

HEATHROW PERFORMANCE REPORT

Measures, Targets and Incentives - July 2023

Operational Planning
Printed: 08 Feb 2024



Heathrow

Heathrow Performance Report July 2023



Passenger Experience and Service Level Performance

	Target	T2	T3	T4	T5	LHR
Overall Satisfaction ¹	4.26	4.33	4.26	4.29	4.21	
Passenger Assistance Service - Overall Satisfaction ¹	4.00					4.02
Security Staff - Helpfulness and Attitude ¹	4.10	4.35	4.34	4.30	4.24	
Airport Staff - Helpfulness and Attitude ¹	4.36	4.41	4.40	4.40	4.34	
Ease of Access to Airport ^{1,2}	4.44					4.34
% of UK Population Within 3 Hours (and One Interchange)						29.00%
Customer Effort ¹	91.00%	92.85%	90.53%	91.82%	88.41%	
Cleanliness ¹	4.15	4.32	4.22	4.32	4.26	
Wayfinding ¹	4.20	4.36	4.29	4.35	4.27	
Wi-Fi ¹	4.05	4.17	4.18	4.23	4.12	
Enjoy My Time at the Airport ¹	80.50%	79.30%	75.26%	78.26%	72.75%	
Airport that Meets My Needs ¹		93.49%	91.25%	90.08%	88.96%	
Feel Safe and Secure ¹	96.00%	97.61%	97.47%	97.42%	96.94%	
Immigration EEA	95.00%	98.76%	98.25%	99.26%	98.62%	
Immigration Non EEA	95.00%	85.90%	73.96%	70.97%	89.12%	
Security - CSA (QT < 5 minutes)	95.00%	97.78%	98.75%	97.51%	96.61%	
Security - CSA (QT < 10 minutes)	99.00%	99.95%	100.00%	99.81%	99.86%	
Security - Staff Search	95.00%	96.72%	98.06%	99.72%	97.32%	
Security - Transfer	95.00%	98.57%	98.75%	99.90%	96.41%	
	Target	CTA	Cargo	Eastside	T5	Southside
Security - Control Post	95.00%	95.91%	99.82%	98.84%	98.64%	97.51%

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

2 - Ease of Access to Airport is updated Quarterly

Service Level Performance

	Target	T2	T3	T4	T5	LHR
Lifts, Escalators, Travellators	99.00%	99.50%	99.05%	99.73%	99.21%	
FEGP	99.00%	99.92%	99.99%	100.00%	99.97%	
Jetties	99.00%	99.94%	99.29%	99.85%	99.84%	
PCA	98.00%	98.14%	100.00%		99.87%	
SEG	99.00%	99.97%	100.00%	100.00%	99.98%	
Check-In Infrastructure	98.00%	98.71%	98.52%	98.87%	99.11%	
Hygiene Testing - Amber Tests Resolved in 12 hours	100.00%	100.00%	100.00%	100.00%	100.00%	
Hygiene Testing - Red Tests Resolved in 2 hours	100.00%	100.00%	100.00%	100.00%	100.00%	
TTS - One Car	99.00%				99.99%	
TTS - Two Car	97.00%				99.28%	
Arrivals Reclaim	99.00%	99.64%	99.28%	99.60%	99.91%	
Baggage System Delivery	98.00%	98.05%	98.37%	99.10%	99.24%	
Baggage Misconnect Rate						21.70
Runway Operational Resilience ³	0.00					0.00
Stands	99.00%	99.82%	99.86%	99.26%	99.86%	
Pier Service ¹	95.00%	98.00%	96.46%	99.99%		
Airport Arrivals Management						9.00
Airport Departures Management						28.00
Departure Punctuality	80.50%					57.10%
Passenger Injuries ¹						8.11

Notes:

3 - days in which the metric was below 3 don't trigger a rebate payment and therefore are marked as '0' to avoid confusion

Heathrow Performance Report July 2023



Financial Report - Rebates and Bonus

Rebates:

	Jul-23					YTD		
	T2	T3	T4	T5	Other	Estimated Rebate	Estimated Rebate	Total Failures
Security Staff - Helpfulness and Attitude	✓	✓	✓	✓		£0.00	£0.00	0
Cleanliness	✓	✓	✓	✓		£0.00	£0.00	0
Wayfinding	✓	✓	✓	✓		£0.00	£0.00	0
Wi-Fi	✓	✓	✓	✓		£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	✓	✓	✓		£0.00	£0.00	0
Security - Staff Search	✓	✓	✓	✓		£0.00	£0.00	0
Security - Transfer	✓	✓	✓	✓		£0.00	£0.00	0
Security - Control Post					✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	✓	✓	✓		£0.00	£0.00	0
FEGP	✓	✓	✓	✓		£0.00	£0.00	0
Jetties	✓	✓	✓	✓		£0.00	£0.00	0
PCA	✓	✓	✓	✓		£0.00	£0.00	0
SEG	✓	✓	✓	✓		£0.00	£0.00	0
Check-In Infrastructure	✓	✓	✓	✓		£0.00	£0.00	0
Hygiene Testing	✓	✓	✓	✓		£0.00	£0.00	0
TTS				✓		£0.00	£265,053.69	1
Arrivals Reclaim	✓	✓	✓	✓		£0.00	£0.00	0
Runway Operational Resilience					✓	£0.00	£0.00	0
Stands	✓	✓	✓	✓		£0.00	£0.00	0
Pier Service	✓	✓	✓	✓		£0.00	£0.00	0
Total						£0.00	£265,053.69	1

Bonuses:

	Jul-23						YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
Cleanliness	4.35	4.65	4.32	4.22	4.32	4.26	£0.00	£0.00	0
Wayfinding	4.40	4.70	4.36	4.29	4.35	4.27	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)	97.00%	99.00%	97.78%	98.75%	97.51%	96.61%	£0.00	£0.00	0
Security - Transfer	97.00%	99.00%	98.57%	98.75%	99.90%	96.41%	£0.00	£66,916.45	1
Total							£0.00	£66,916.45	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.

