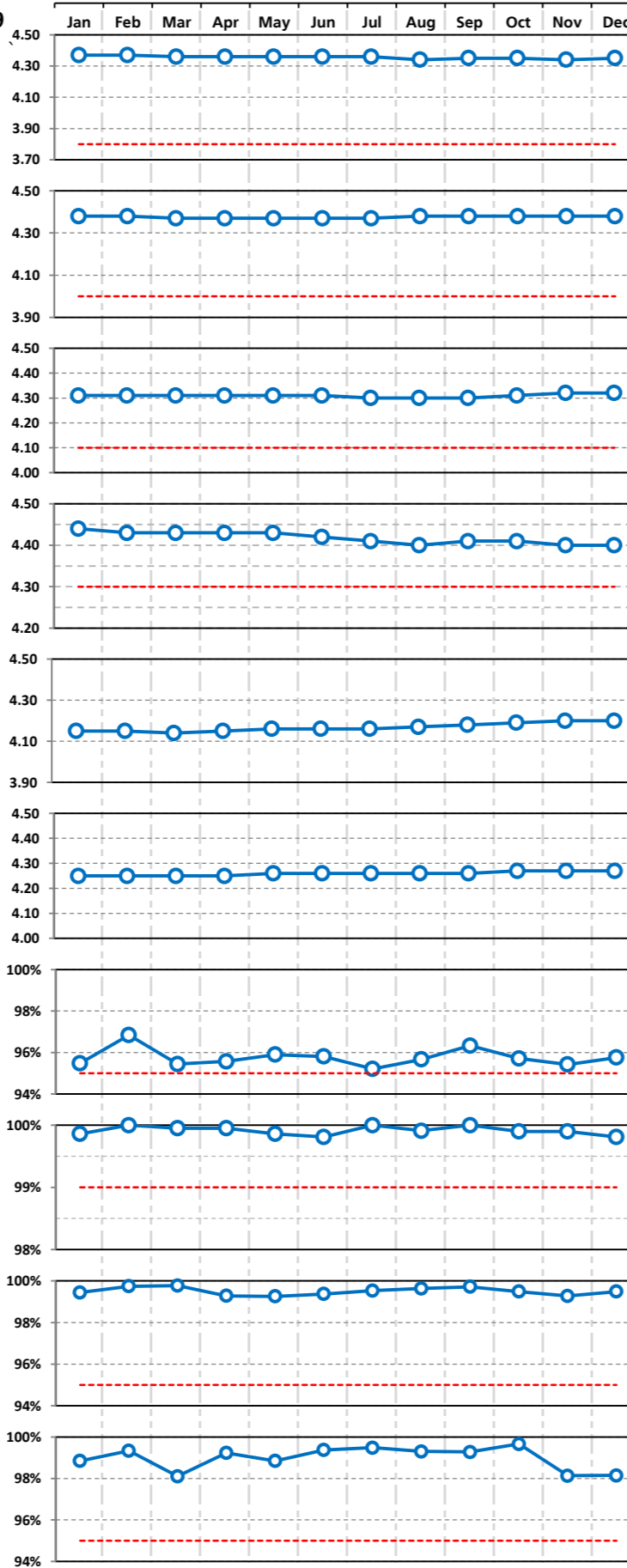
Credit Notes:
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Terminal 2 Performance Report December 2019

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

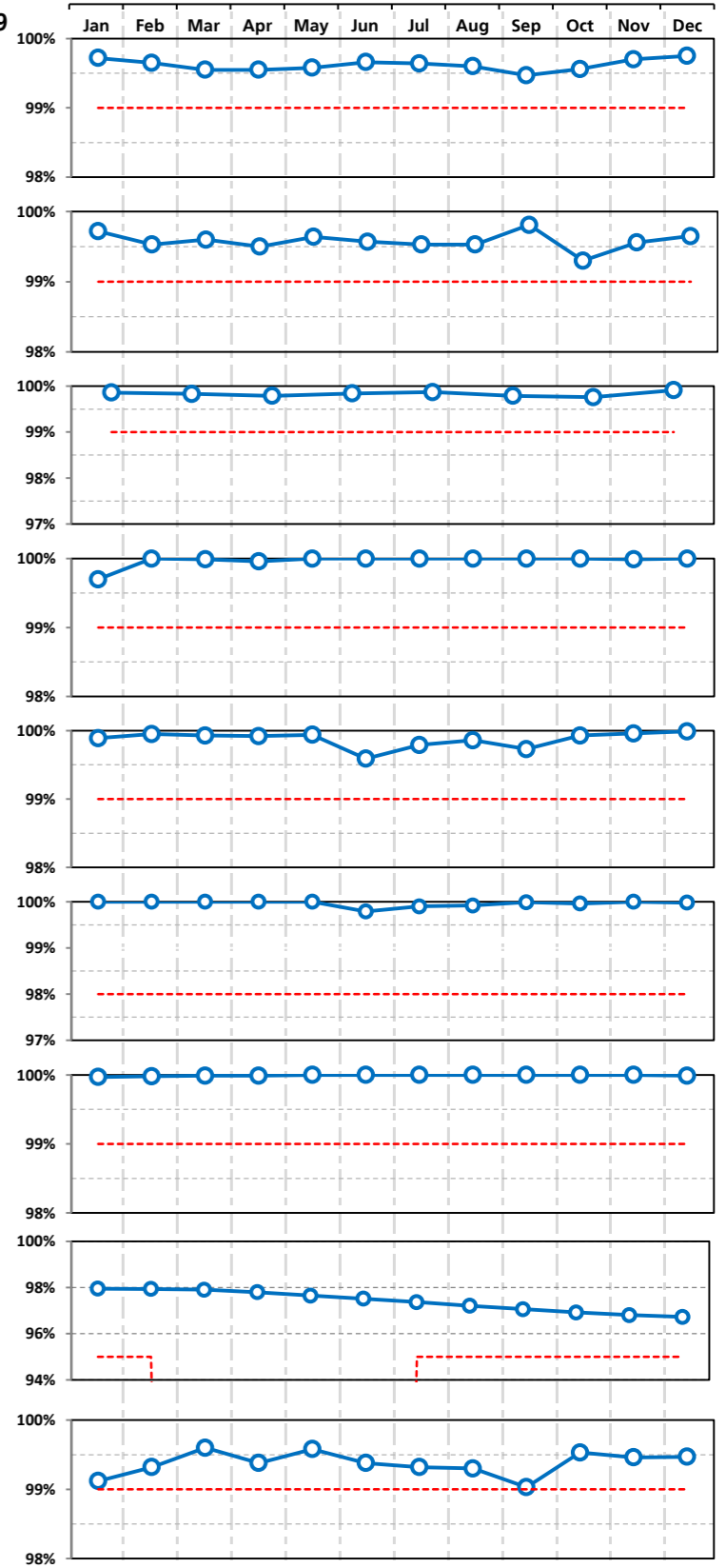
Passenger Experience and Service Level Performance

