



Heathrow Performance Report

Service Quality Rebate and Bonus - December 2020

Operational Planning

Printed: 21 January 2021

Heathrow
Making every journey better

Heathrow Performance Report December 2020

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.46	4.30	4.31	4.23	
Cleanliness* Overall cleanliness of the terminal	4.42	4.22	4.34	4.37	
Wayfinding* Ease of finding your way around the airport	4.35	4.29	4.33	4.30	
Flight information* Accuracy and ease of finding flight information	4.47	4.43	4.38	4.43	
Wi-Fi* Ease of using WiFi	4.16	4.27	4.35	4.21	
Security* Passenger satisfaction	4.33	Non - Operational		4.27	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.52%			97.72%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.49%			99.68%	
Staff search ** Based on 15min time periods measured	99.03%	98.98%	99.76%	99.95%	
Transfer Search Based on 15min time periods measured	99.86%			99.35%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	96.68%	94.29%	100%	97.36%	93.68%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.52%	99.98%	99.98%	99.54%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.22%	99.99%	99.97%	99.53%
Stands Availability of stands	99.80%	99.81%	96.68%	99.75%
FEGP Availability of Fixed Electrical Ground Power	100%	100%	100%	100%
Jetties Availability of Air-Bridges	99.88%	99.99%	100%	99.92%
PCA Availability of Pre-conditioned Air	100%	100%	Non - Operational	
SEGs	99.92%	100%	100%	99.96%
Pier Service % Pier served passengers	98.49%			
Arrivals Reclaims Bag reclaim belts availability	99.57%	100%	100%	99.97%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.56%
TTS - Two cars Track Transit System - % time two cars available				99.94%

Financial Report- Bonus and Rebates

	Rebates:					Campus	Estimated Rebate	Estimated Rebate	Total Failures
	Dec - 2020				YTD				
	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	✓	✓	X	✓		£	-	£	0
FEGP	✓	✓	✓	✓		£	-	£	0
Jetties	✓	✓	✓	✓		£	-	£	0
Pre-conditioned air	✓	✓	✓	✓		£	-	£	0
Stand entry guidance	✓	✓	✓	✓		£	-	£	0
Pier Service	✓	✓	✓	✓		£	-	£	0
Arrivals reclaims	✓	✓	✓	✓		£	-	£	0
Control Posts Search					X	£	-	£	0
Aerodrome Congestion					✓	£	-	£	0
TTS - % Both					✓	£	-	£	0
Total						£	-	£	0

	Bonuses:		Dec - 2020				Estimated Bonus	Estimated Bonus	Total Pass	
	Lower Threshold	Upper Threshold	T2	T3	T4	T5				
	4.10	4.50	4.46	4.30	4.31	4.23	£	-	£	0
	4.20	4.50	4.42	4.22	4.34	4.37	£	-	£	0
	4.20	4.50	4.35	Non - Operational		4.30	£	-	£	226,624
	4.40	4.70	4.47	4.43	4.38	4.43	£	-	£	0
Total							£	-	£	226,624

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 a 3x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

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.**

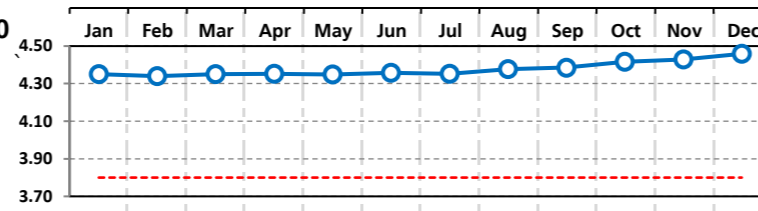
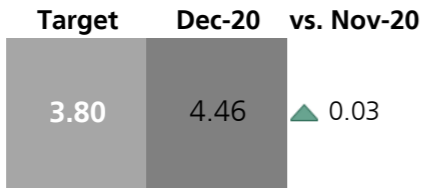
Terminal 2 Performance Report December 2020

