



# Heathrow Performance Report

Service Quality Rebate and Bonus - July 2020

Integrated Planning and Performance - Airport Operations

Printed: 18 August 2020

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report July 2020

\*SQRB calculation is based on moving 8x month average for these metrics

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.35	4.22	4.33	4.10	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.38	4.19	4.30	4.31	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.32	4.26	4.31	4.26	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.41	4.43	4.41	4.40	
<b>Wi-Fi*</b> Ease of using WiFi	4.21	4.21	4.31	4.24	
<b>Security*</b> Passenger satisfaction	4.29	4.26	4.27	4.22	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	90.18%	closed		98.59%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.35%	closed		99.84%	
<b>Staff search **</b> Based on 15min time periods measured	No measurement				
<b>Transfer Search</b> Based on 15min time periods measured	98.43%	100%	100%	No measurement	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	99.32%	98.63%	100%	99.11%	95.38%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.75%	99.98%	99.93%	99.74%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.65%	99.79%	99.91%	99.82%
<b>Stands</b> Availability of stands	99.83%	99.85%	99.70%	99.89%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	100%	100%	100%	99.97%
<b>Jetties</b> Availability of Air-Bridges	99.95%	100%	100%	99.98%
<b>PCA</b> Availability of Pre-conditioned Air	100%	100%		99.98%
<b>SEGs</b>	99.99%	100%	100%	99.93%
<b>Pier Service</b> % Pier served passengers	99.91%			100%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.76%	100%	100%	99.98%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				100%
<b>TTS - Two cars ***</b> Track Transit System - % time two cars available				99.34%

## Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Jul - 2020					Estimated Rebate	Estimated Rebate	Total Failures
	T2	T3	T4	T5	Campus	£	£	
<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
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ -	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:										
	Lower Threshold		Upper Threshold		Jul - 2020					YTD	
	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass				
	4.10	4.50	4.35	4.22	4.33	4.10	£ -	£ -	0		
	4.20	4.50	4.38	4.19	4.30	4.31	£ -	£ -	0		
	4.20	4.50	4.32	4.26	4.31	4.26	£ -	£ 226,624	2		
	4.40	4.70	4.41	4.43	4.41	4.40	£ -	£ -	0		
<b>Total</b>							£ -	£ 226,624	2		

**Bonus:** All business units must exceed Lower Threshold.  
Lowest Score will be used to calculate bonus term each month for qualifying measures  
Financial year is from January 2020 - December 2020

\* SQRB calculation is based on moving 8x month average for these metrics as there were no surveys conducted in May 2020  
\*\* Staff Search not being measured as all WJ staff are on furlough, in line with UK Government guidance  
\*\*\* One train operational due to reduced passenger numbers

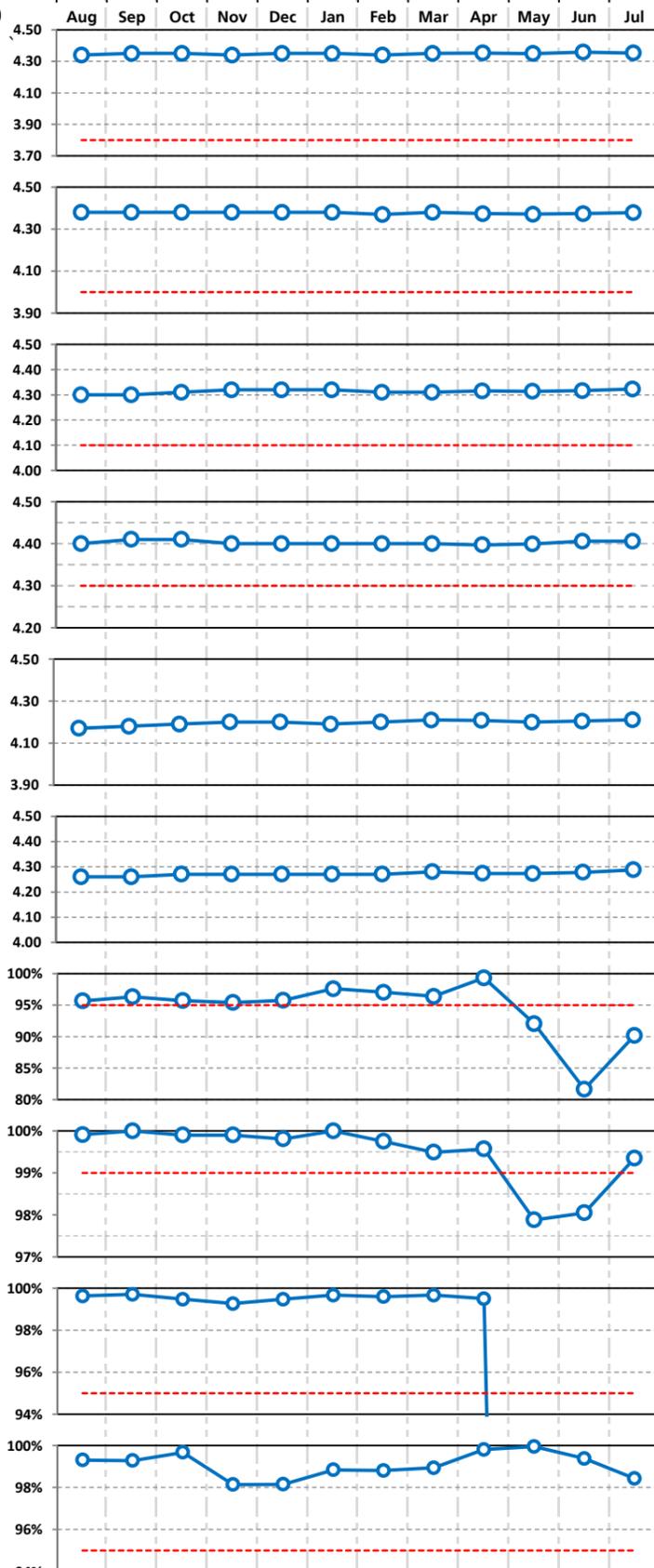
**Credit Notes:**  
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month. **Rebates and bonuses are exempt and therefore not payable at this time.**