Bonus:

- All business units must exceed Lower Threshold
- Financial year is from January 2023 - December 2023
- The Security - Transfers bonus that was earned in May 2023, Heathrow has decided not to pursue this due to alleviations granted in relation to IA

Notes:

* YTD starts from the H7 Period that commenced 1st May 2023

Terminal 2 Performance Report July 2023



Passenger Experience and Service Level Performance



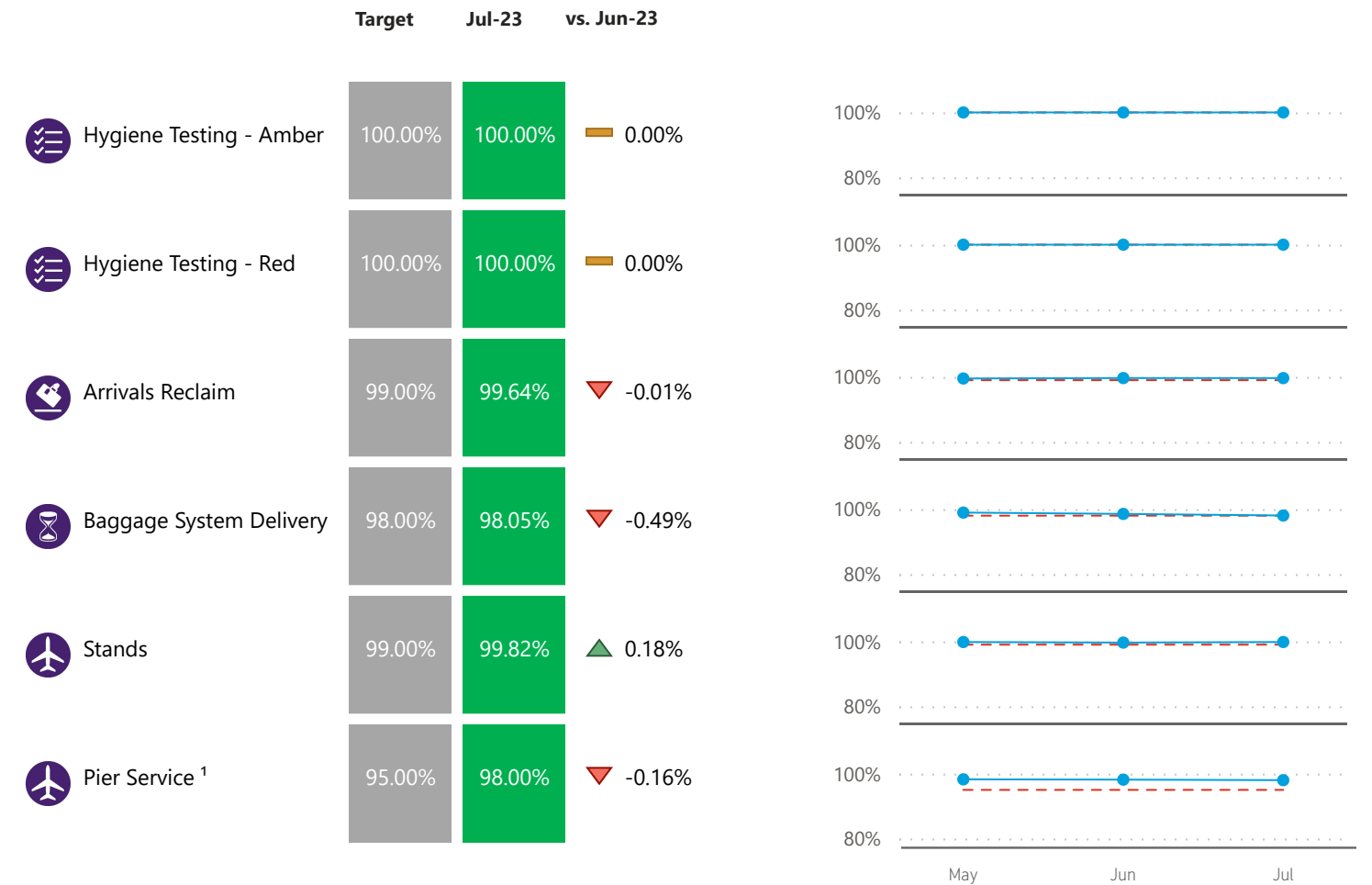
Notes:

¹ - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report July 2023

Heathrow

Service Level Performance



Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report July 2023



Financial Report - Rebates and Bonus

Rebates:

	Jul-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		£0.00	£0.00	0

Bonuses:

	Measure	Jul-23		Year-to-Date			
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Cleanliness	MAA	4.35	4.65	4.32	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.36	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	97.78%	£0.00	£0.00	0
Security - Transfer		97.00%	99.00%	98.57%	£0.00	£66,916.45	1
Total					£0.00	£66,916.45	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 2023 - December 2023