Metric	Target	Dec-19	vs. Nov-19
Departure lounge seat availability* Ease of finding a seat	3.80	4.35	▲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	4.40	0.00
Wi-Fi* Ease of using WiFi		4.20	0.00
Security* Passenger satisfaction		4.27	0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	95.76%	▲0.34%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.81%	▼0.09%
Staff search Based on 15min time periods measured	95.00%	99.48%	▲0.21%
Transfer Search Based on 15min time periods measured	95.00%	98.15%	▲0.01%



Service Level Performance

Metric	Target	Dec-19	vs. Nov-19
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.75%	▲0.05%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.65%	▲0.09%
Stands Availability of stands	99.00%	99.91%	▲0.15%
FEGP Availability Fixed Electrical Ground Power	99.00%	100%	▲0.01%
Jetties Availability of Air-Bridges	99.00%	99.99%	▲0.03%
PCA Availability of Pre-Conditioned Air	98.00%	99.98%	▼0.02%
SEGs Availability of Stand entry guidance	99.00%	99.99%	▼0.01%
Pier Service* % Pier served passengers	95.00%	96.73%	▼0.08%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.47%	▲0.01%



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

Terminal 2 Performance Report December 2019

Financial Report - Bonus and Rebates

Rebates:

	Dec - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Dec - 2019		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.35	£ -	£ 13,750.25	1
Cleanliness	MAA	4.20	4.50	4.38	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.32	£ 110,002	£ 348,340	4
Flight information	MAA	4.40	4.70	4.40	£ -	£ -	0
					£ 110,002	£ 362,090	5

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

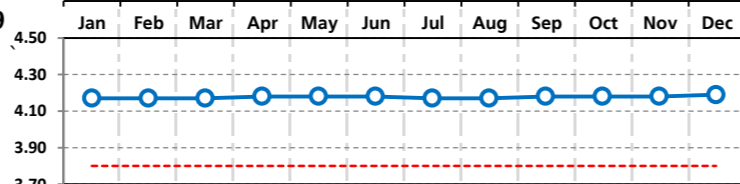
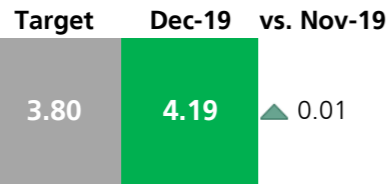
All bonus measures are based on MAA

Terminal 3 Performance Report December 2019

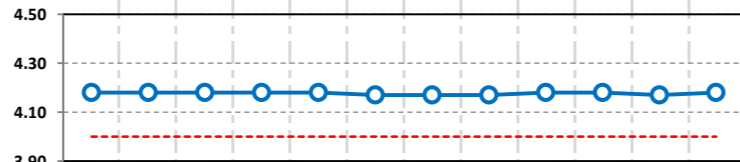
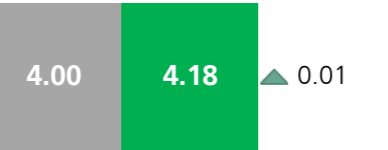
SQRB calculation based on moving annual average (MAA) for these metrics

Passenger Experience and Service Level Performance

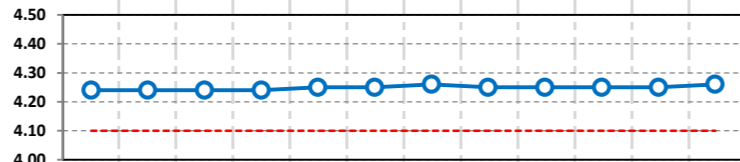
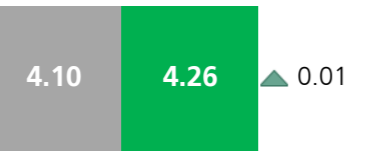
Departure lounge seat availability*
Ease of finding a seat