Classification: Internal

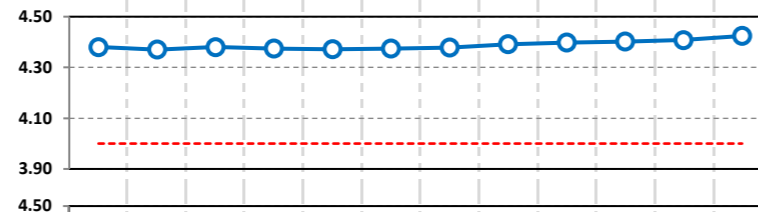
0

Passenger Experience and Service Level Performance

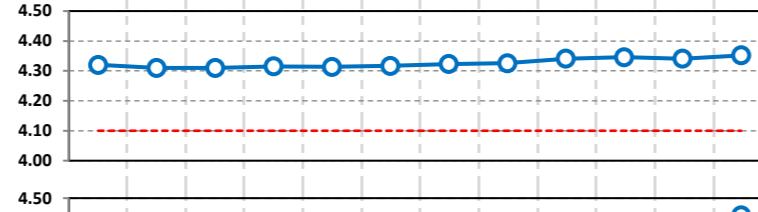
Departure lounge seat availability*
Ease of finding a seat



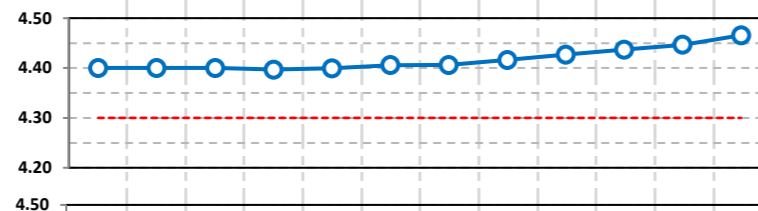
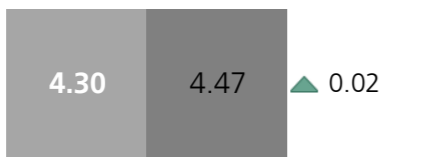
Cleanliness*
Overall cleanliness of the terminal



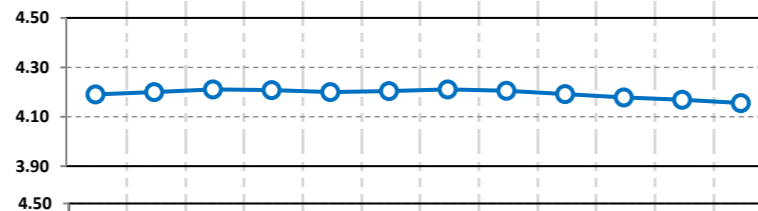
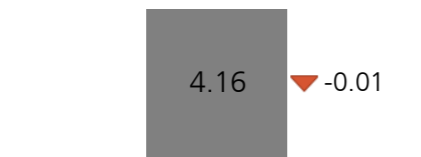
Wayfinding*
Ease of finding your way around the airport



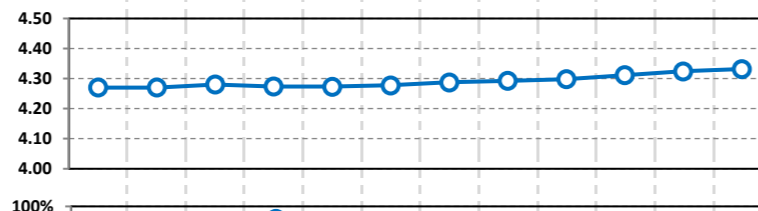
Flight information*
Accuracy and ease of finding flight information



