



# Heathrow Performance Report

Service Quality Rebate and Bonus - August 2020

Operational Planning

Printed: 18 September 2020

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report August 2020

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.38	4.25	4.34	4.14	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.39	4.20	4.31	4.32	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.33	4.26	4.32	4.26	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.42	4.43	4.42	4.40	
<b>Wi-Fi*</b> Ease of using WiFi	4.21	4.19	4.32	4.23	
<b>Security*</b> Passenger satisfaction	4.29	4.27	4.29	4.22	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	91.20%			96.04%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.31%			99.63%	
<b>Staff search **</b> Based on 15min time periods measured		No measurement			
<b>Transfer Search</b> Based on 15min time periods measured	99.86%			No measurement	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	98.57%	98.84%	100%	99.04%	95.42%

\*SQRB calculation is based on moving 9x month average for these metrics for T3 and T4

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.62%	99.98%	99.99%	99.54%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.49%	100%	100%	99.75%
<b>Stands</b> Availability of stands	99.91%	99.76%	98.70%	99.69%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	100%	100%	100%	100%
<b>Jetties</b> Availability of Air-Bridges	100%	100%	99.98%	99.90%
<b>PCA</b> Availability of Pre-conditioned Air	100%	100%		99.98%
<b>SEGs</b>	99.99%	99.99%	100%	99.97%
<b>Pier Service</b> % Pier served passengers	99.99%			93.60%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.36%	100%	100%	99.97%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.98%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				97.73%

## Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Aug - 2020					Estimated Rebate	Estimated Rebate	Total Failures
	T2	T3	T4	T5	Campus	£	£	
Departure lounge seat availability						£ -	£ -	0
Cleanliness						£ -	£ -	0
Wayfinding						£ -	£ -	0
Flight information						£ -	£ -	0
<b>CSA Queues - Both</b>	X			✓		£ -	£ -	0
Staff Search						£ -	£ -	0
<b>Transfer search</b>	✓	✓	✓			£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	X	✓		£ -	£ -	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>					✓	£ -	£ -	0
<b>Total</b>						£ -	£ -	0

	Bonuses:								
	Aug - 2020		YTD			YTD			
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.38	4.25	4.34	4.14	£ -	£ -	0
	4.20	4.50	4.39	4.20	4.31	4.32	£ -	£ -	0
	4.20	4.50	4.33	4.26	4.32	4.26	£ -	£ 226,624	2
	4.40	4.70	4.42	4.43	4.42	4.40	£ -	£ -	0
<b>Total</b>							£ -	£ 226,624	2

**Bonus:** All business units must exceed Lower Threshold.  
Rebates and bonuses are exempt and therefore not payable at this time.  
Financial year is from January 2020 - December 2020

\* SQRB calculation is based on moving 9x month average for these metrics for T3 and T4  
\*\* Staff Search not being measured as all WJ staff are on furlough, in line with UK Government guidance

**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. **Rebates and bonuses are exempt and therefore not payable at this time.**

