

# HEATHROW PERFORMANCE REPORT

Measures, Targets and Incentives - September 2024



# Heathrow Performance Report September 2024



## Passenger Experience and Service Level Performance

	Target	T2	T3	T4	T5	LHR
Overall Satisfaction <sup>1</sup>	4.26	4.39	4.34	4.35	4.29	
Passenger Assistance Service - Overall Satisfaction <sup>1</sup>	4.00					4.09
Security Staff - Helpfulness and Attitude <sup>1, 3</sup>	4.10	4.33	4.33	4.29	4.24	
Airport Staff - Helpfulness and Attitude <sup>1</sup>	4.36	4.42	4.40	4.38	4.38	
Ease of Access to Airport <sup>1, 2</sup>	4.44					4.37
% of UK Population Within 3 Hours (and One Interchange)						29.90%
Customer Effort <sup>1</sup>	91.00%	93.37%	91.87%	93.29%	89.78%	
Cleanliness <sup>1</sup>	4.15	4.36	4.26	4.34	4.30	
Wayfinding <sup>1</sup>	4.20	4.38	4.31	4.35	4.30	
Wi-Fi <sup>1</sup>	4.05	4.22	4.21	4.27	4.22	
Enjoy My Time at the Airport <sup>1</sup>	80.50%	78.49%	75.72%	77.40%	73.23%	
Airport that Meets My Needs <sup>1</sup>		94.37%	93.65%	93.62%	92.56%	
Feel Safe and Secure <sup>1</sup>	96.00%	98.93%	98.72%	98.62%	98.69%	
Immigration EEA	95.00%	98.14%	99.81%	99.57%	99.76%	
Immigration Non EEA	95.00%	84.00%	81.81%	93.29%	96.05%	
Security - CSA (QT < 5 minutes)	95.00%	98.00%	98.38%	98.85%	95.59%	
Security - CSA (QT < 10 minutes)	99.00%	99.57%	99.14%	100.00%	99.54%	
Security - Staff Search	95.00%	97.34%	98.90%	99.38%	99.45%	
Security - Transfer	95.00%	99.57%	96.57%	99.70%	96.49%	
	Target	CTA	Cargo	Eastside	T5	Southside
Security - Control Post	95.00%	98.87%	98.64%	98.20%	99.42%	99.81%

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%	99.24%	99.32%	99.61%	99.32%	
FEGP	99.00%	99.99%	99.99%	99.99%	99.95%	
Jetties	99.00%	99.98%	99.80%	99.96%	99.93%	
PCA	98.00%	100.00%	99.99%		99.99%	
SEG	99.00%	100.00%	100.00%	100.00%	100.00%	
Check-In Infrastructure	98.00%	98.57%	98.69%	98.68%	98.07%	
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%				99.98%	
TTS - Two Car	97.00%				98.81%	
Arrivals Reclaim	99.00%	99.44%	99.42%	99.10%	99.55%	
Baggage System Delivery	98.00%	98.93%	99.02%	99.27%	99.50%	
Baggage Misconnect Rate						15.10
Runway Operational Resilience	0.00					22.00
Stands	99.00%	99.84%	99.84%	99.82%	99.84%	
Pier Service <sup>1</sup>	95.00%	99.27%	95.68%	99.94%		
Airport Arrivals Management						9.00
Airport Departures Management						32.00
Departure Punctuality	80.50%					58.06%
Passenger Injuries <sup>1</sup>						7.51

Notes:

3 - Due to an issue with data collection in **May 2024**, 'Security Staff - Helpfulness and Attitude' has only been asked to passengers whose

bag had a secondary search. This question is normally asked to all passengers.



# Heathrow Performance Report September 2024



## Financial Report - Rebates and Bonus

Rebates:

	Sep-24					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	£1,473,578.00	1
Lifts, Escalators, Travellators	✓	✓	✓	✓		£0.00	£0.00	0
FEGP	✓	✓	✓	✓		£0.00	£682,675.20	3
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	£0.00	0
Arrivals Reclaim	✓	✓	✓	✓		£0.00	£0.00	0
Runway Operational Resilience					✗	£99,970.93	£343,975.40	6
Stands	✓	✓	✓	✓		£0.00	£0.00	0
Pier Service	✓	✓	✓	✓		£0.00	£0.00	0
Total						£99,970.93	£2,500,228.60	10

Bonuses:

	Sep-24						YTD	
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Total Pass
Cleanliness	4.35	4.65	4.36	4.26	4.34	4.30	£0.00	0
Wayfinding	4.40	4.70	4.38	4.31	4.35	4.30	£0.00	0
Security - CSA (QT < 5 minutes)	97.00%	99.00%	98.00%	98.38%	98.85%	95.59%	£0.00	4
Security - Transfer	97.00%	99.00%	99.57%	96.57%	99.70%	96.49%	£0.00	5
Total							£0.00	9

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.