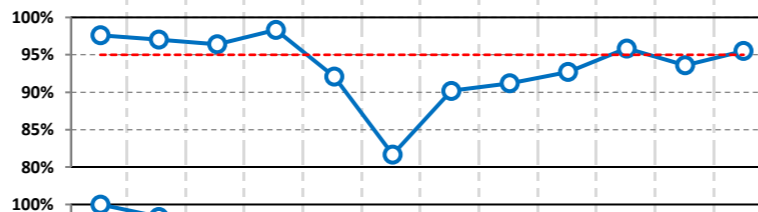
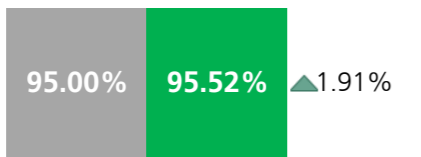
Wi-Fi*
Ease of using WiFi



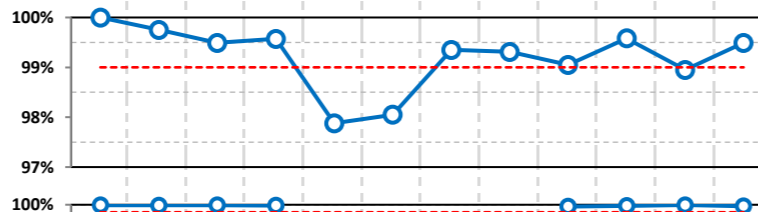
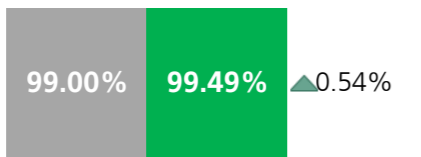
Security*
Passenger satisfaction



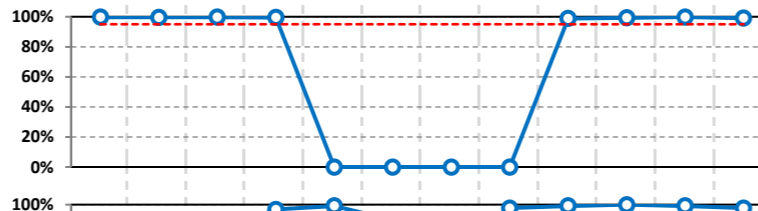
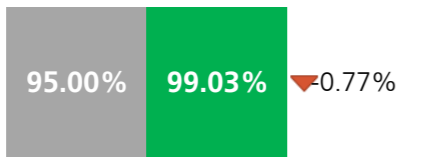
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



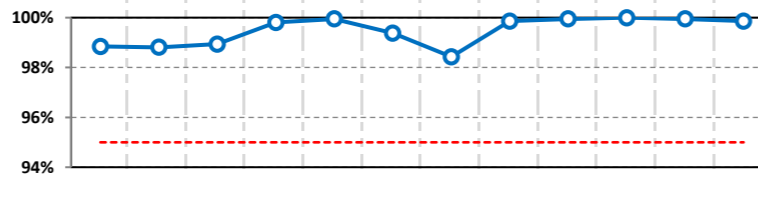
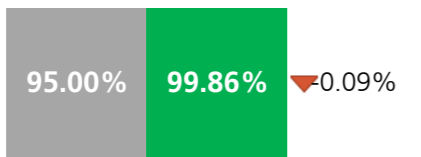
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



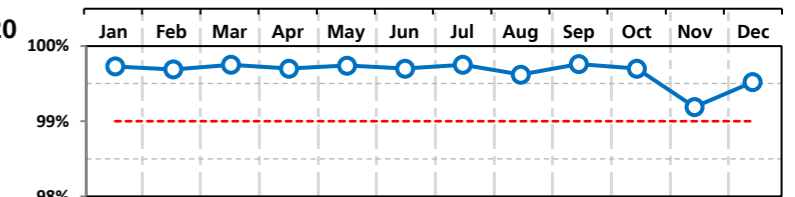
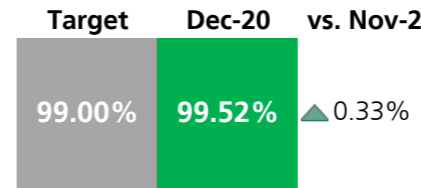
Transfer Search
Based on 15min time periods measured