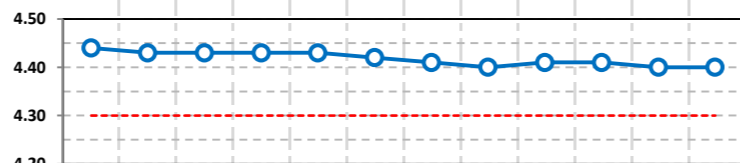
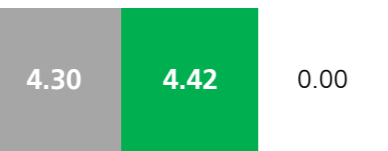
Cleanliness*
Overall cleanliness of the terminal



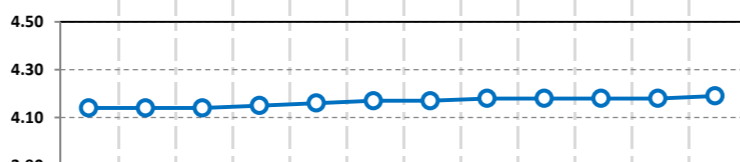
Wayfinding*
Ease of finding your way around the airport



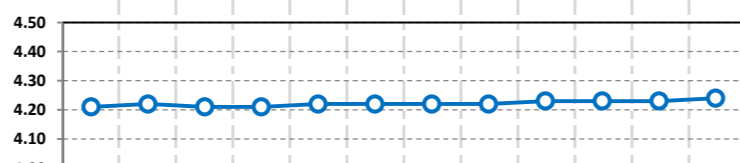
Flight information*
Accuracy and ease of finding flight information



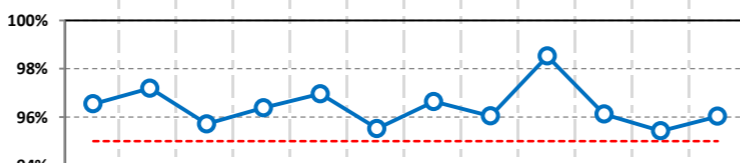
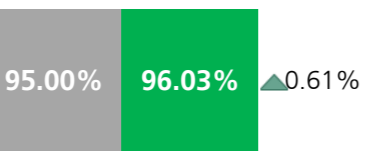
Wi-Fi*
Ease of using WiFi



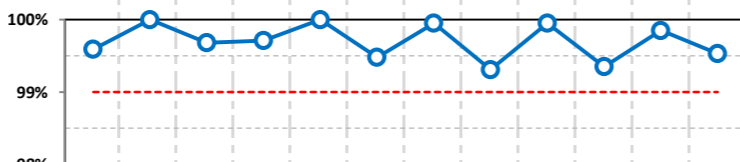
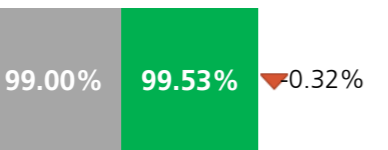
Security*
Passenger satisfaction



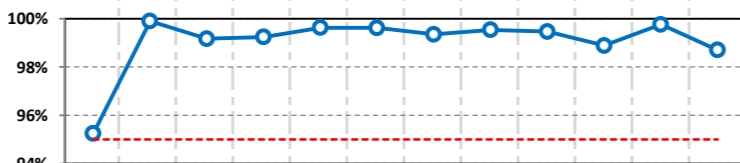
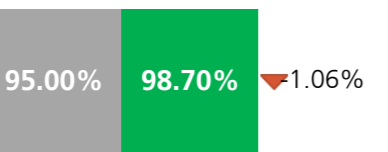
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



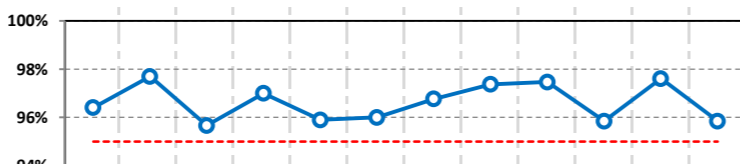
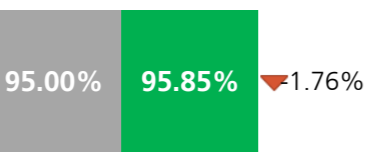
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



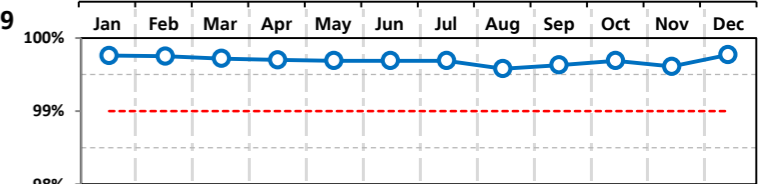
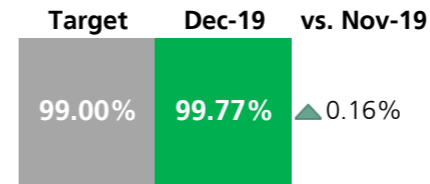
Transfer Search
Based on 15min time periods measured



Service Level Performance

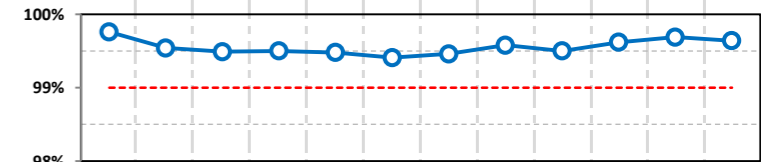
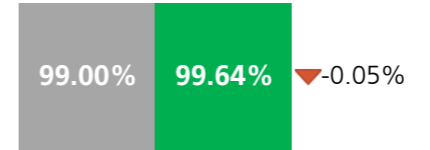
PSE (General)