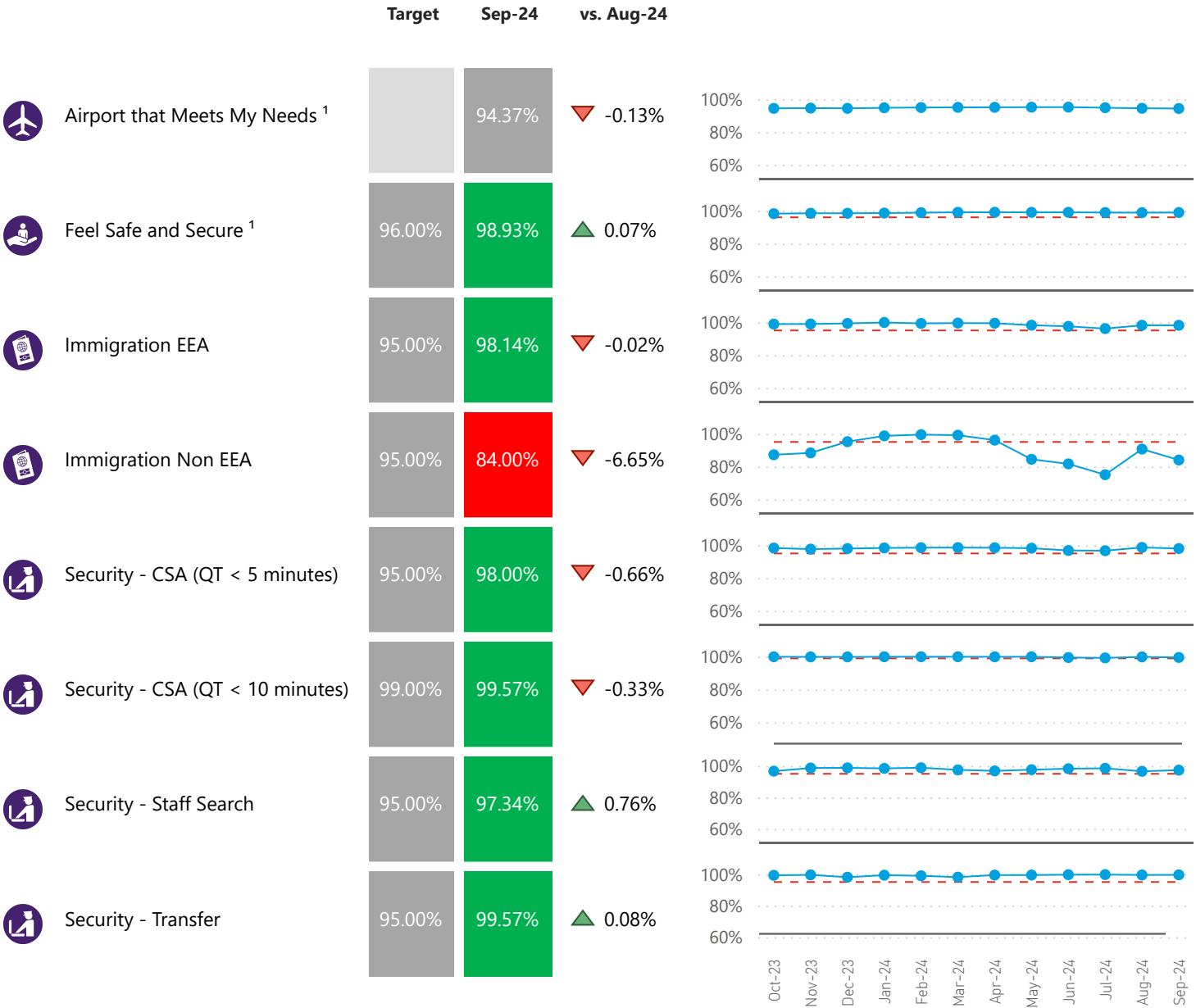
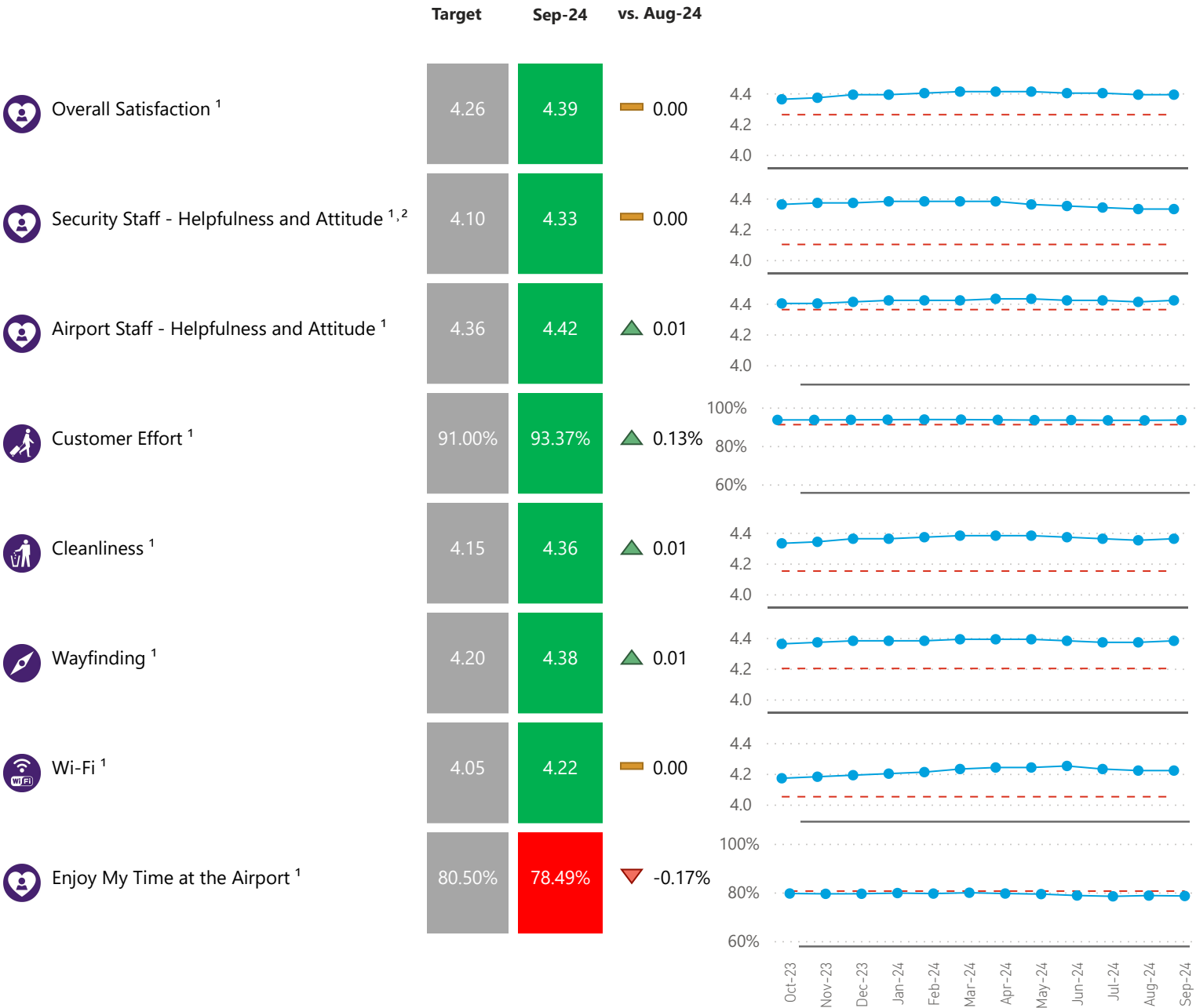
Notes:

Bonus:

- All business units must exceed Lower Threshold
- Financial year is from January 2025 - December 2025