Service Level Performance

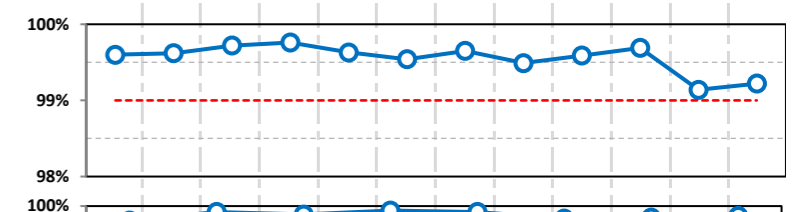
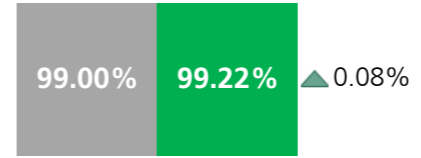
PSE (General)

Availability of Passenger Sensitive Equipment (General)



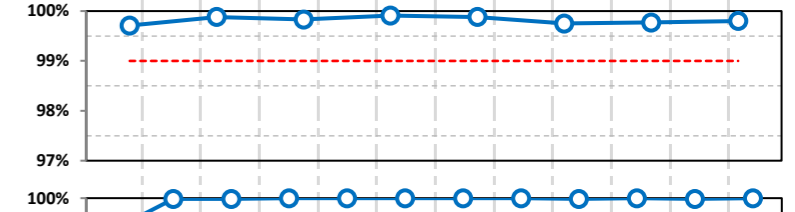
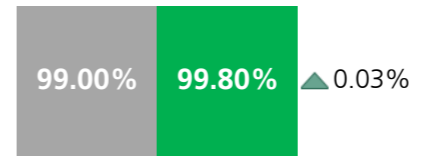
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



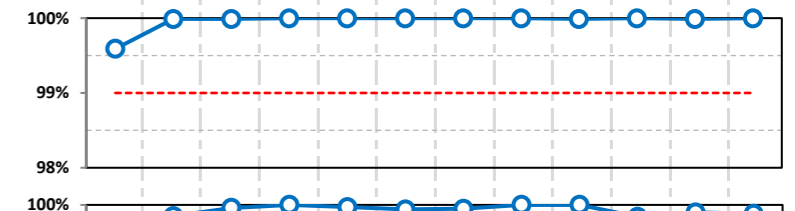
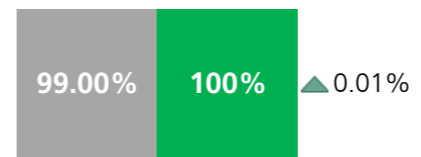
Stands

Availability of stands



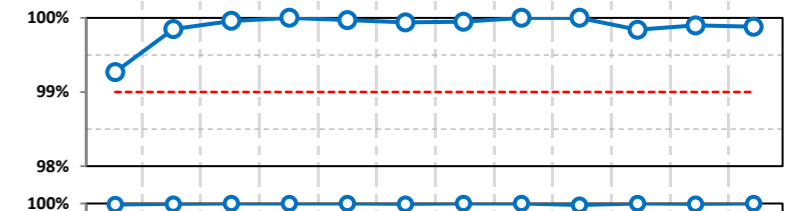
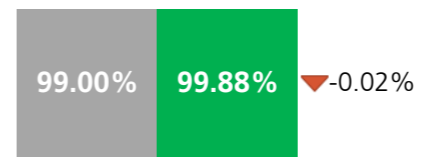
FEGP