Availability of Passenger Sensitive Equipment (General)



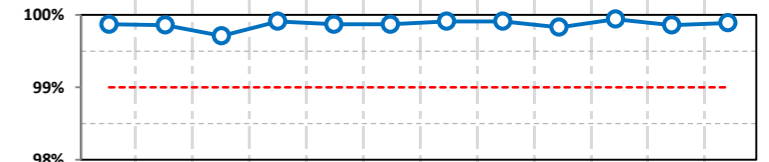
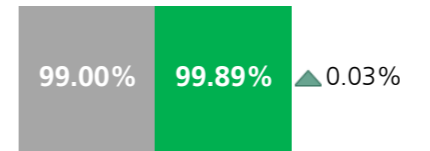
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



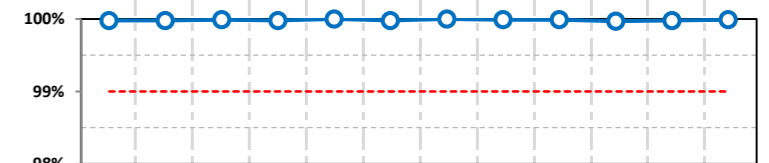
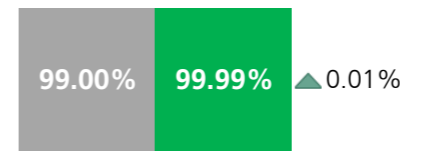
Stands

Availability of stands



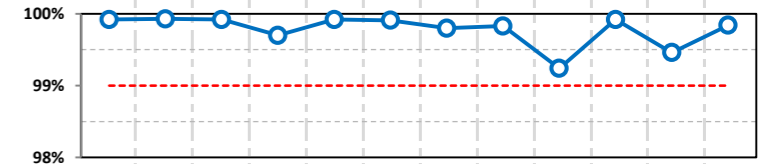
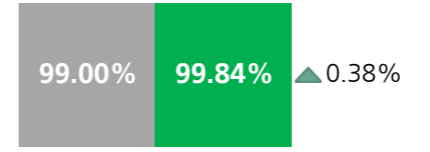
FEGP

Availability Fixed Electrical Ground Power



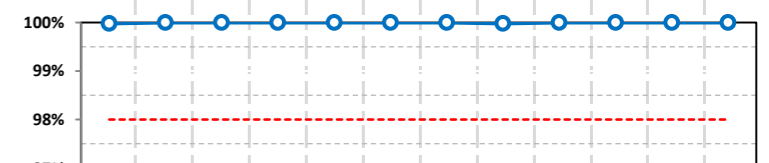
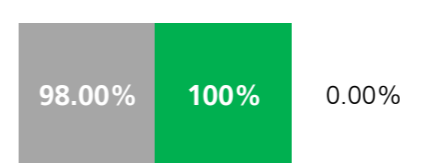
Jetties

Availability of Air-Bridges



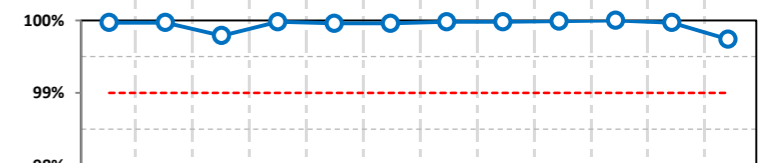
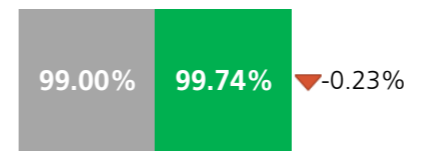
PCA

Availability of Pre-Conditioned Air



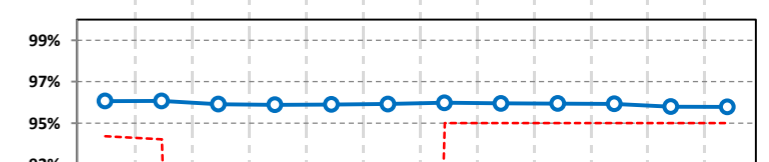
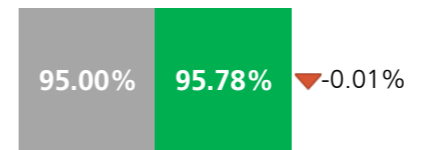
SEGs

Availability of Stand entry guidance



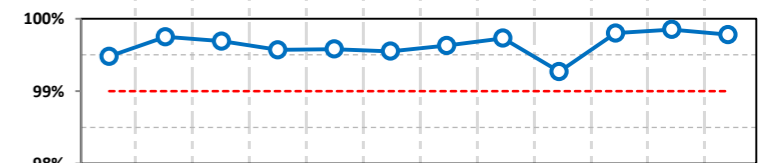
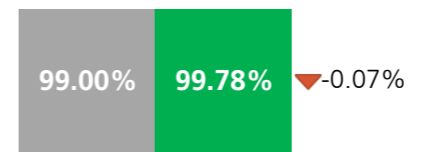
Pier Service*

% 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 December 2019

Financial Report - Bonus and Rebates

Rebates:

	Dec - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Dec - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.19	£ -	£ 13,750.25	1	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.26	£ 110,002	£ 348,340	4	
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0	
					£ 110,002	£ 362,090	5	