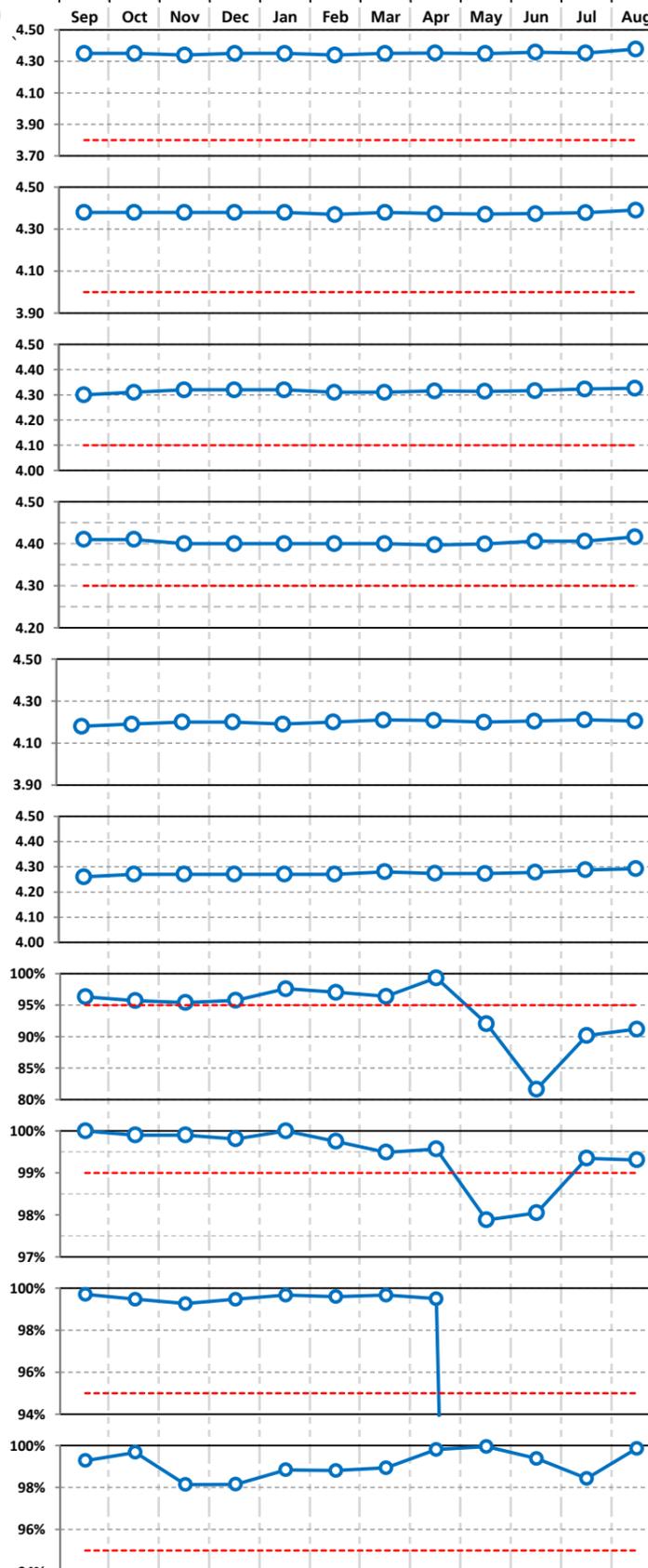
# Terminal 2 Performance Report August 2020

Classification: Internal

\*SQRB calculation is based on moving 9x month average for these metrics for T3 and T4

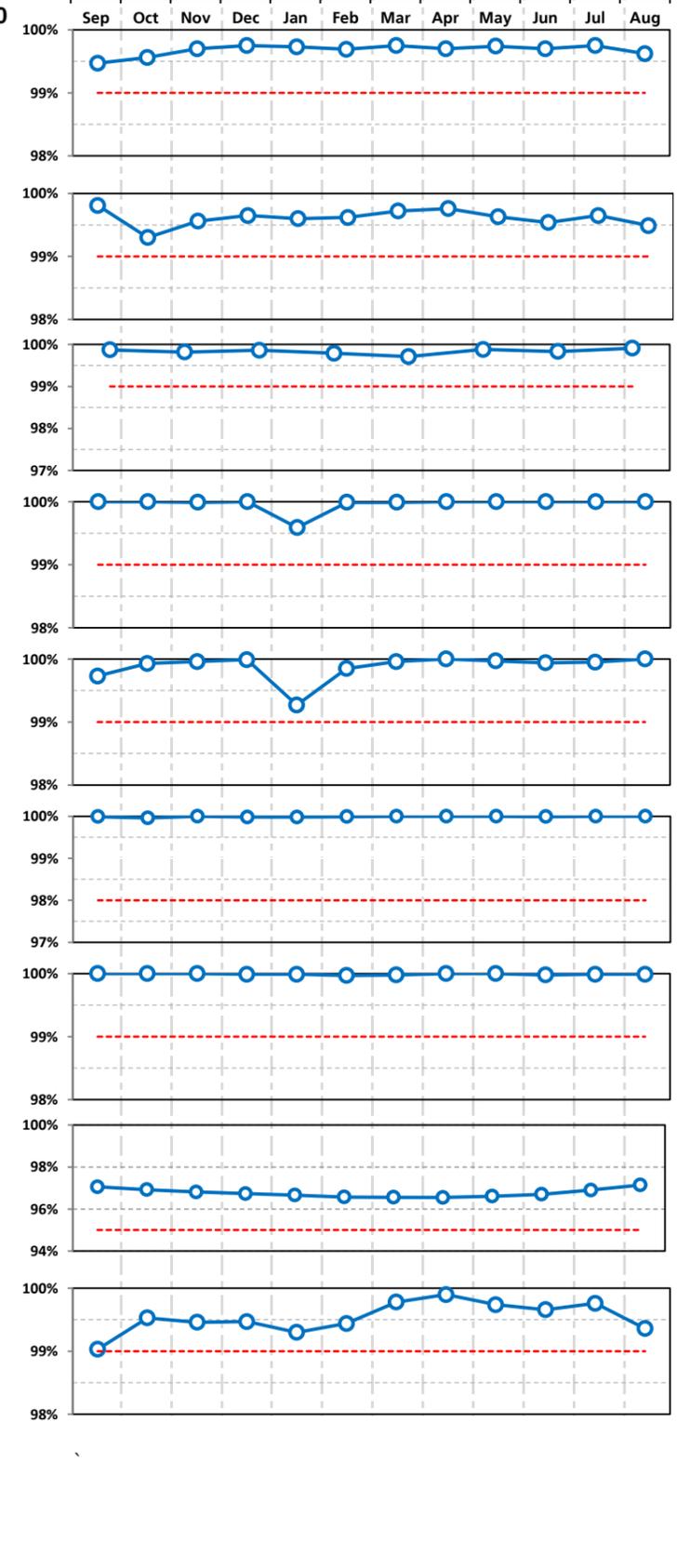
## Passenger Experience and Service Level Performance