# Terminal 2 Performance Report September 2024

## Passenger Experience and Service Level Performance



Heathrow

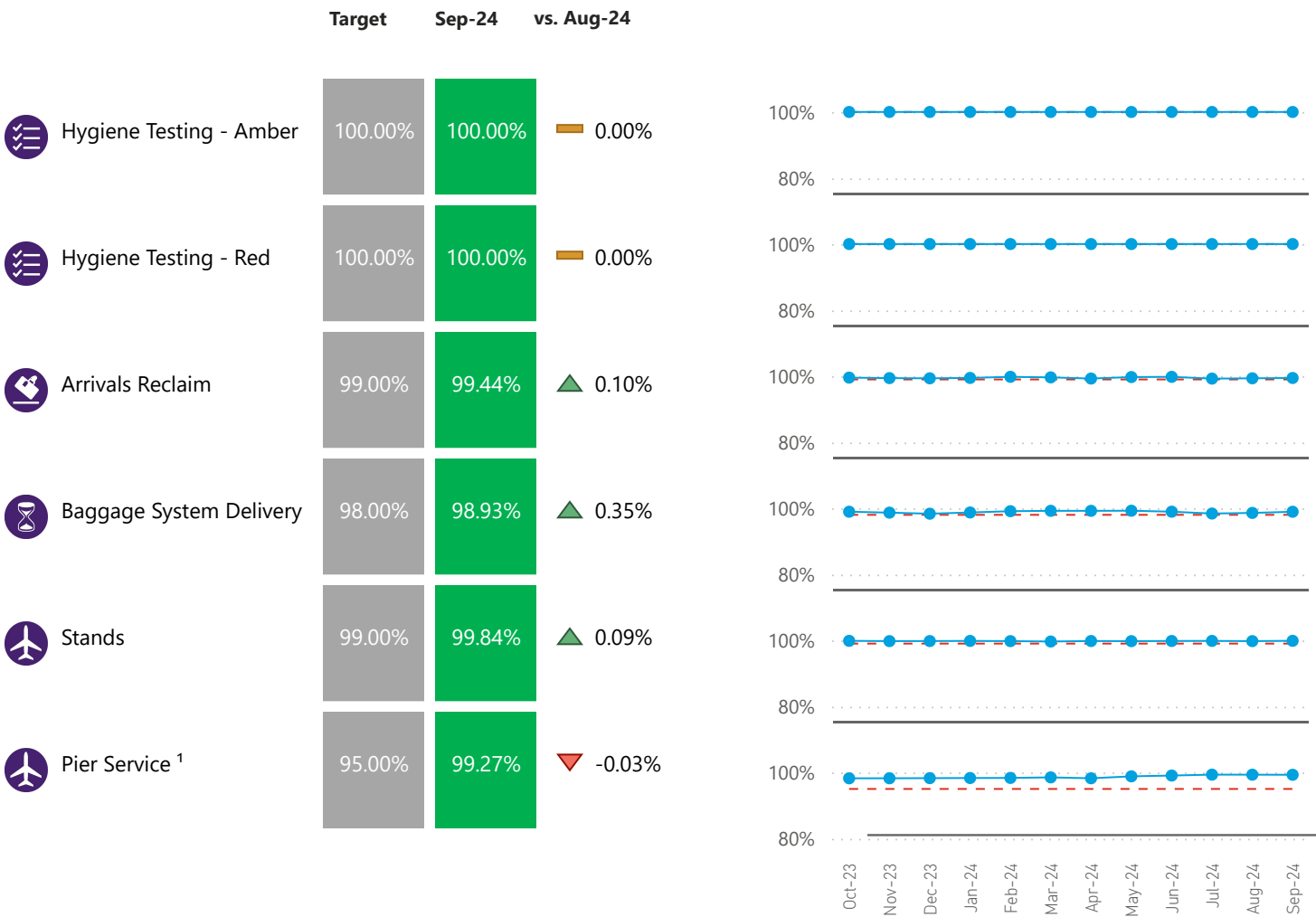
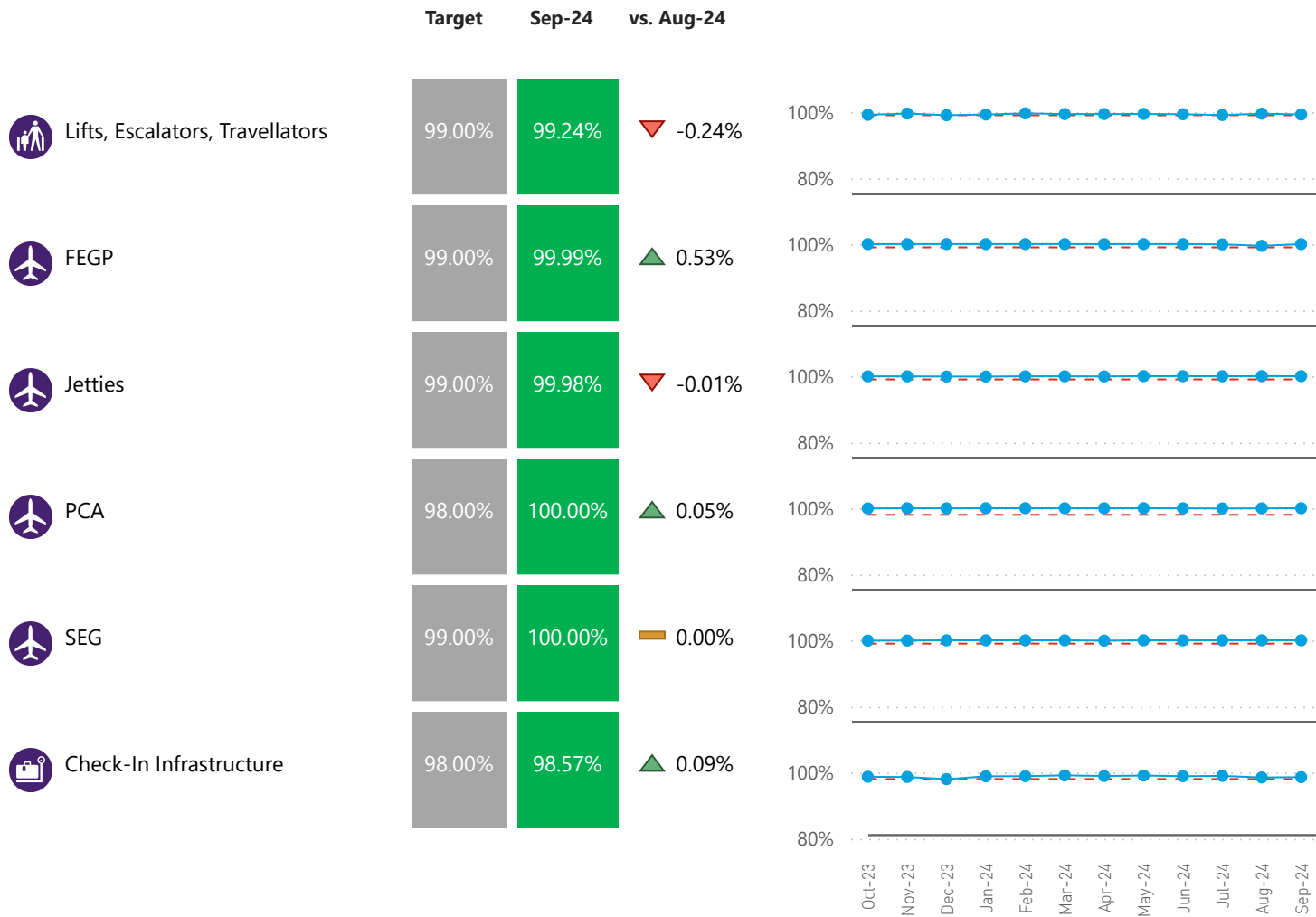
Notes:

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

2 - Due to an issue with data collection in **May 2024**, 'Security Staff - Helpfulness and Attitude' has only been asked to passengers whose bag had a secondary search. This question is normally asked to all passengers.

# Terminal 2 Performance Report September 2024

## Service Level Performance



Heathrow

Notes:

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

# Terminal 2 Performance Report September 2024



## Financial Report - Rebates and Bonus

Rebates:

	Sep-24	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:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.