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

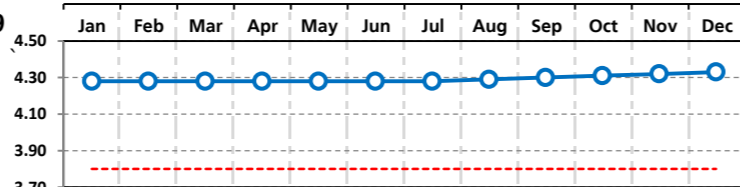
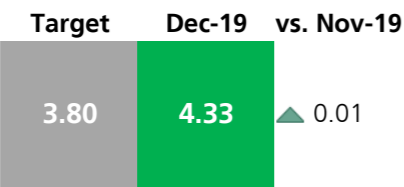
All bonus measures are based on MAA

Terminal 4 Performance Report December 2019

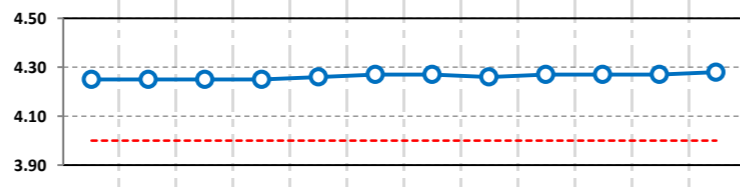
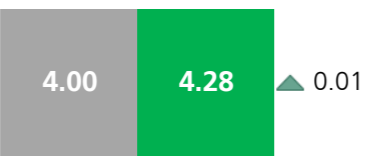
SQRB calculation based on moving annual average (MAA) for these metrics

Passenger Experience and Service Level Performance

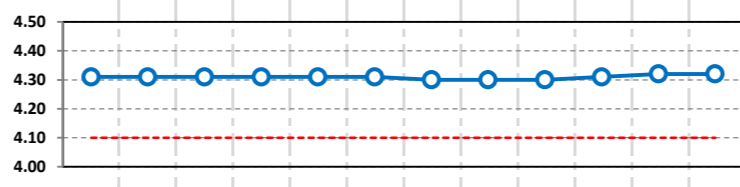
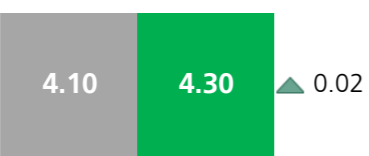
Departure lounge seat availability*
Ease of finding a seat



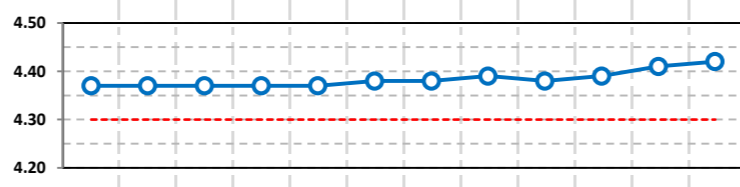
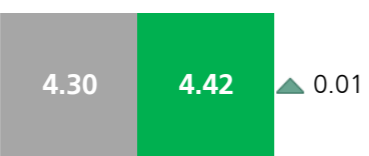
Cleanliness*
Overall cleanliness of the terminal



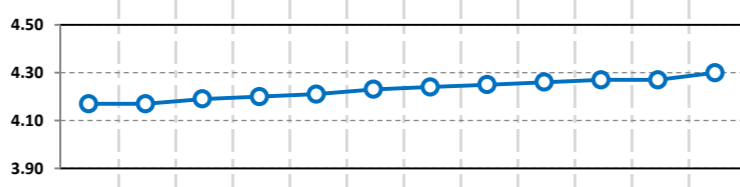
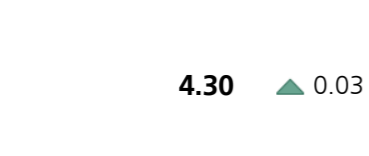
Wayfinding*
Ease of finding your way around the airport



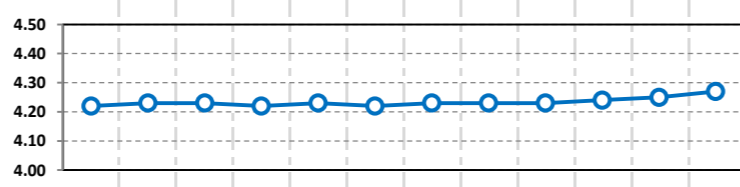
Flight information*
Accuracy and ease of finding flight information



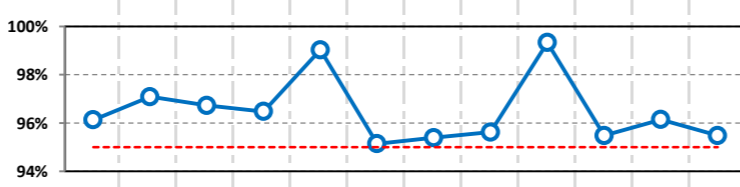
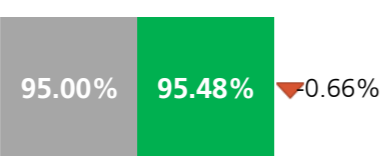
Wi-Fi*
Ease of using WiFi