	Target	Aug-20	vs. Jul-20
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.38	▲ 0.02
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.39	▲ 0.01
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.33	▲ 0.00
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.42	▲ 0.01
<b>Wi-Fi*</b> Ease of using WiFi		4.21	▼ -0.01
<b>Security*</b> Passenger satisfaction		4.29	▲ 0.00
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	91.20%	▲ 1.02%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.31%	▼ 0.04%
<b>Staff search</b> Based on 15min time periods measured	95.00%	N/A	
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	99.86%	▲ 1.43%



## Service Level Performance

	Target	Aug-20	vs. Jul-20
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.62%	▼ -0.13%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.49%	▼ -0.16%
<b>Stands</b> Availability of stands	99.00%	99.91%	▲ 0.08%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	100%	0.00%
<b>Jetties</b> Availability of Air-Bridges	99.00%	100%	▲ 0.05%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	100%	0.00%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	99.99%	0.00%
<b>Pier Service</b> % Pier served passengers	95.00%	97.14%	▲ 0.24%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.36%	▼ -0.40%



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

## Terminal 2 Performance Report August 2020

## Financial Report - Bonus and Rebates

## Rebates:

	Aug - 2020		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>	X	£ -	£ -	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	Aug - 2020		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	4.38	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.39	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.33	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0	
					£ -	£ 226,624	2	

## 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 2020 - December 2020

# Terminal 3 Performance Report August 2020

Classification: Internal

\*SQRB calculation is based on moving 9x month average for these metrics for T3 and T4