Availability Fixed Electrical Ground Power



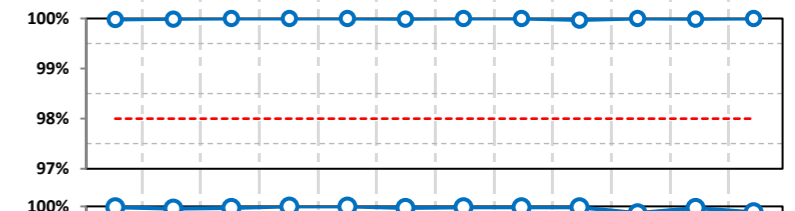
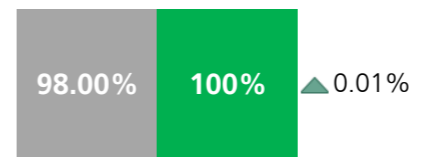
Jetties

Availability of Air-Bridges



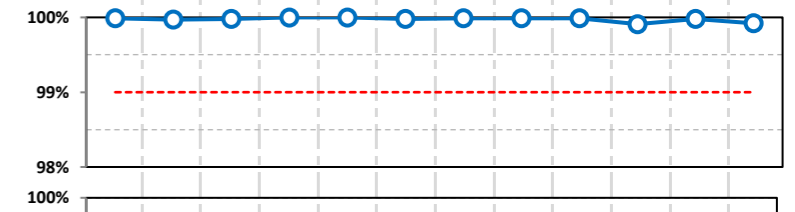
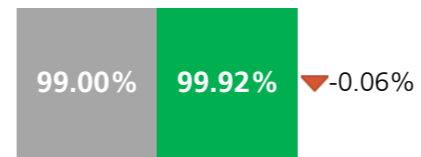
PCA

Availability of Pre-Conditioned Air



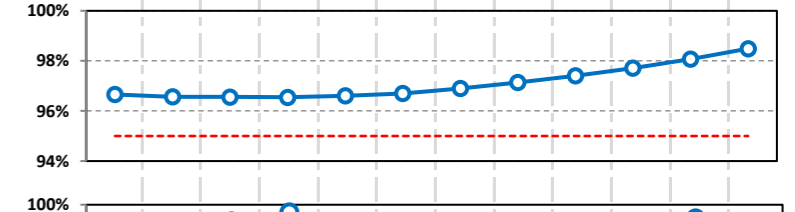
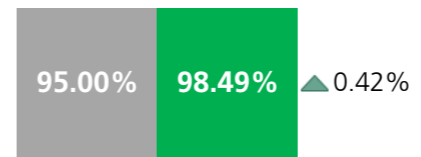
SEGS

Availability of Stand entry guidance



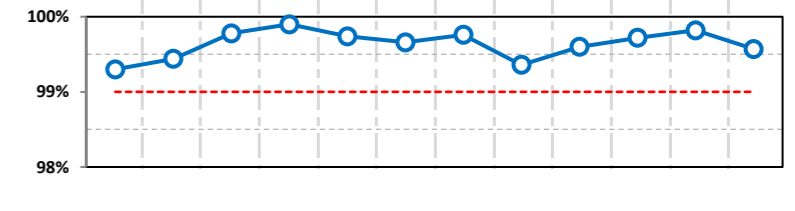
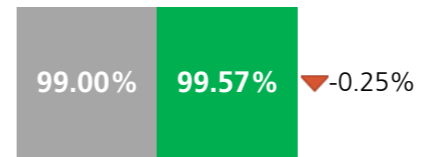
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

*SQRB calculation is based on a 3x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

Terminal 2 Performance Report December 2020

Financial Report - Bonus and Rebates

Rebates:

	Dec - 2020		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 - 2020		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.46	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.42	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.35	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.47	£ -	£ -	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