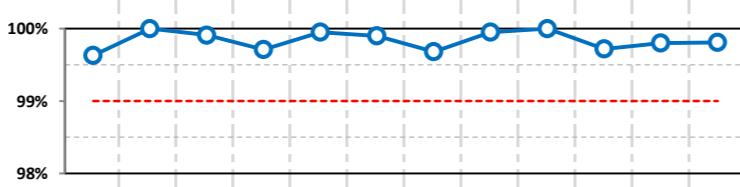
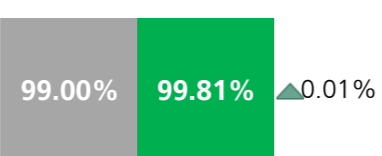
Security*
Passenger satisfaction



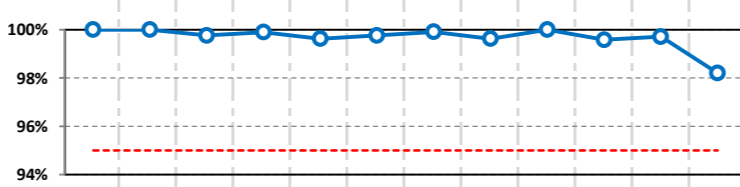
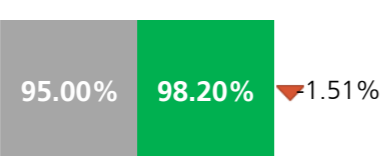
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



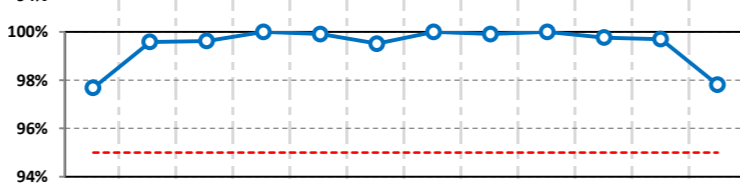
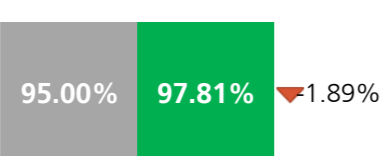
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



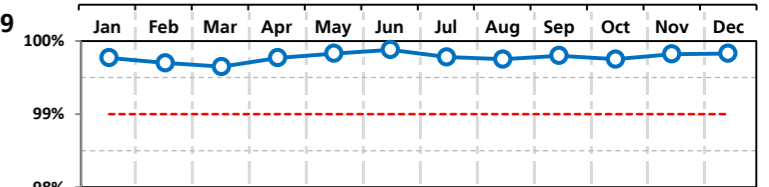
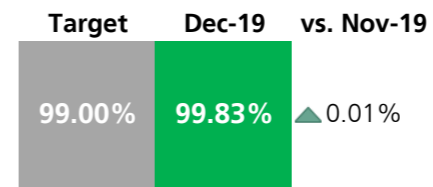
Transfer Search
Based on 15min time periods measured



Service Level Performance

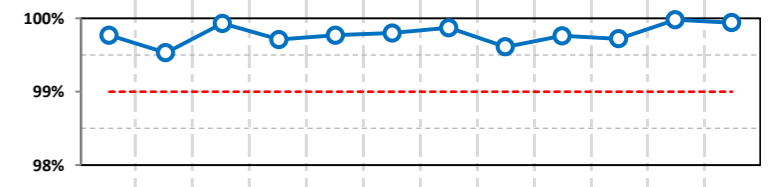
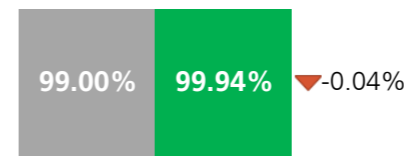
PSE (General)

Availability of Passenger Sensitive Equipment (General)



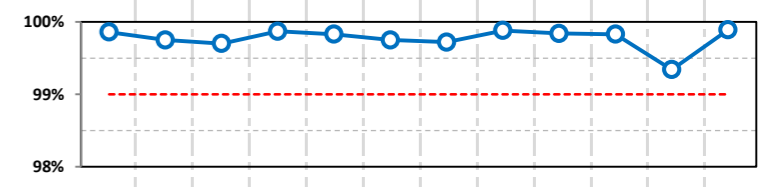
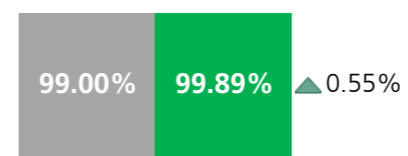
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



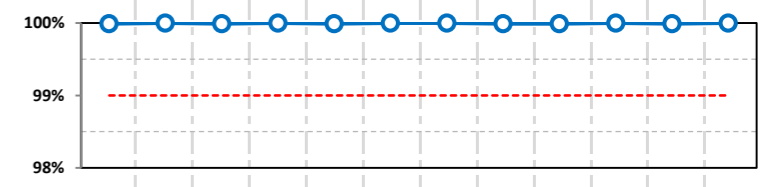
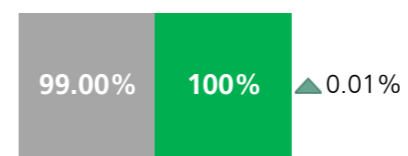
Stands

Availability of stands



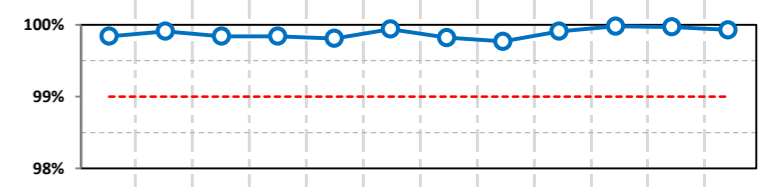
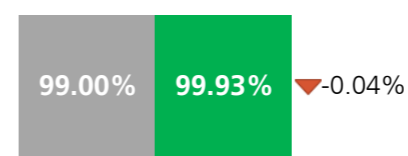
FEGP