Terminal 3 Performance Report July 2023



Passenger Experience and Service Level Performance

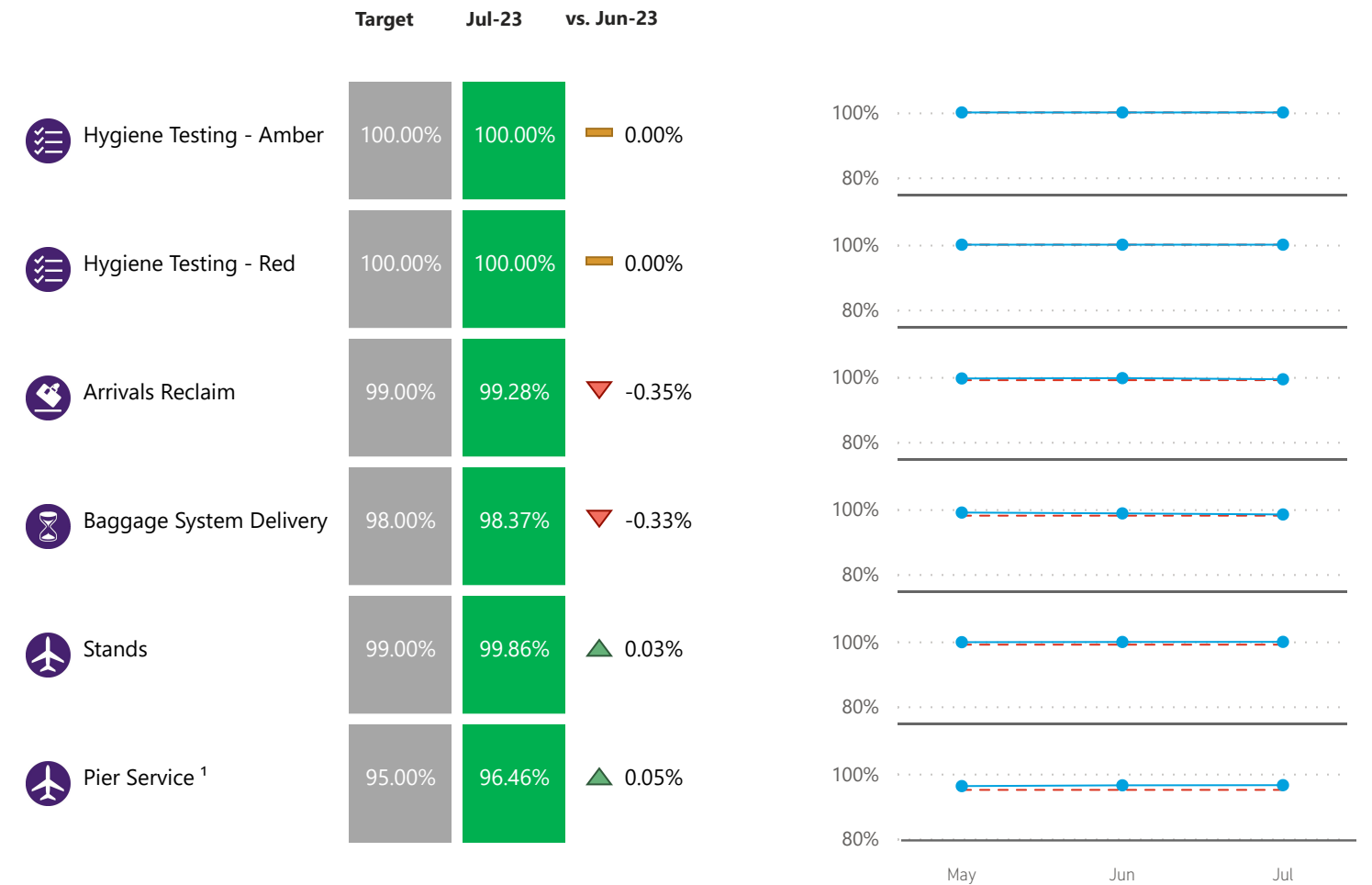
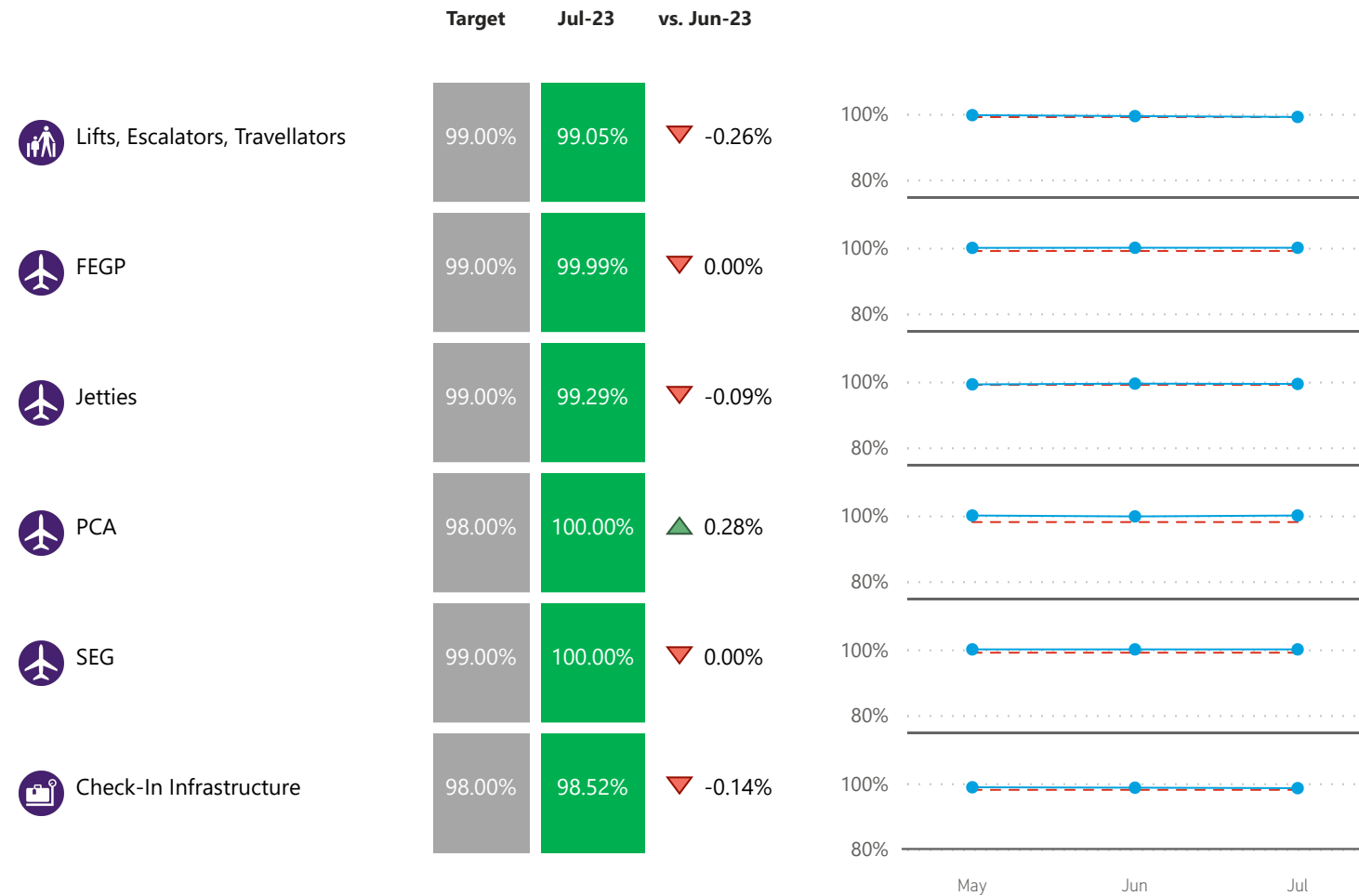


