

Heathrow Performance Statistics



The Ultra system at Heathrow's Terminal 5 opened on the 18th April 2011 and at the end of November had operated for a total of 4,595 hours, carrying over 200,000 passengers, with high availability, reliability and minimal waiting times. Usage of the car park served by the pods has grown steadily since the service was introduced, and we recently recorded our busiest day so far (1020 occupied vehicle journeys on Monday 28th November).

Key statistics for the previous three months:

November

- Hours of operation - 647
- Number of occupied vehicle journeys - 22,183
- Average wait for vehicle – 10.3 seconds (84% had zero waiting time)
- Service Availability - 99.7%

October

- Hours of operation - 667
- Number of occupied vehicle journeys - 21,527
- Average wait for vehicle - 8.3 seconds (86% had zero waiting time)
- Service Availability - 99.9%

September

- Hours of operation - 646
- Number of occupied vehicle journeys - 21,695
- Average wait for vehicle - 9.6 seconds (76% had zero waiting time)
- Service Availability - 98.6%

Average wait for vehicle is the time taken for a vehicle to be ready at a bay, following a journey request.