Availability Fixed Electrical Ground Power



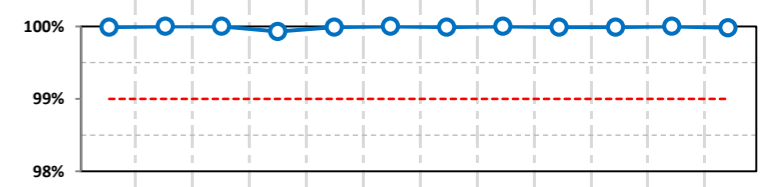
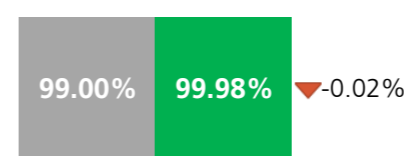
Jetties

Availability of Air-Bridges



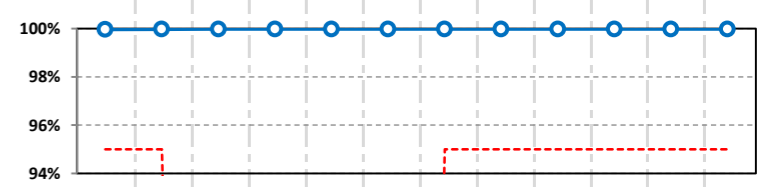
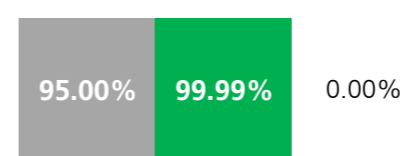
SEGs

Availability of Stand entry guidance



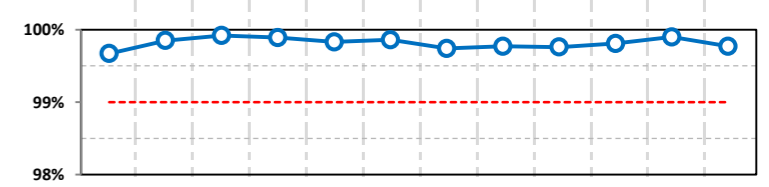
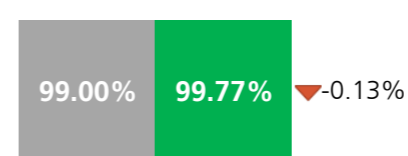
Pier Service*

% 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 December 2019

Financial Report - Bonus and Rebates

Rebates:

	Dec - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Dec - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses	
Departure lounge seat availability	MAA	4.10	4.50	4.33	£ -	£ 13,750.25	1	
Cleanliness	MAA	4.20	4.50	4.28	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.30	£ 110,002	£ 348,340	4	
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0	
					£ 110,002	£ 362,090	5	