Notes:

¹ - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report July 2023

Service Level Performance



Heathrow

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report July 2023

Financial Report - Rebates and Bonus

Rebates:

	Jul-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		£0.00	£0.00	0

Bonuses:

	Measure	Jul-23		Year-to-Date			
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Cleanliness	MAA	4.35	4.65	4.22	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.29	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	98.75%	£0.00	£0.00	0
Security - Transfer		97.00%	99.00%	98.75%	£0.00	£66,916.45	1
Total					£0.00	£66,916.45	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 2023 - December 2023

Terminal 4 Performance Report July 2023



Passenger Experience and Service Level Performance

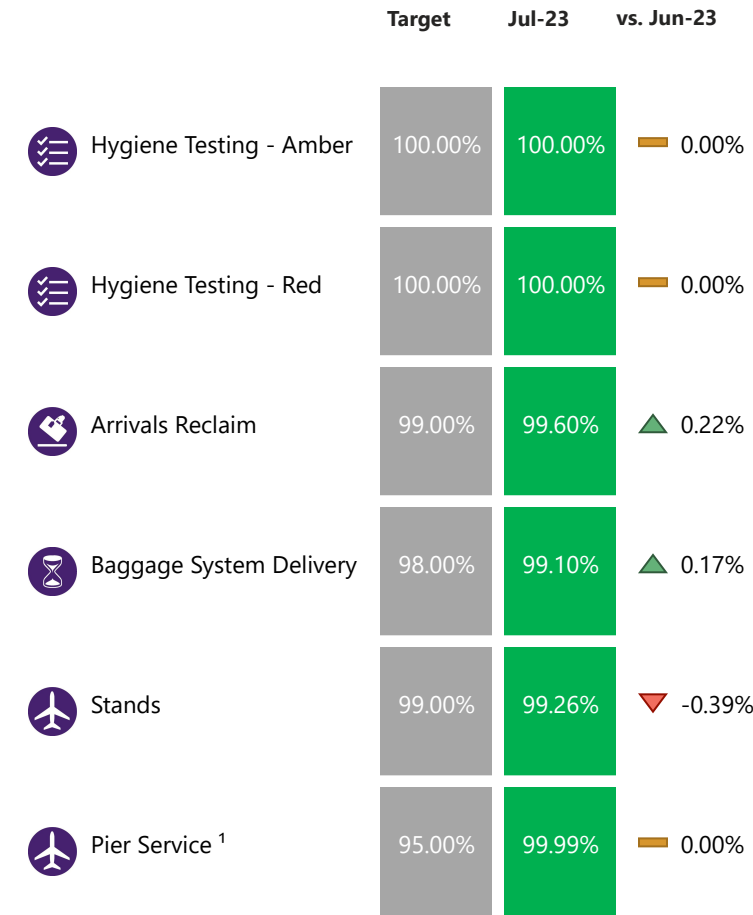
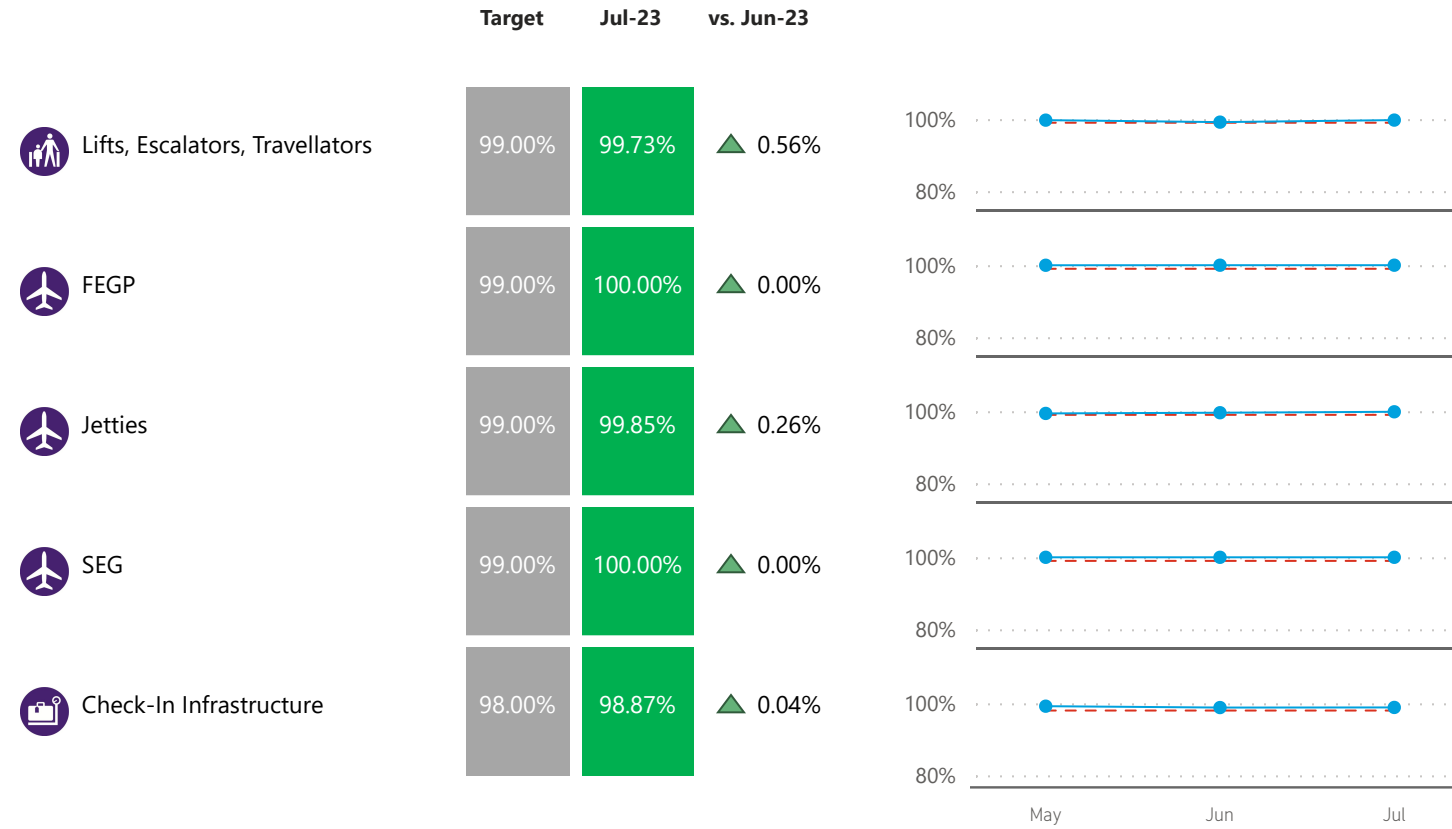


Notes:

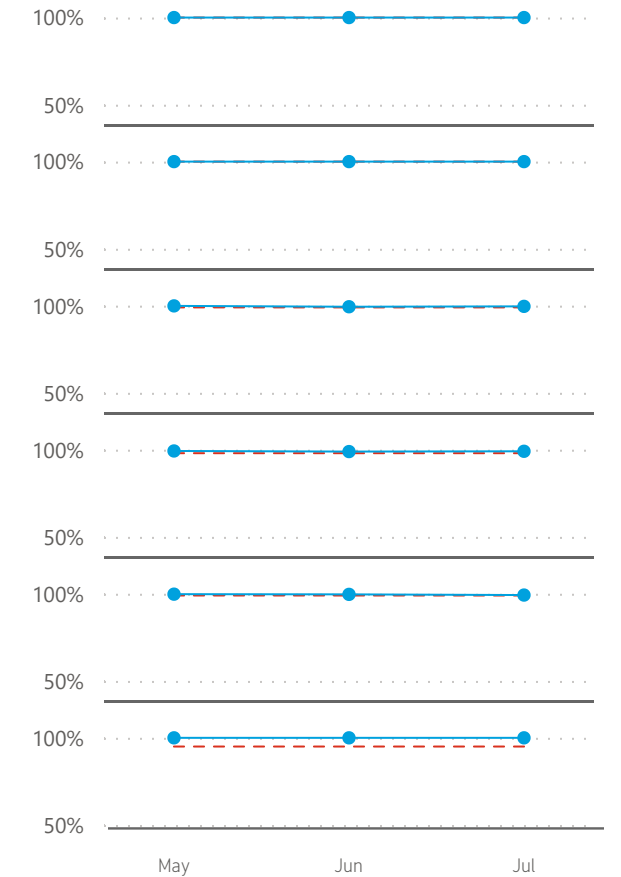
¹ - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report July 2023