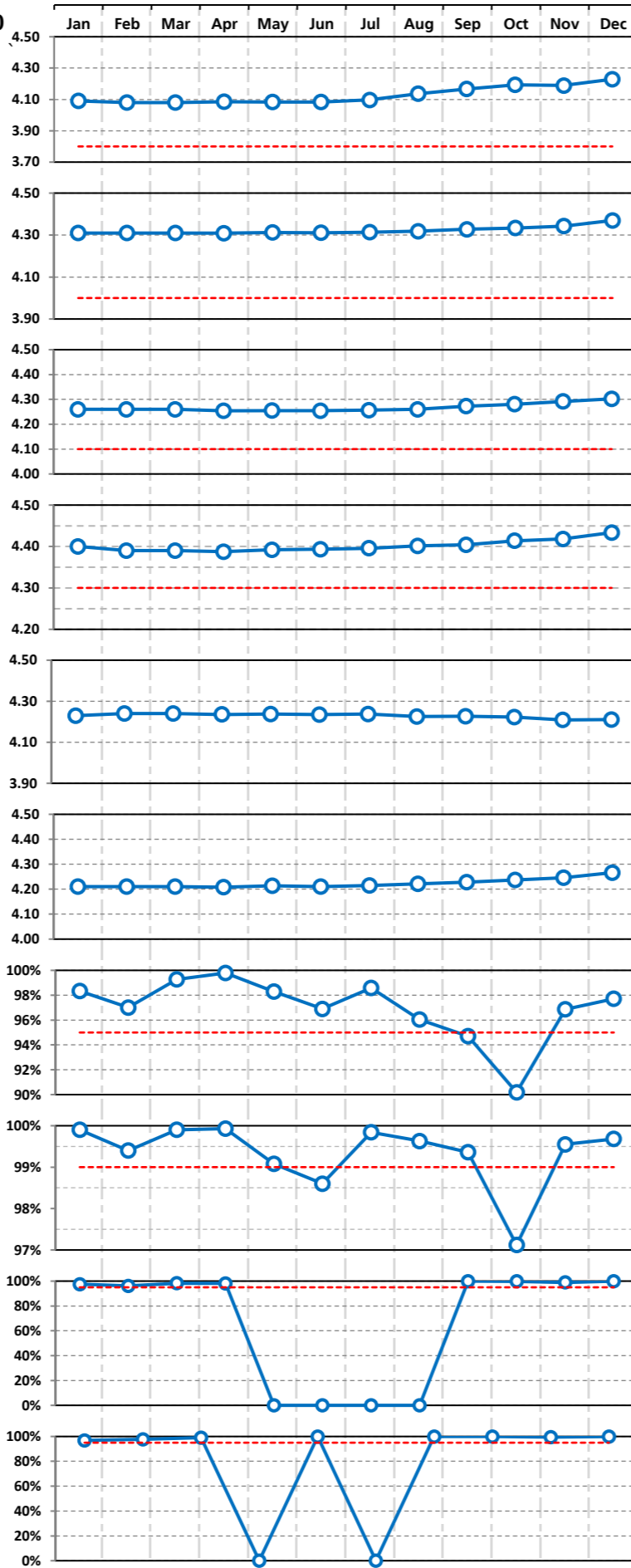
Terminal 5 Performance Report December 2020