## Passenger Experience and Service Level Performance

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

Target	Aug-20	vs. Jul-20
3.80	4.22	▼ 0.00

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

Target	Aug-20	vs. Jul-20
4.00	4.20	▲ 0.01

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

Target	Aug-20	vs. Jul-20
4.10	4.26	▼ 0.00

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

Target	Aug-20	vs. Jul-20
4.30	4.43	▼ 0.00

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

Target	Aug-20	vs. Jul-20
	4.19	▼ -0.01

**Security\***  
Passenger satisfaction

Target	Aug-20	vs. Jul-20
	4.27	▲ 0.01

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

Target	Aug-20	vs. Jul-20
95.00%	N/A	

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

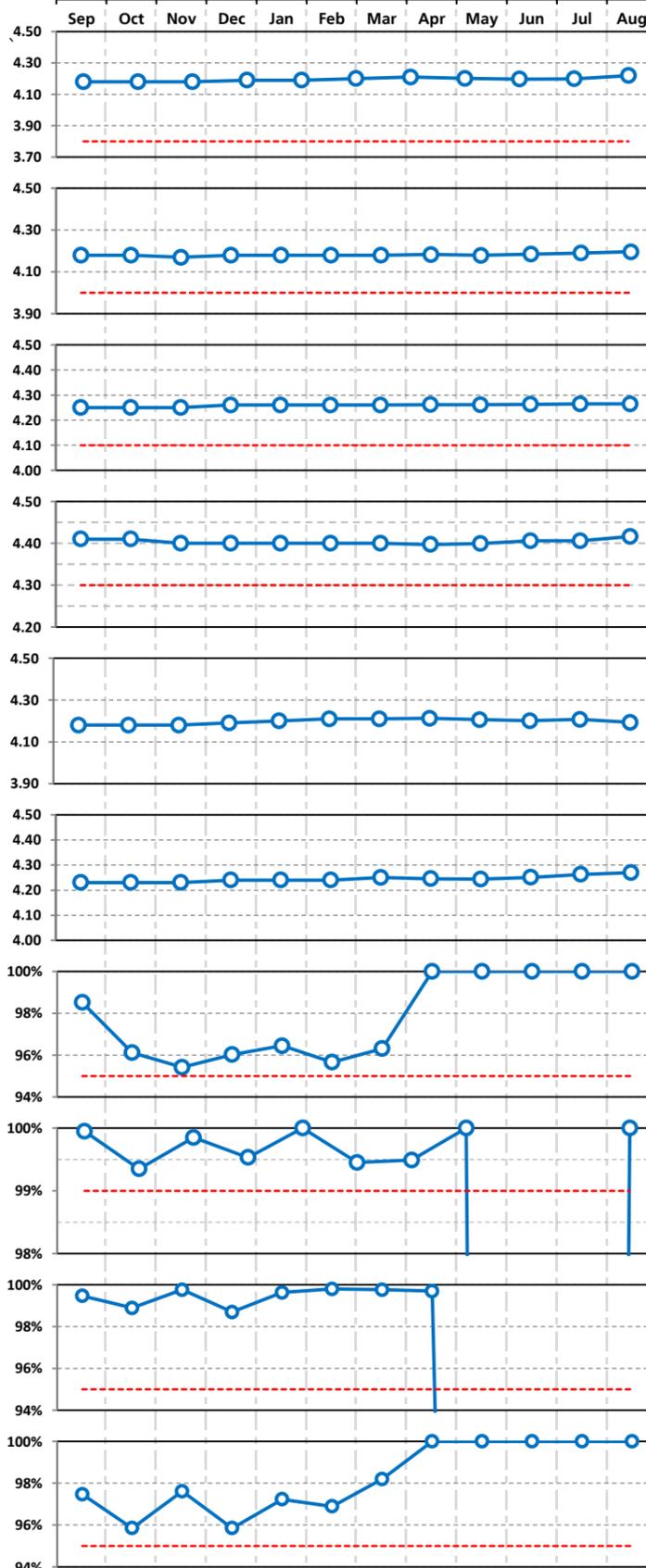
Target	Aug-20	vs. Jul-20
99.00%	N/A	

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

Target	Aug-20	vs. Jul-20
95.00%	N/A	

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

Target	Aug-20	vs. Jul-20
95.00%	100%	0.00%



## Service Level Performance

**PSE (General)**  
Availability of Passenger Sensitive Equipment (General)

Target	Aug-20	vs. Jul-20
99.00%	99.98%	0.00%

**PSE (Priority)**  
Availability of Passenger Sensitive Equipment (Priority)

Target	Aug-20	vs. Jul-20
99.00%	100%	▲ 0.21%

**Stands**  
Availability of stands

Target	Aug-20	vs. Jul-20
99.00%	99.76%	▼ -0.09%

**FEGP**  
Availability Fixed Electrical Ground Power

Target	Aug-20	vs. Jul-20
99.00%	100%	0.00%

**Jetties**  
Availability of Air-Bridges

Target	Aug-20	vs. Jul-20
99.00%	100%	0.00%