Service Level Performance



Heathrow



Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report July 2023

Financial Report - Rebates and Bonus

Rebates:

	Jul-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		£0.00	£0.00	0

Bonuses:

	Measure	Jul-23		Year-to-Date			
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Cleanliness	MAA	4.35	4.65	4.32	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.35	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	97.51%	£0.00	£0.00	0
Security - Transfer		97.00%	99.00%	99.90%	£0.00	£66,916.45	1
Total					£0.00	£66,916.45	1

Credit Notes:

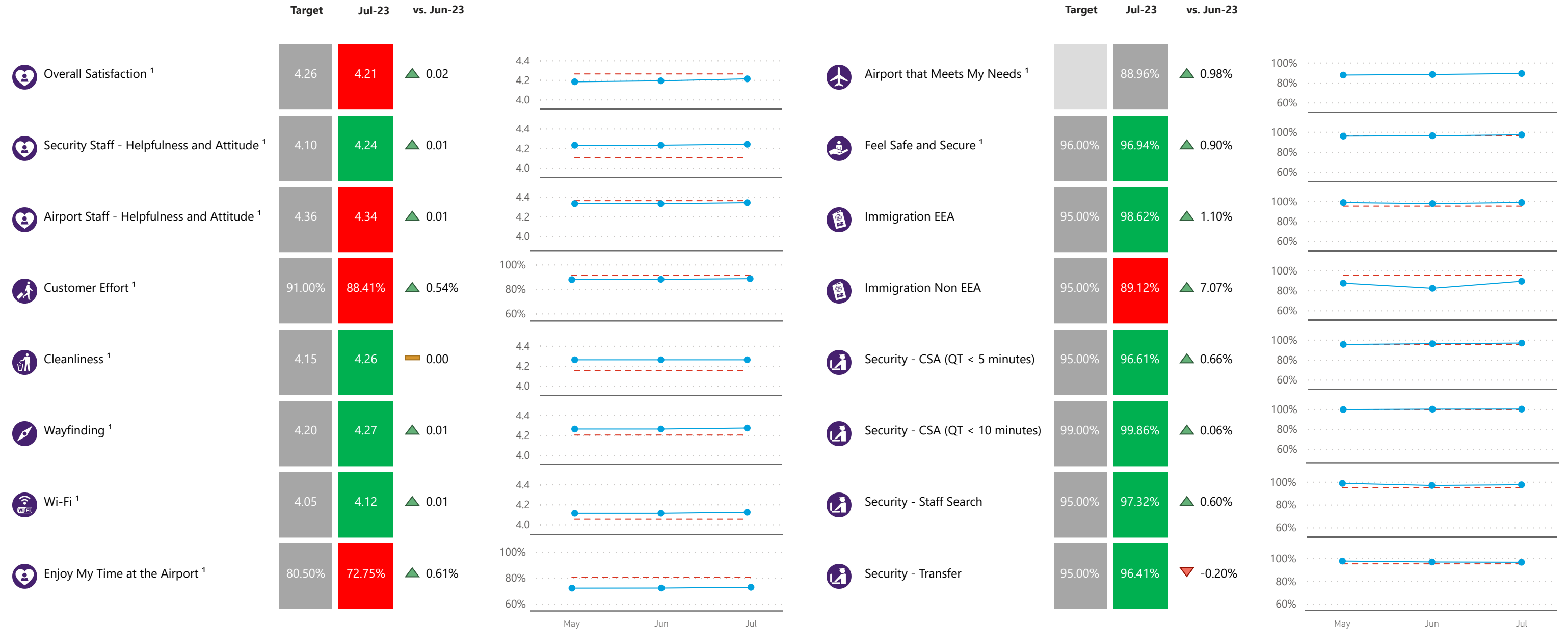
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