Classification: Internal

0

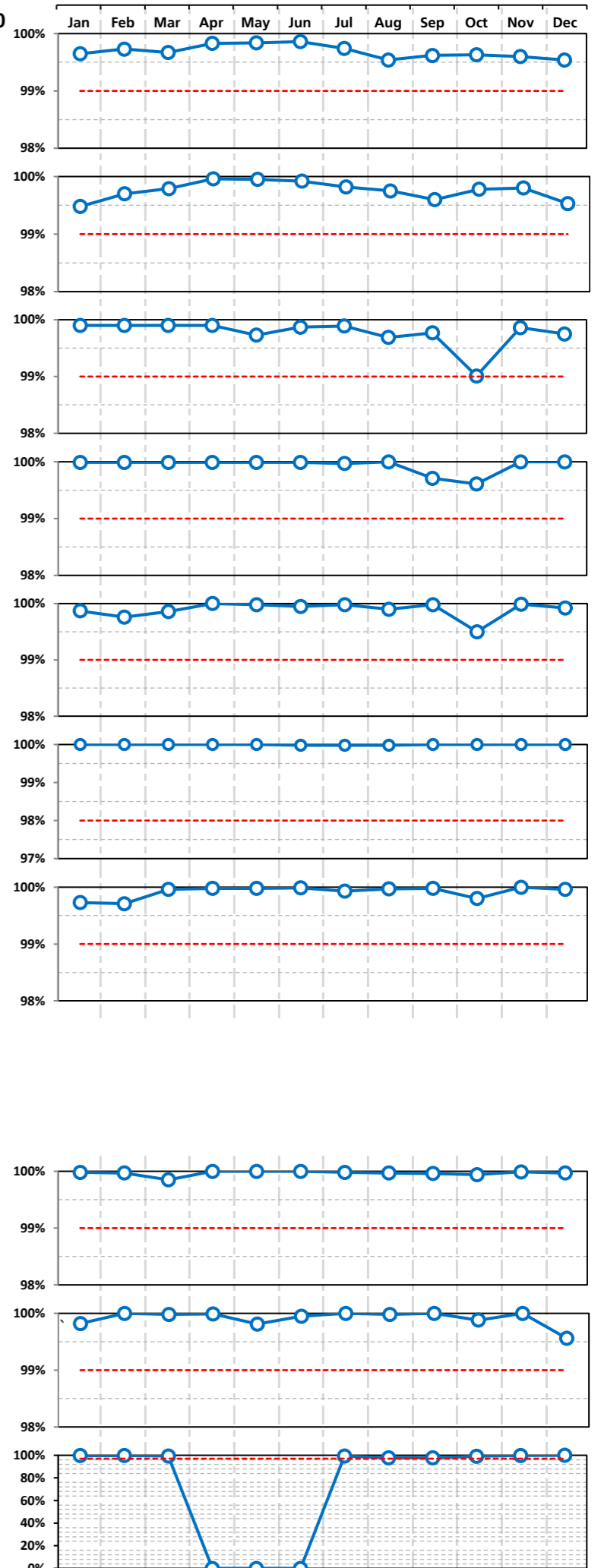
Passenger Experience and Service Level Performance

Metric	Target	Dec-20	vs. Nov-20
Departure lounge seat availability* Ease of finding a seat	3.80	4.23	▲ 0.04
Cleanliness* Overall cleanliness of the terminal	4.00	4.37	▲ 0.03
Wayfinding* Ease of finding your way around the airport	4.10	4.30	▲ 0.01
Flight information* Accuracy and ease of finding flight information	4.30	4.43	▲ 0.02
Wi-Fi* Ease of using WiFi		4.21	▲ 0.00
Security* Passenger satisfaction		4.27	▲ 0.02
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	97.72%	▲ 0.86%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.68%	▲ 0.13%
Staff search Based on 15min time periods measured	95.00%	99.95%	▲ 1.02%
Transfer Search Based on 15min time periods measured	95.00%	99.35%	▼ 0.50%



Service Level Performance

Metric	Target	Dec-20	vs. Nov-20
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.54%	▼ -0.06%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.53%	▼ -0.27%
Stands Availability of stands	99.00%	99.75%	▼ -0.11%
FEGP Availability of Fixed Electrical Ground Power	99.00%	100%	0.00%
Jetties Availability of Air-Bridges	99.00%	99.92%	▼ -0.07%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.96%	▼ -0.04%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.97%	▲ 0.12%
TTS - One car Track Transit System - one car availability	99.00%	99.56%	▼ -0.44%
TTS - Two cars Track Transit System - % time two cars available	97.00%	99.94%	▲ 0.10%



Notes:

*SQRB calculation is based on a 3x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

Terminal 5 Performance Report December 2020

Financial Report - Bonus and Rebates

Classification: Internal

Rebates:

	Dec - 2020		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	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Dec - 2020		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.23	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.37	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.30	£ -	£ 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

Heathrow

Making every journey better