**PCA**  
Availability of Pre-Conditioned Air

Target	Aug-20	vs. Jul-20
98.00%	100%	0.00%

**SEGs**  
Availability of Stand entry guidance

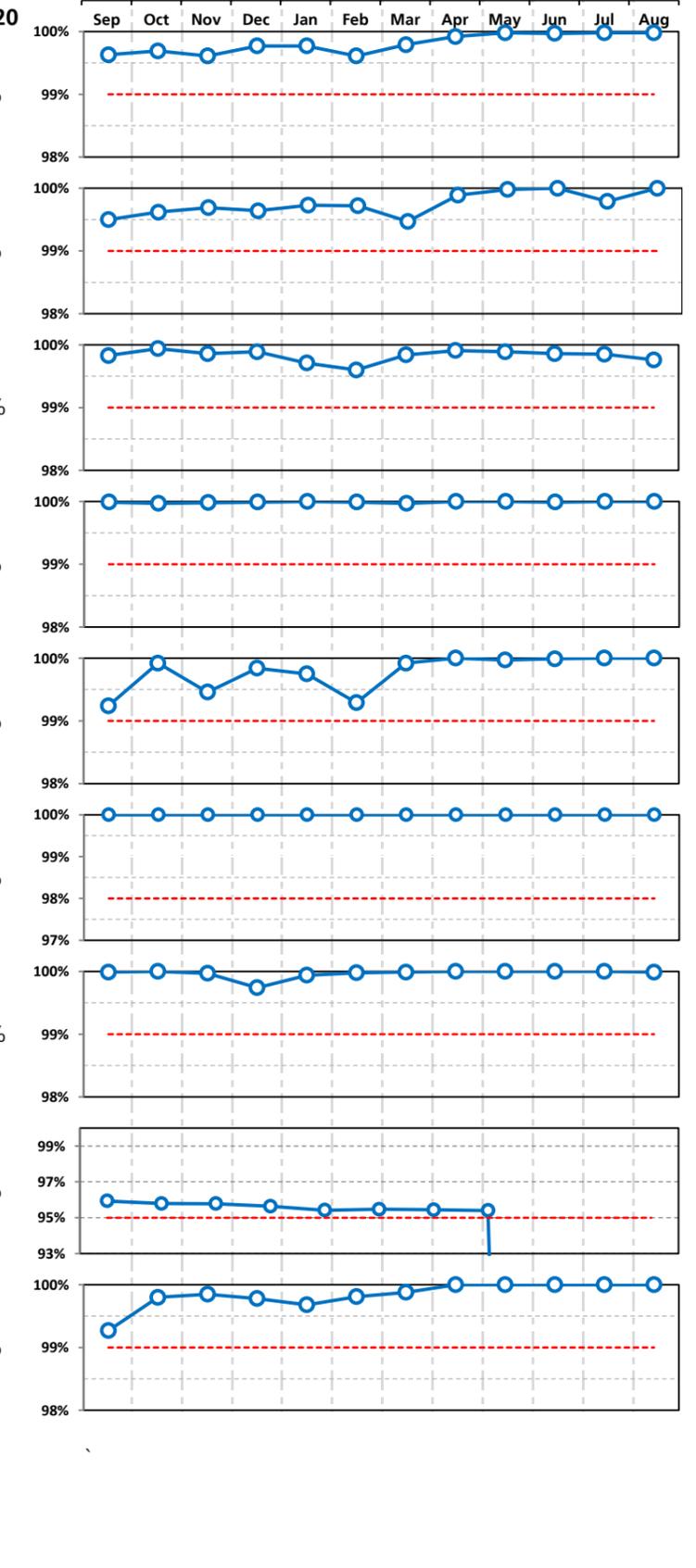
Target	Aug-20	vs. Jul-20
99.00%	99.99%	▼ -0.01%

**Pier Service**  
% Pier served passengers

Target	Aug-20	vs. Jul-20
95.00%	0.00%	0.00%

**Arrivals reclaims**  
Bag reclaim belts availability

Target	Aug-20	vs. Jul-20
99.00%	100%	0.00%



**Notes:**

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

## Financial Report - Bonus and Rebates

## Rebates:

	Aug - 2020		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	Aug - 2020		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	4.25	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.20	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.26	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.43	£ -	£ -	0	
					£ -	£ 226,624	2	

## 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 2020 - December 2020

# Terminal 4 Performance Report August 2020

Classification: Internal

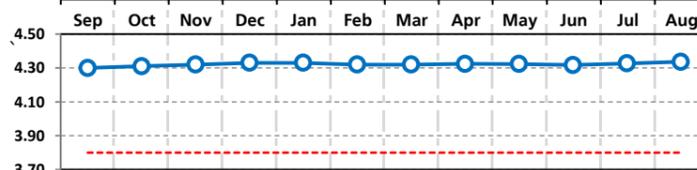
\*SQRB calculation is based on moving 9x month average for these metrics for T3 and T4



## Passenger Experience and Service Level Performance

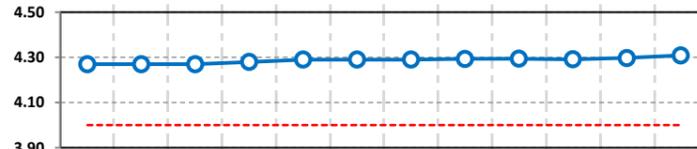
**Departure lounge seat availability\***  
Ease of finding a seat

Target	Aug-20	vs. Jul-20
3.80	4.34	▲ 0.01



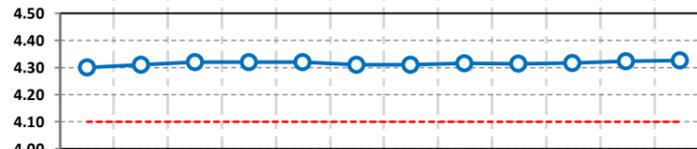
**Cleanliness\***  
Overall cleanliness of the terminal

Target	Aug-20	vs. Jul-20
4.00	4.31	▲ 0.01



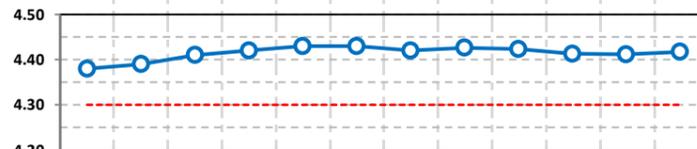
**Wayfinding\***  
Ease of finding your way around the airport