Terminal 5 Performance Report July 2023



Passenger Experience and Service Level Performance

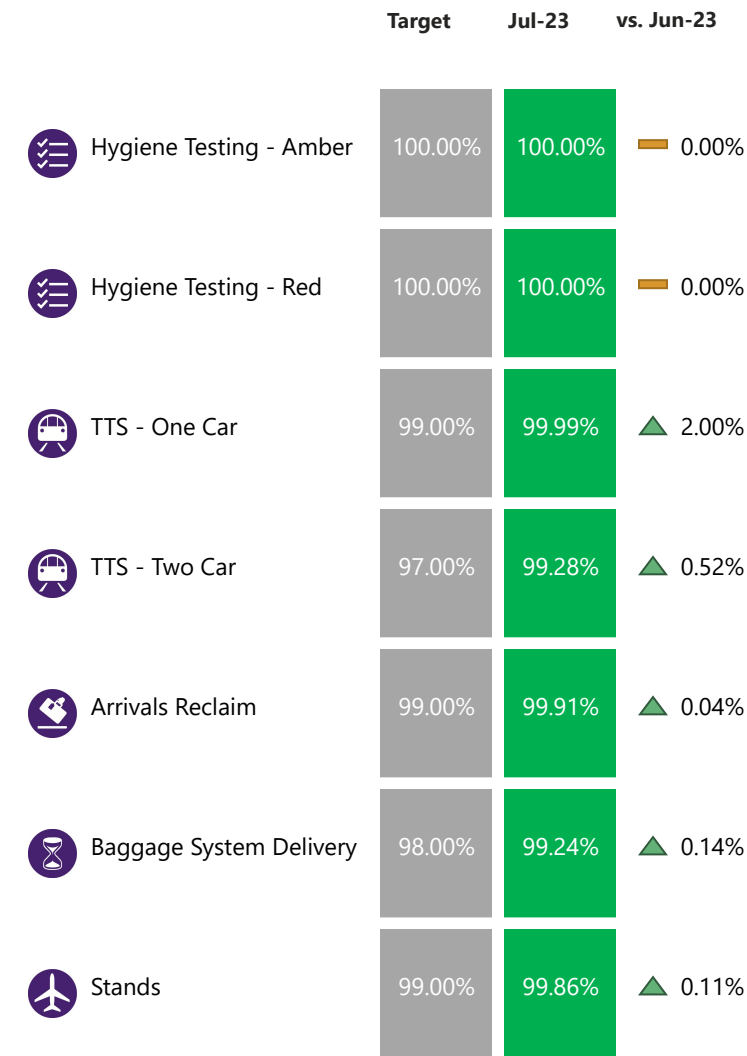
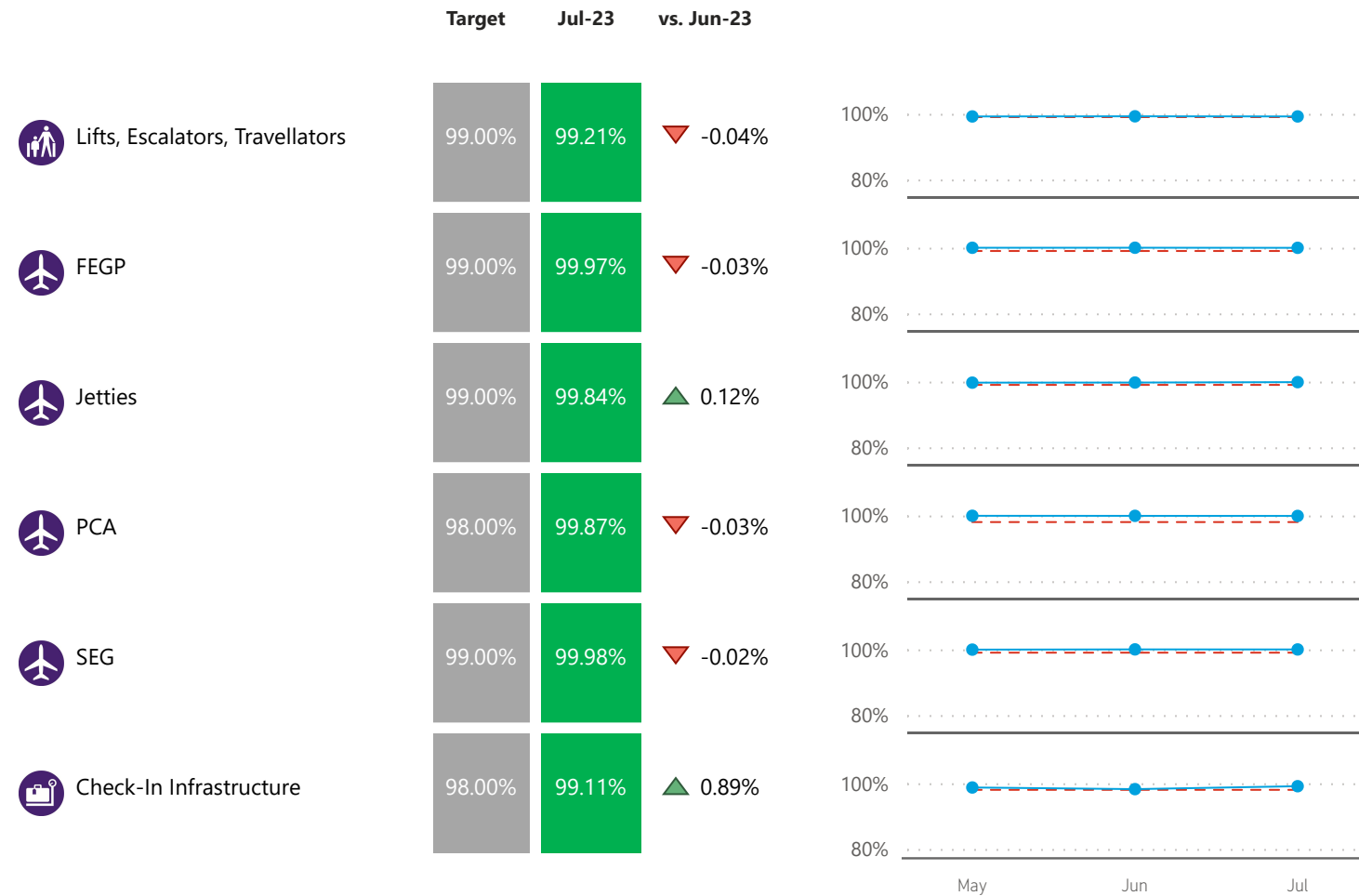


Notes:

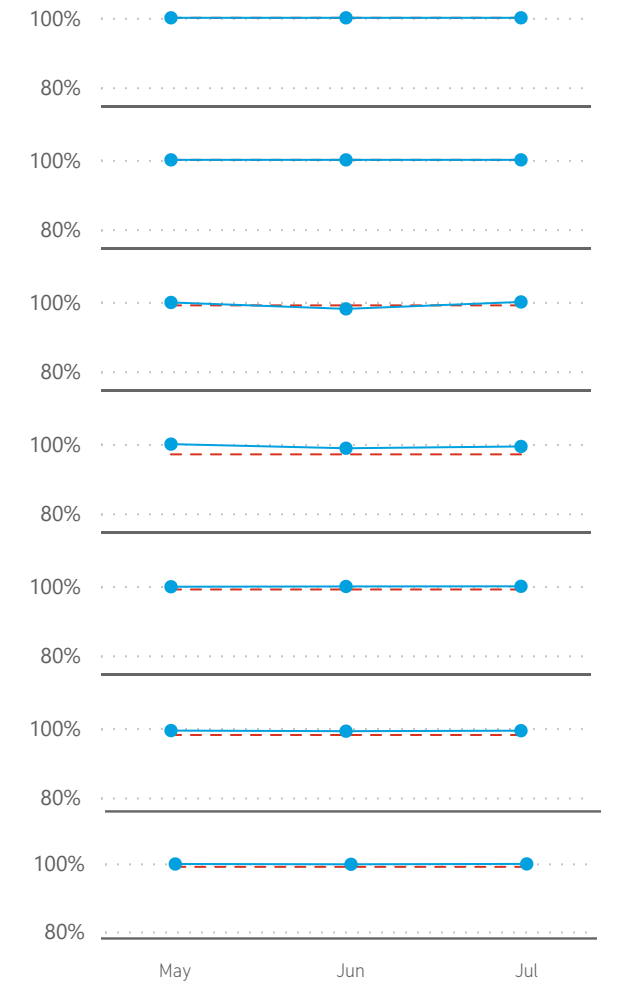
¹ - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 5 Performance Report July 2023

Service Level Performance



Heathrow



Terminal 5 Performance Report July 2023



Financial Report - Rebates and Bonus

Rebates:

	Jul-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
TTS	✓	£0.00	£265,053.69	1
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		£0.00	£265,053.69	1

Bonuses:

	Measure	Jul-23		Year-to-Date			
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Cleanliness	MAA	4.35	4.65	4.26	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.27	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	96.61%	£0.00	£0.00	0
Security - Transfer		97.00%	99.00%	96.41%	£0.00	£66,916.45	1
Total					£0.00	£66,916.45	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 2023 - December 2023

Appendix

Passenger Experience and Service Level Performance

Measure	Info
Overall Satisfaction	Passenger satisfaction (out of 5)
Passenger Assistance Service - Overall Satisfaction	Passenger satisfaction (out of 5)
Security Staff - Helpfulness and Attitude	Passenger satisfaction (out of 5)
Airport Staff - Helpfulness and Attitude	Passenger satisfaction (out of 5)
Ease of Access to Airport	Passenger satisfaction (out of 5)
% of UK Population Within 3 Hours (and One Interchange)	% of UK population who live within 3 hours (and one interchange) of Heathrow by public transport
Customer Effort	% of passengers agreeing that their journey through Heathrow was easy
Cleanliness	Passenger satisfaction (out of 5)
Wayfinding	Passenger satisfaction (out of 5)
Wi-Fi	Passenger satisfaction (out of 5)
Enjoy My Time at the Airport	% of passengers agreeing that they enjoy their time at the airport
Airport that Meets My Needs	% of passengers agreeing that the airport met their needs
Feel Safe and Secure	% of passengers agreeing that they felt safe and secure at the airport
Immigration EEA	% of passengers queueing < 25 minutes
Immigration Non EEA	% of passengers queueing < 25 minutes
Security - CSA (QT < 5 minutes)	Queue Times < 5 minutes
Security - CSA (QT < 10 minutes)	Queue Times < 10 minutes
Security - Staff Search	Queue Times < 10 minutes
Security - Transfer	Queue Times < 10 minutes
Security - Control Post	Queue Times < 15 minutes

Service Level Performance

Measure	Info
Lifts, Escalators, Travellators	Availability for use
FEGP	Availability of Fixed Electrical Ground Power
Jetties	Availability of Air-bridges
PCA	Availability of Pre-Conditioned Air
SEG	Availability of Stand Entry Guidance
Check-In Infrastructure	Availability for use
Hygiene Testing - Amber Tests Resolved in 12 hours	% of amber tests resolved in 12 hours
Hygiene Testing - Red Tests Resolved in 2 hours	% of red tests resolved in 2 hours
TTS - One Car	Track Transit System - % time one car available
TTS - Two Car	Track Transit System - % time two cars available
Arrivals Reclaim	Availability of arrivals baggage carousels
Baggage System Delivery	% of bags delivered to make up area > 30 mins from intended flight departure
Baggage Misconnect Rate	Number of bags per 1,000 passengers that miss intended departing flight
Runway Operational Resilience	Availability of Runway - Maximum cumulative movements deferred each day
Stands	Availability of stands
Pier Service	% of passengers accessing a pier served stand
Airport Arrivals Management	Average time for aircraft to reach stand
Airport Departures Management	Average time between start request time and take off time
Departure Punctuality	% of flights off chocks within 15 minutes
Passenger Injuries	Number of passengers/million passengers that are injured while travelling through the airport

Heathrow