# Terminal 2 Performance Report July 2020

\*SQRB calculation is based on moving 8x month average for these metrics

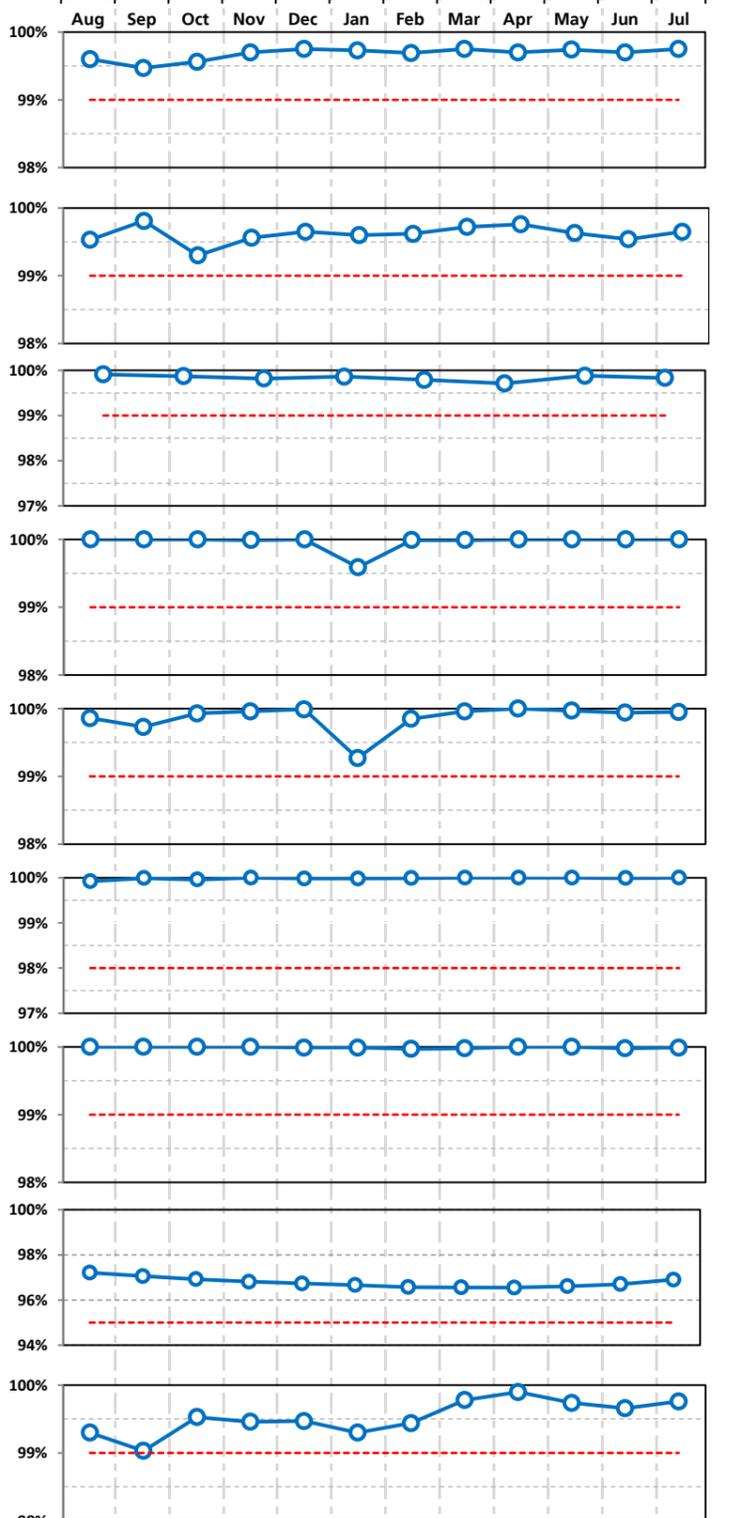
## Passenger Experience and Service Level Performance