Target	Aug-20	vs. Jul-20
4.10	4.32	▲ 0.01



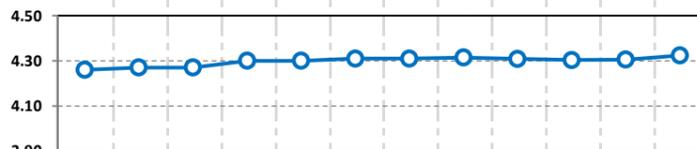
**Flight information\***  
Accuracy and ease of finding flight information

Target	Aug-20	vs. Jul-20
4.30	4.42	▲ 0.01



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

Target	Aug-20	vs. Jul-20
	4.32	▲ 0.02



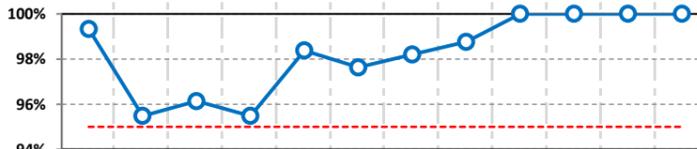
**Security\***  
Passenger satisfaction

Target	Aug-20	vs. Jul-20
	4.29	▲ 0.02



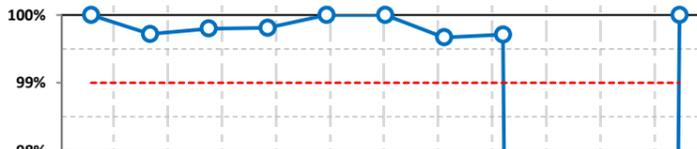
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured

Target	Aug-20	vs. Jul-20
95.00%	N/A	



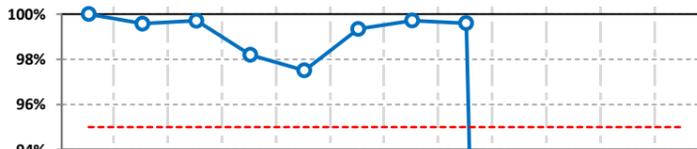
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured

Target	Aug-20	vs. Jul-20
99.00%	N/A	



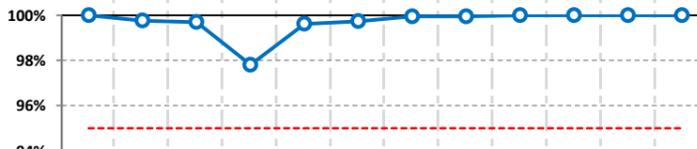
**Staff search**  
Based on 15min time periods measured

Target	Aug-20	vs. Jul-20
95.00%	N/A	



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

Target	Aug-20	vs. Jul-20
95.00%	100%	0.00%

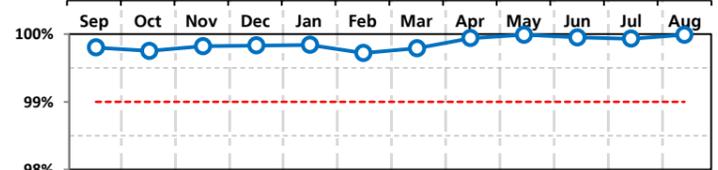


## Service Level Performance

**PSE (General)**

Availability of Passenger Sensitive Equipment (General)

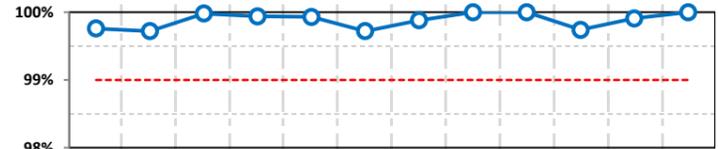
Target	Aug-20	vs. Jul-20
99.00%	99.99%	▲ 0.06%



**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)

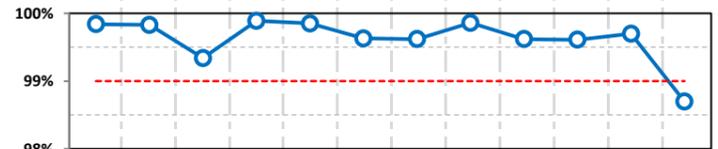
Target	Aug-20	vs. Jul-20
99.00%	100%	▲ 0.09%