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

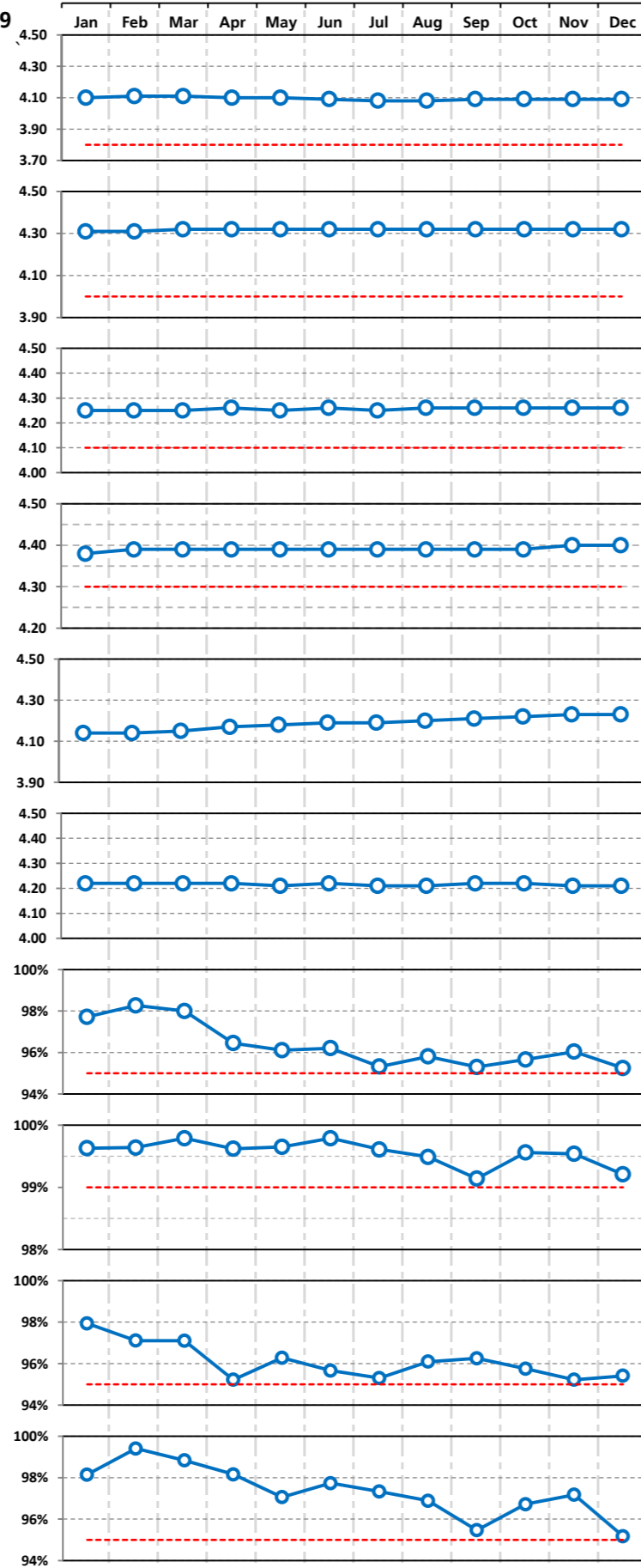
All bonus measures are based on MAA

Terminal 5 Performance Report December 2019

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

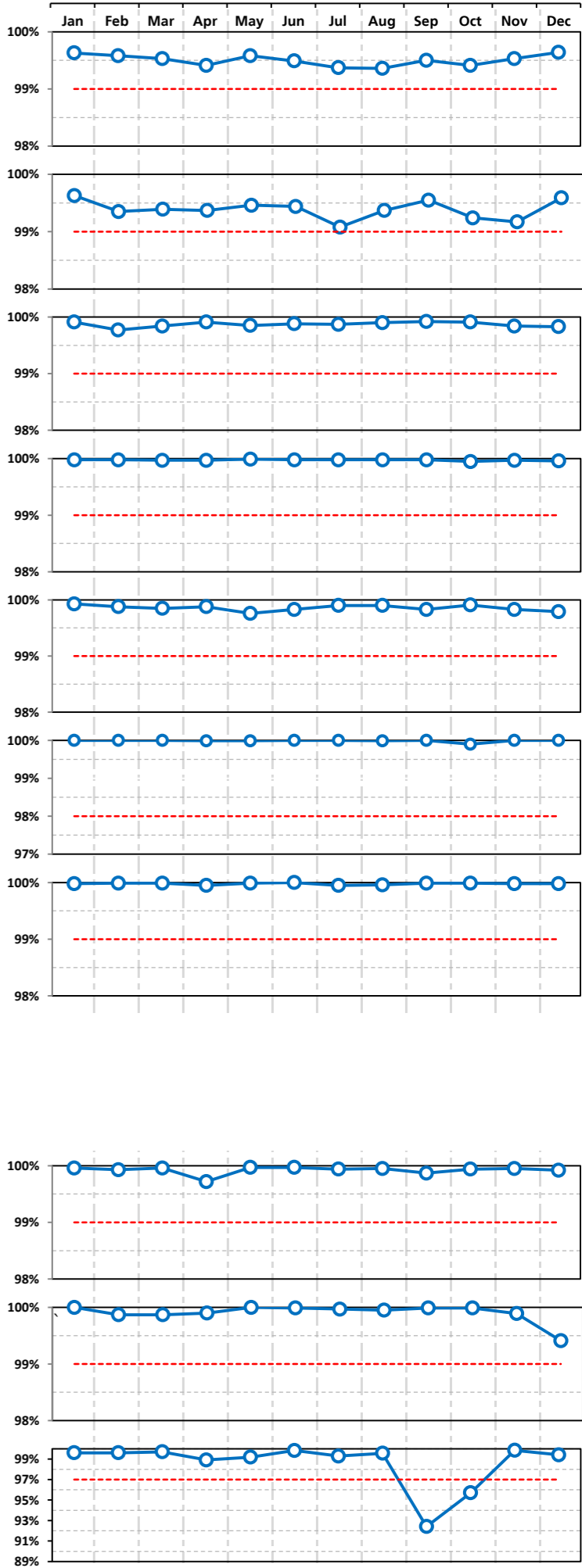
Passenger Experience and Service Level Performance

	Target	Dec-19	vs. Nov-19
Departure lounge seat availability* Ease of finding a seat	3.80	4.09	0.00
Cleanliness* Overall cleanliness of the terminal	4.00	4.32	0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.26	0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.40	0.00
Wi-Fi* Ease of using WiFi		4.23	0.00
Security* Passenger satisfaction		4.21	0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	95.25%	▼0.79%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.21%	▼0.33%
Staff search Based on 15min time periods measured	95.00%	95.41%	▲0.19%
Transfer Search Based on 15min time periods measured	95.00%	95.18%	▼2.00%



Service Level Performance

	Target	Dec-19	vs. Nov-19
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.64%	▲0.11%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.59%	▲0.42%
Stands Availability of stands	99.00%	99.83%	▼-0.01%
FEGP Availability Fixed Electrical Ground Power	99.00%	99.96%	▼-0.01%
Jetties Availability of Air-Bridges	99.00%	99.79%	▼-0.04%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.98%	0.00%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.92%	▲2.74%
TTS - One car Track Transit System - one car availability	99.00%	99.41%	▼-0.48%
TTS - Two cars Track Transit System - % time two cars available	97.00%	99.41%	▼-0.44%



Notes:

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

Terminal 5 Performance Report December 2019

Financial Report - Bonus and Rebates

Rebates:

	Dec - 2019		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
TTS - % Both	✓	£ -	£ 628,800.00	2
		£ -	£ 628,800.00	2

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Dec - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.09	£ -	£ 13,750.25	1	
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					£ 110,002	£ 362,090	5	

Credit Notes:

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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

Heathrow

Making every journey better