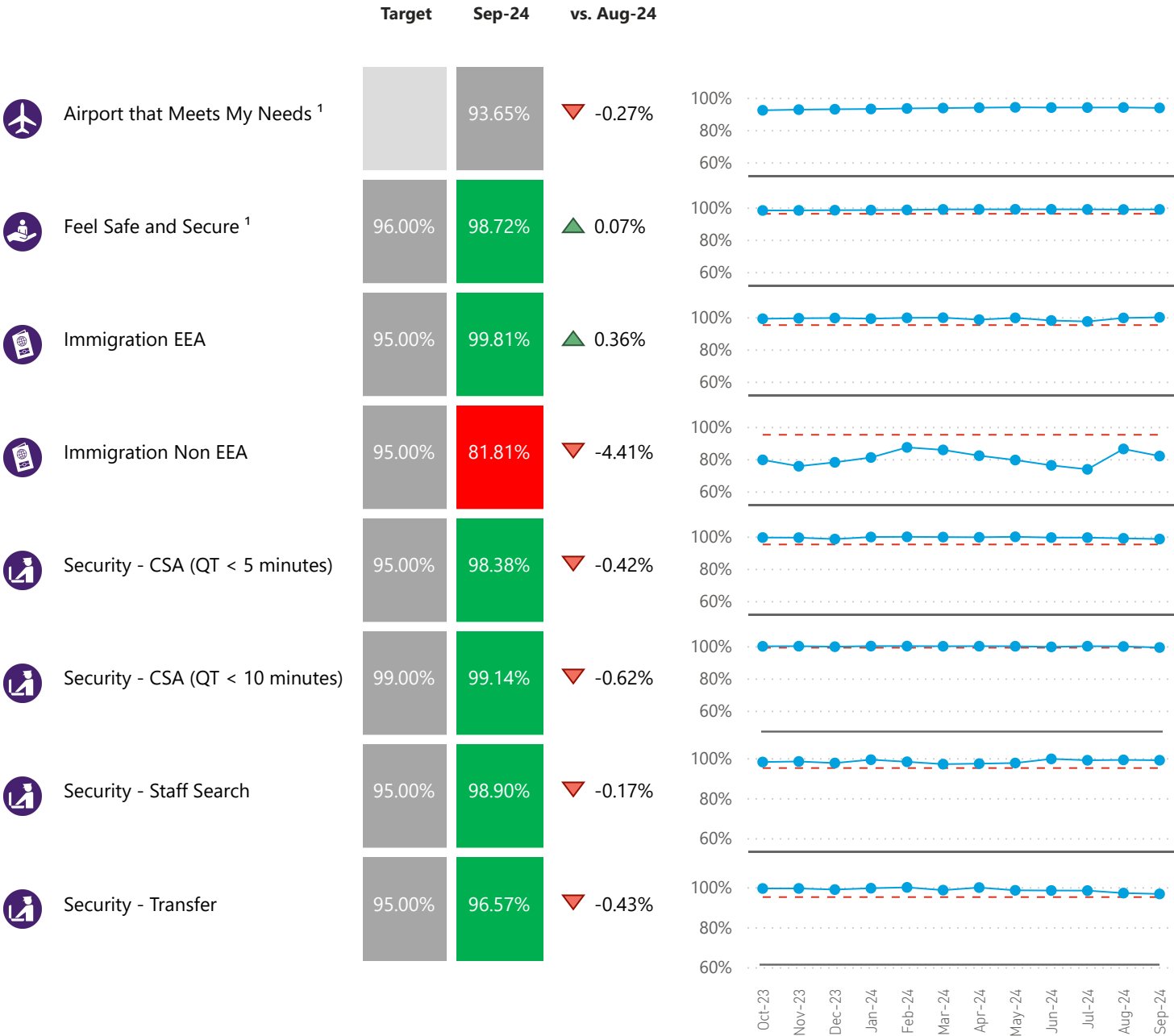
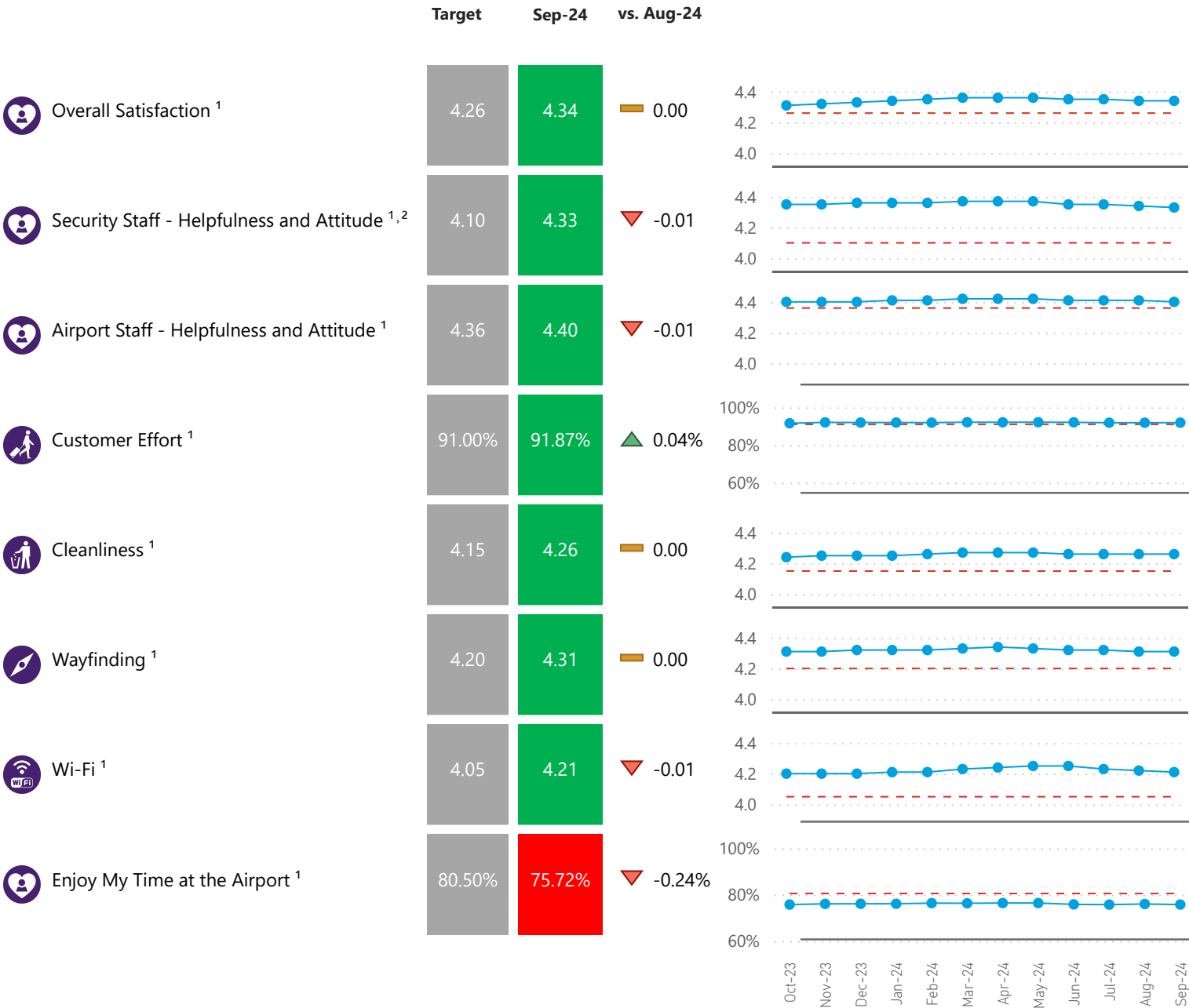
Credit Notes:

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 2025 - December 2025

# Terminal 3 Performance Report September 2024

## Passenger Experience and Service Level Performance



Heathrow

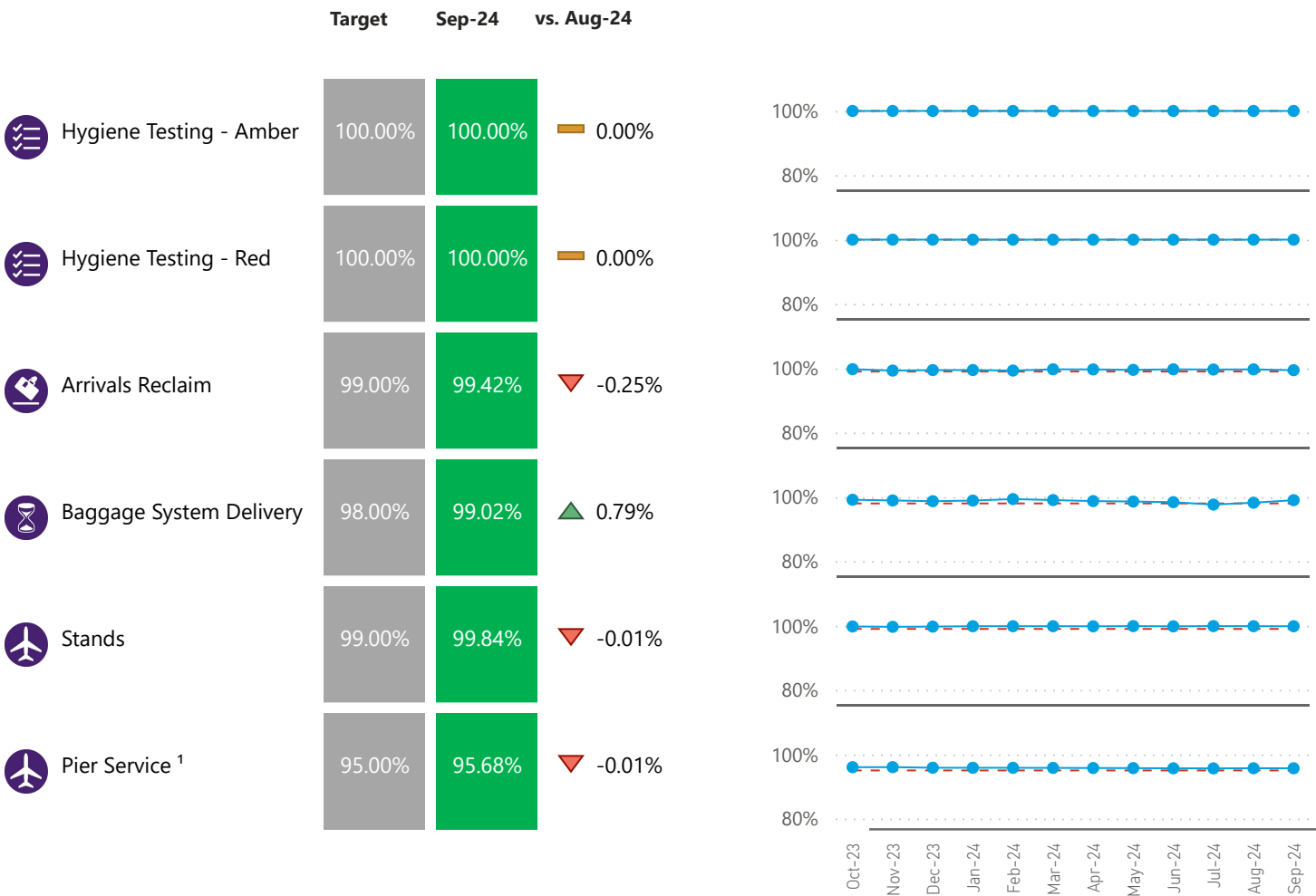
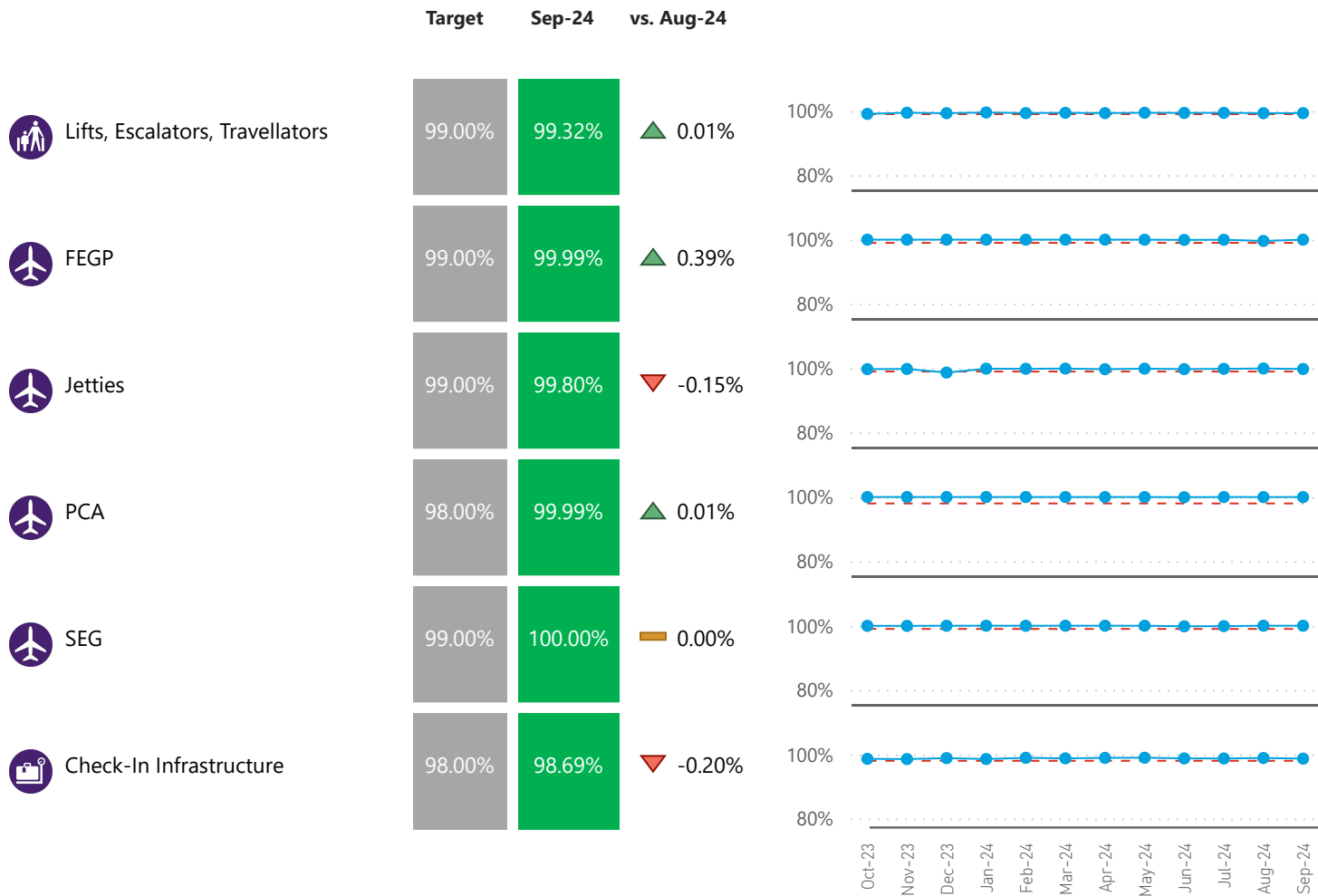
Notes:

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

2 - Due to an issue with data collection in **May 2024**, 'Security Staff - Helpfulness and Attitude' has only been asked to passengers whose bag had a secondary search. This question is normally asked to all passengers.

# Terminal 3 Performance Report September 2024

## Service Level Performance



Heathrow

Notes:

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



# Terminal 3 Performance Report September 2024



## Financial Report - Rebates and Bonus

Rebates:

	Sep-24	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:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.

Credit Notes:

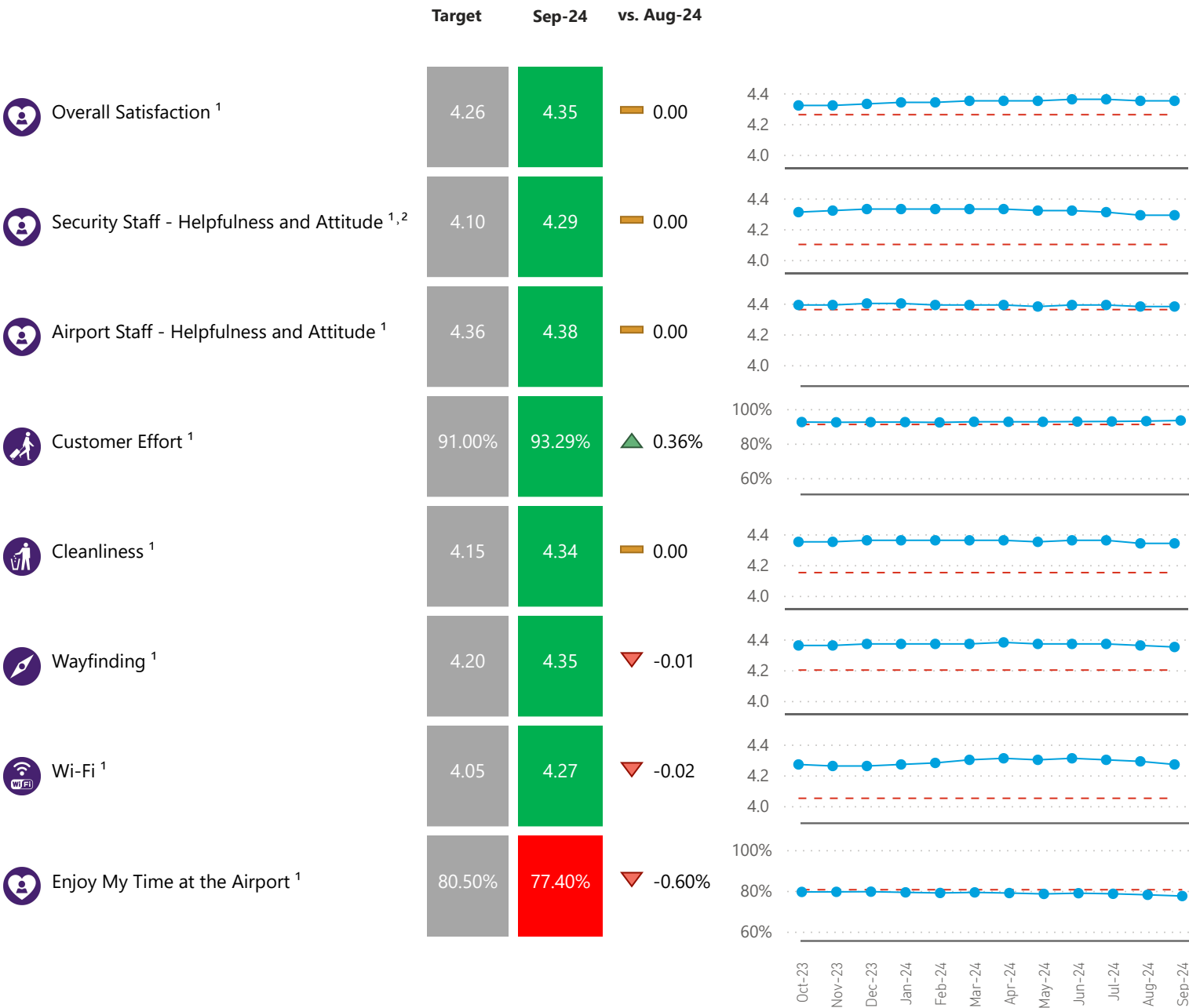
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2025 - December 2025