**Stands**

Availability of stands

Target	Aug-20	vs. Jul-20
99.00%	98.70%	▼ -1.00%



**FEGP**

Availability Fixed Electrical Ground Power

Target	Aug-20	vs. Jul-20
99.00%	100%	0.00%



**Jetties**

Availability of Air-Bridges

Target	Aug-20	vs. Jul-20
99.00%	99.98%	▼ -0.02%



**SEGS**

Availability of Stand entry guidance

Target	Aug-20	vs. Jul-20
99.00%	100%	0.00%



**Pier Service**

% Pier served passengers

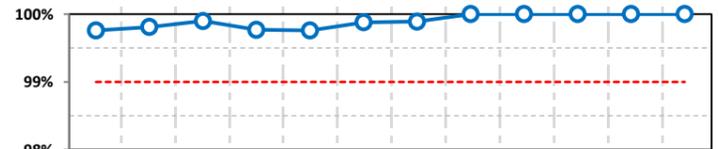
Target	Aug-20	vs. Jul-20
95.00%	0.00%	0.00%



**Arrivals reclaims**

Bag reclaim belts availability

Target	Aug-20	vs. Jul-20
99.00%	100%	0.00%



**Notes:**

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

# Terminal 4 Performance Report August 2020

## Financial Report - Bonus and Rebates

Classification: Internal

### Rebates:

	Aug - 2020		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	Aug - 2020		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	4.34	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.31	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.32	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0	
					£ -	£ 226,624	2	

### 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 2020 - December 2020

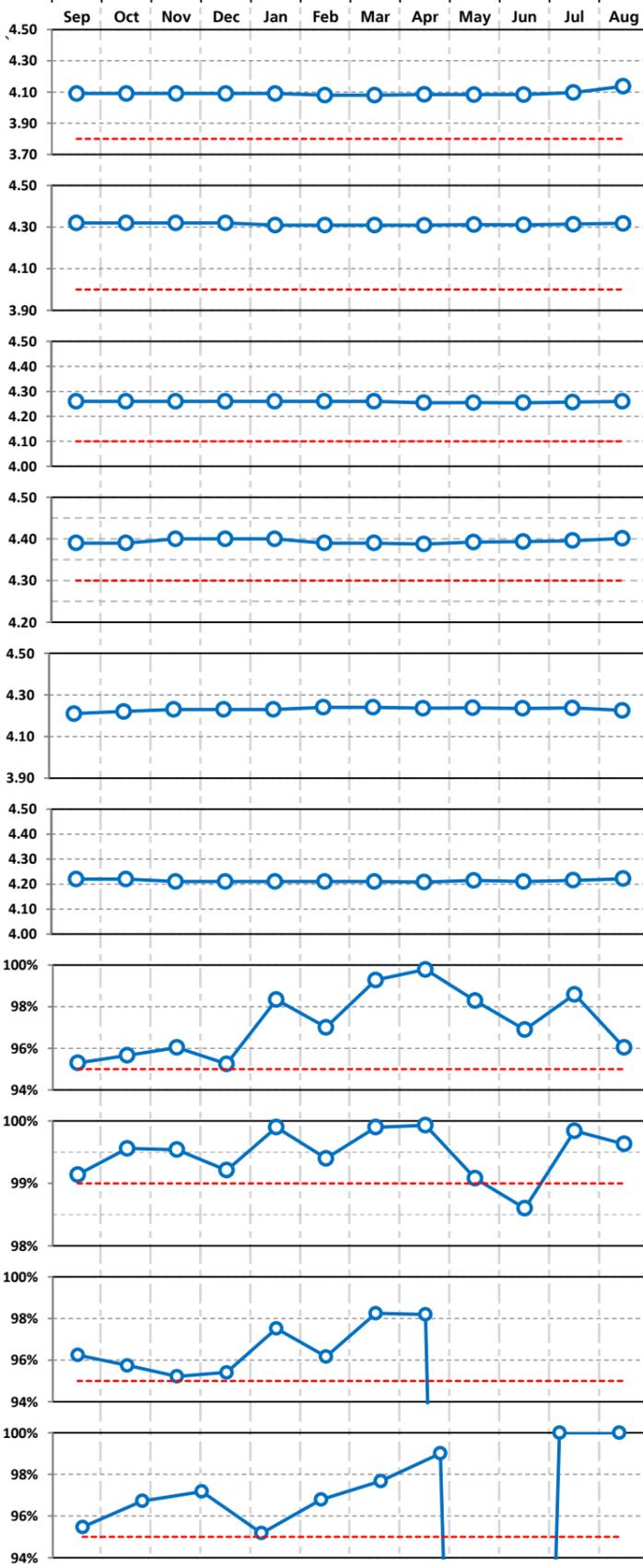
# Terminal 5 Performance Report August 2020

Classification: Internal

\*SQRB calculation is based on moving 9x month average for these metrics for T3 and T4