Notes:

# Terminal 4 Performance Report September 2024

## Passenger Experience and Service Level Performance



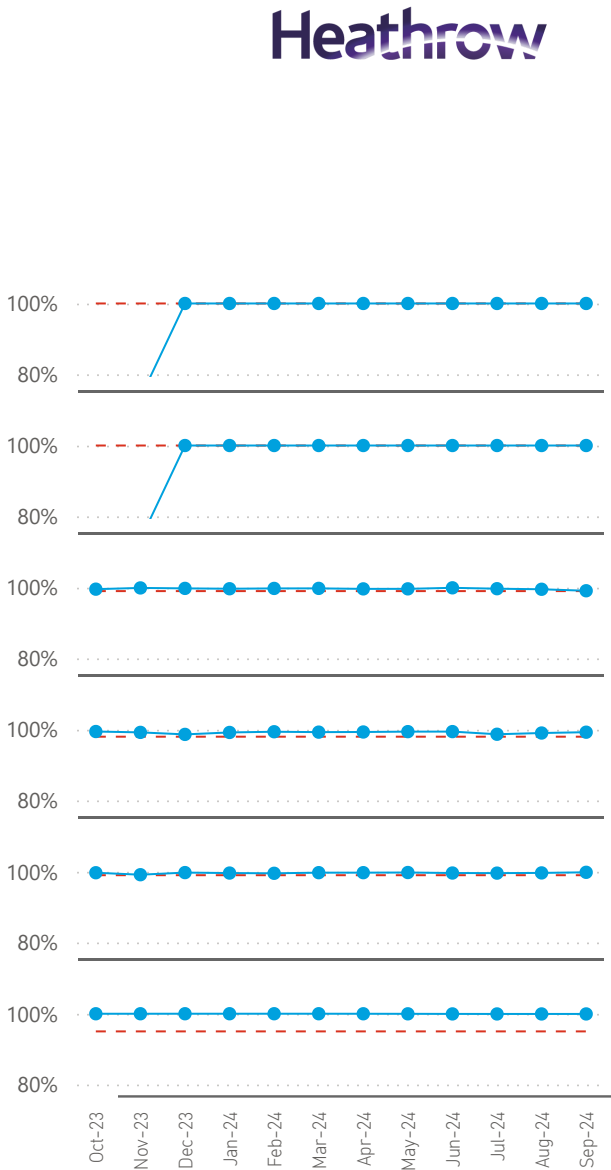
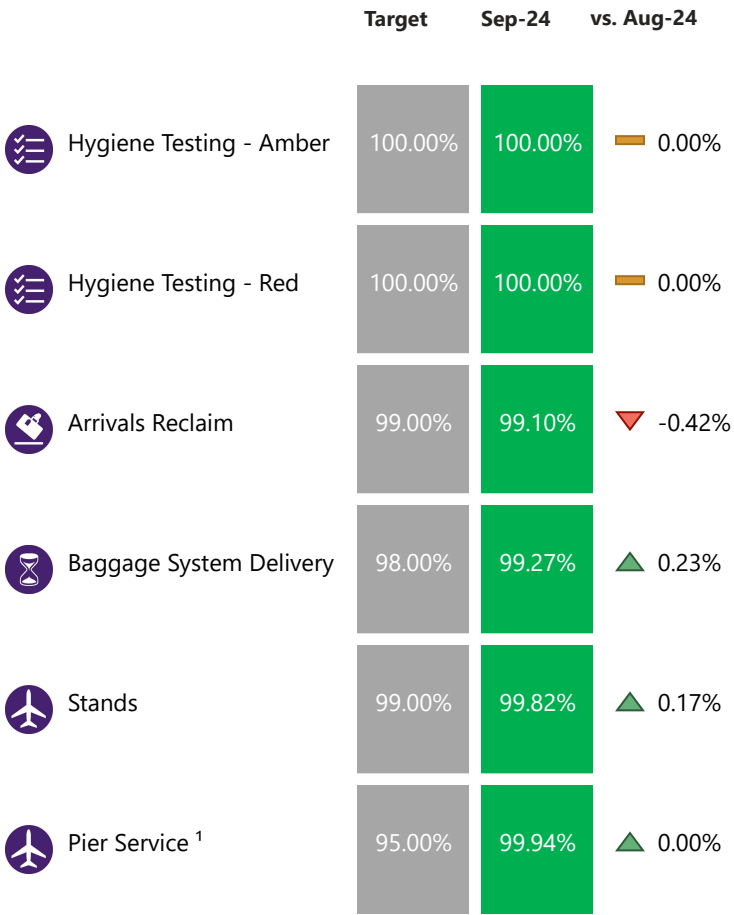
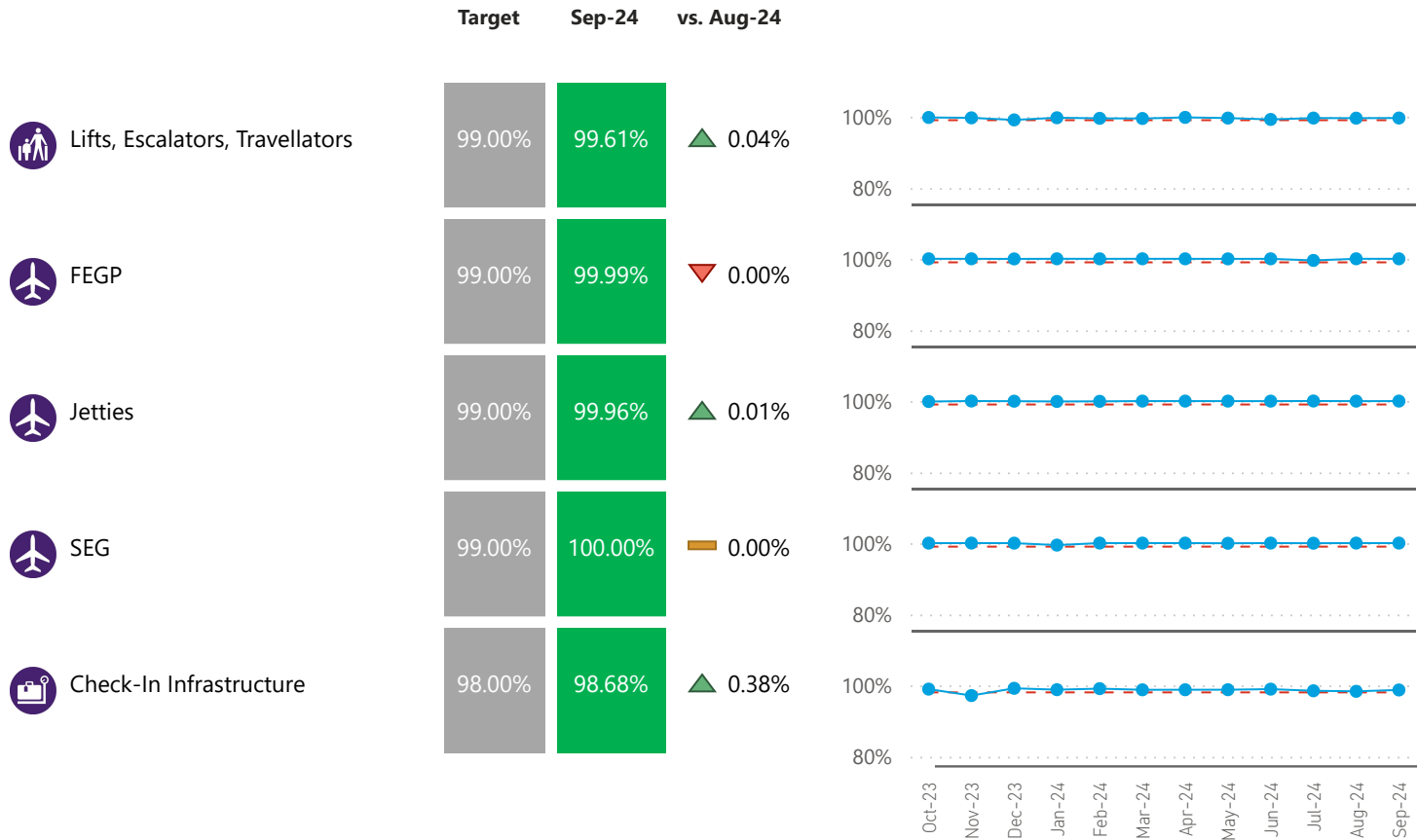
Notes:

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

2 - Due to an issue with data collection in **May 2024**, 'Security Staff - Helpfulness and Attitude' has only been asked to passengers whose bag had a secondary search. This question is normally asked to all passengers.

# Terminal 4 Performance Report September 2024

## Service Level Performance



Notes:

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

# Terminal 4 Performance Report September 2024



## Financial Report - Rebates and Bonus

Rebates:

	Sep-24	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:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.

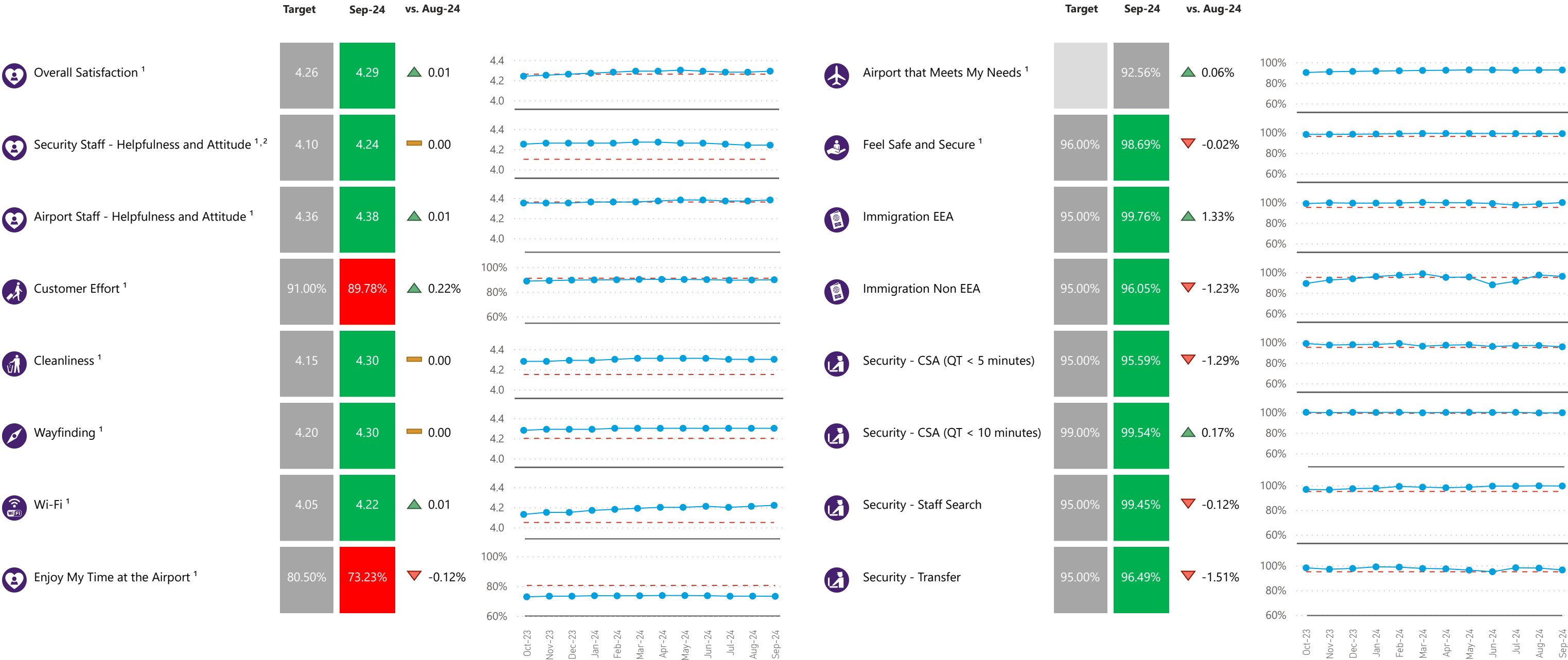
Credit Notes:

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 2025 - December 2025

# Terminal 5 Performance Report September 2024

## Passenger Experience and Service Level Performance



Notes:

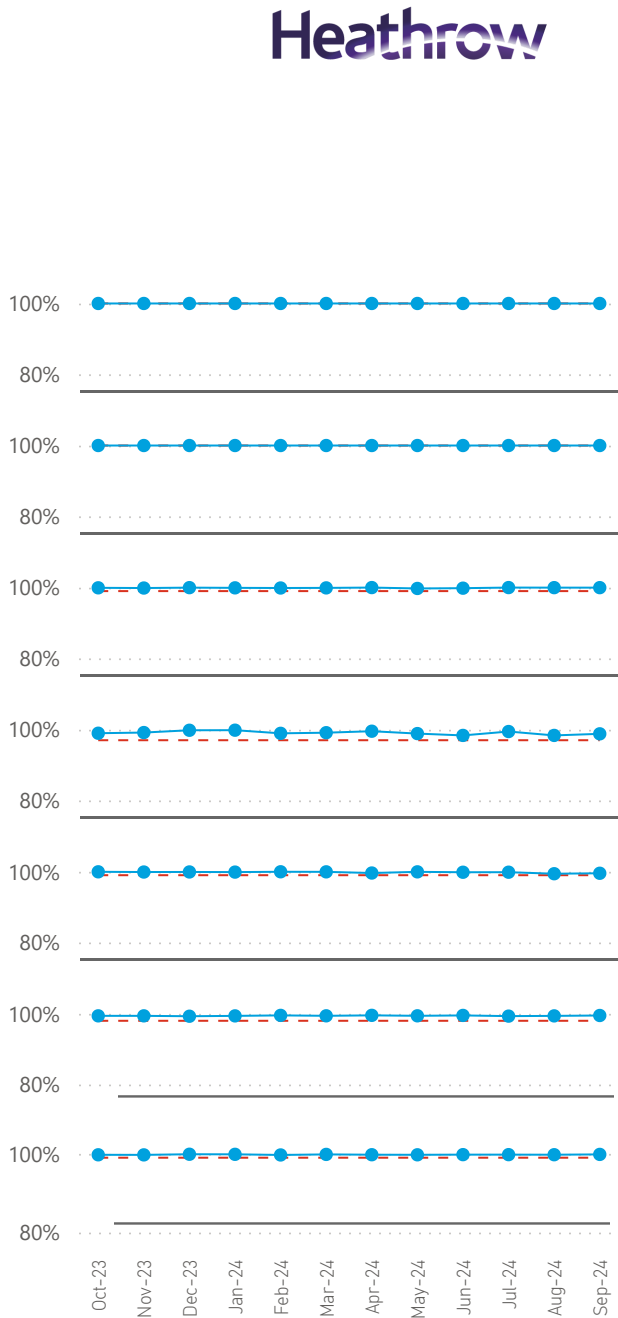
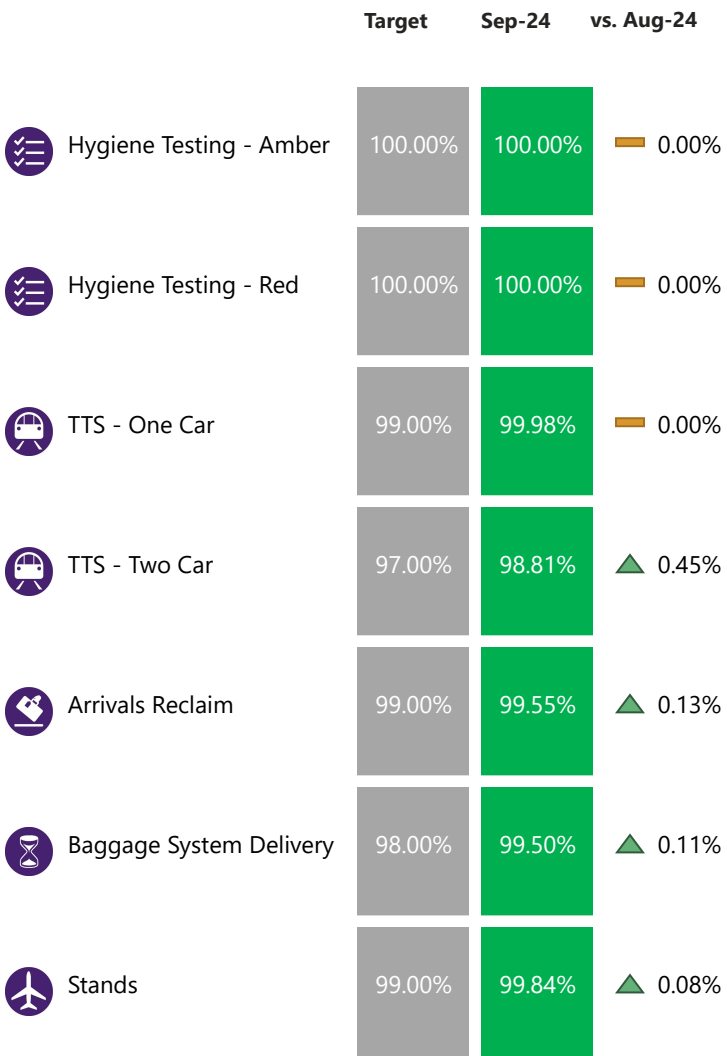
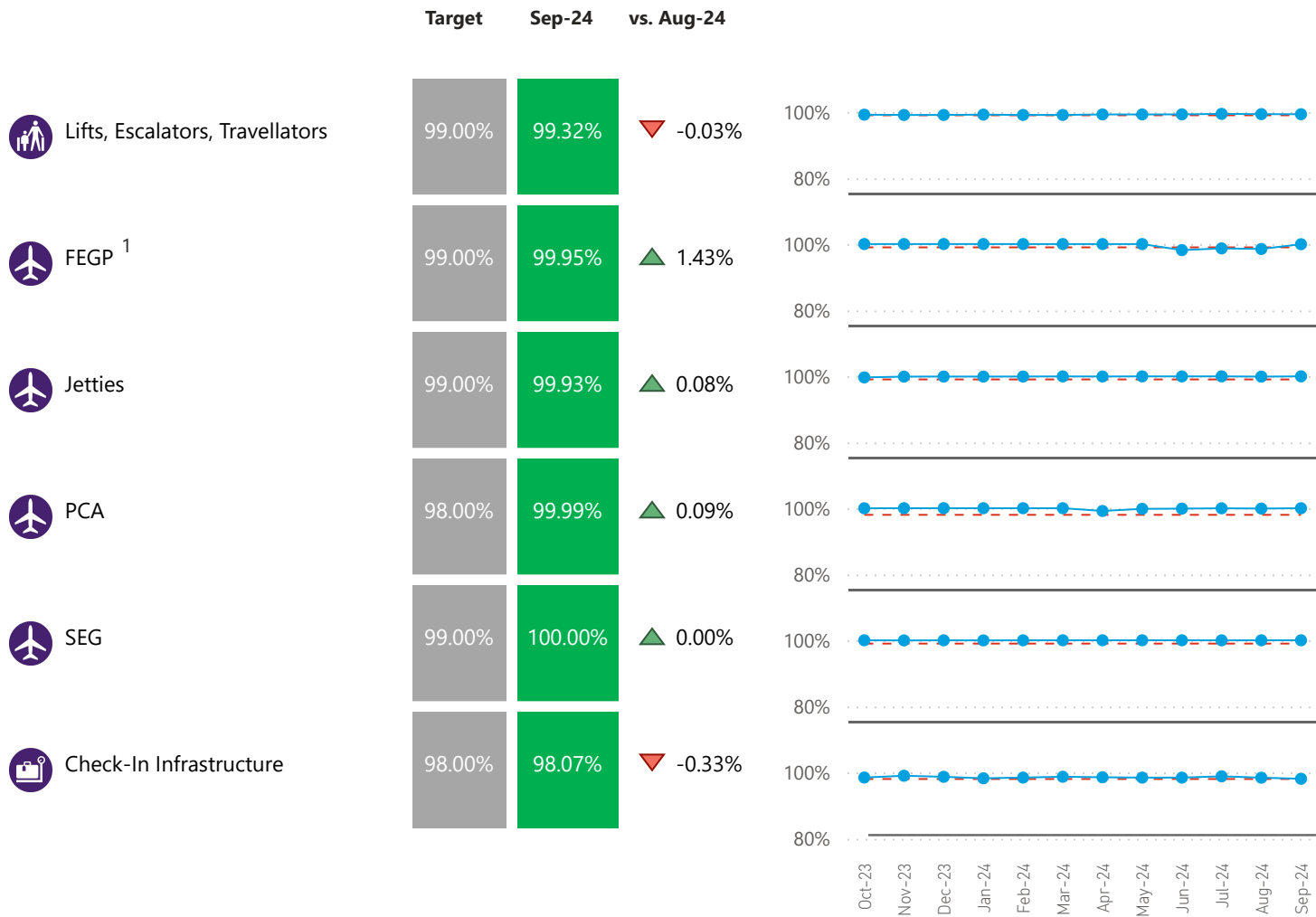
1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

2 - Due to an issue with data collection in **May 2024**, 'Security Staff - Helpfulness and Attitude' has only been asked to passengers whose bag had a secondary search. This question is normally asked to all passengers.



# Terminal 5 Performance Report September 2024

## Service Level Performance



Notes:

1 - To improve performance minor works were undertaken in T5. This had limited impact on the operation in T5, albeit the MTI availability target for FEGP was not achieved for the month of June, July and August. All works are now complete and all FEGP are back in service.

# Terminal 5 Performance Report September 2024



## Financial Report - Rebates and Bonus

Rebates:

	Sep-24	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	£682,675.20	3
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	£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	£682,675.20	3

Bonuses:





















Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.

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 2025 - December 2025

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**