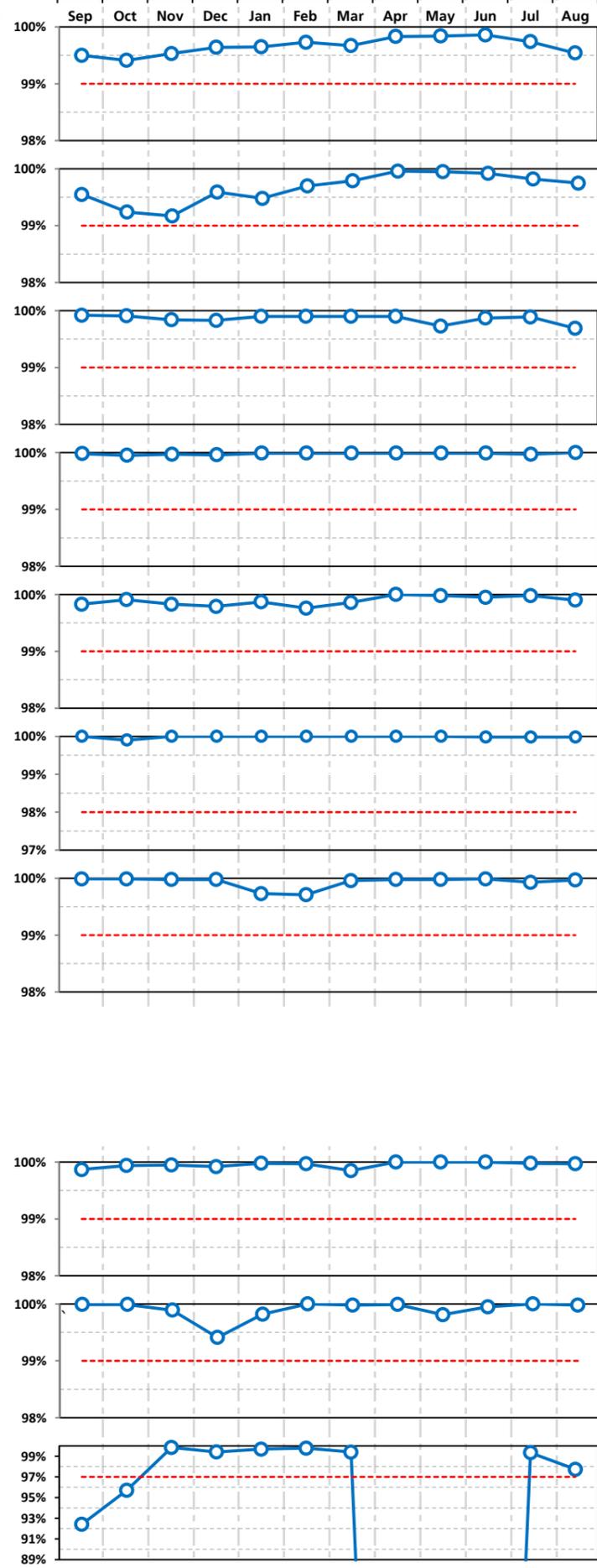
## Passenger Experience and Service Level Performance

	Target	Aug-20	vs. Jul-20
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.14	▲ 0.04
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.32	▲ 0.00
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.26	▲ 0.00
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.40	▲ 0.01
<b>Wi-Fi*</b> Ease of using WiFi		4.23	▼ -0.01
<b>Security*</b> Passenger satisfaction		4.22	▲ 0.01
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	96.04%	▼ -2.55%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.63%	▼ -0.21%
<b>Staff search</b> Based on 15min time periods measured	95.00%	N/A	
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	N/A	



## Service Level Performance

	Target	Aug-20	vs. Jul-20
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.54%	▼ -0.20%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.75%	▼ -0.07%
<b>Stands</b> Availability of stands	99.00%	99.69%	▼ -0.20%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	100%	▲ 0.03%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.90%	▼ -0.08%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	99.98%	0.00%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	99.97%	▲ 0.04%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.97%	▼ -0.03%
<b>TTS - One car</b> Track Transit System - one car availability	99.00%	99.98%	▼ -0.02%
<b>TTS - Two cars</b> Track Transit System - % time two cars available	97.00%	97.73%	▼ -1.61%



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

# Terminal 5 Performance Report August 2020

## Financial Report - Bonus and Rebates

Classification: Internal

### Rebates:

	Aug - 2020		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>	✓	£ -	£ -	0
		£ -	£ -	0

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Aug - 2020		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	4.14	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.32	£ -	£ -	0
<b>Wayfinding</b>	MAA	4.20	4.50	4.26	£ -	£ 226,624	2
Flight information	MAA	4.40	4.70	4.40	£ -	£ -	0
					£ -	£ 226,624	2

### 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 2020 - December 2020

# Heathrow

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