	Target	Jul-20	vs. Jun-20
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.35	▼-0.01
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.38	▲ 0.00
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.32	▲ 0.01
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.41	▲ 0.00
<b>Wi-Fi*</b> Ease of using WiFi		4.21	▲ 0.01
<b>Security*</b> Passenger satisfaction		4.29	▲ 0.01
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	90.18%	▲8.51%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.35%	▲1.30%
<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%	98.43%	▼0.95%



## Service Level Performance

	Target	Jul-20	vs. Jun-20
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.75%	▲0.05%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.65%	▲0.11%
<b>Stands</b> Availability of stands	99.00%	99.83%	▼-0.05%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	100%	0.00%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.95%	▲0.01%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	100%	▲0.01%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	99.99%	▲0.01%
<b>Pier Service</b> % Pier served passengers	95.00%	96.90%	▲0.20%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.76%	▲0.10%



**Notes:**

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

# Terminal 2 Performance Report July 2020

## Financial Report - Bonus and Rebates

### Rebates:

	Jul - 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	Jul - 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	4.35	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.38	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.32	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	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

**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

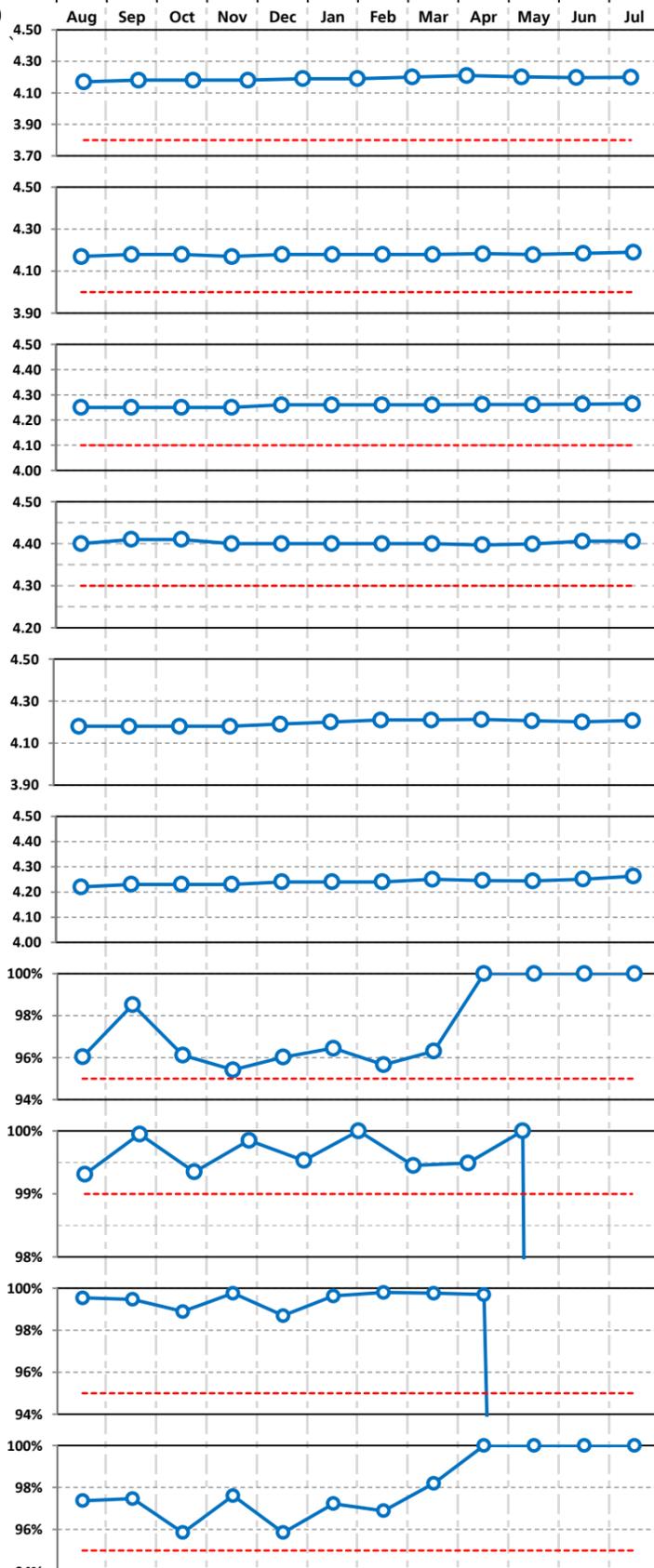
All bonus measures are based on MAA

# Terminal 3 Performance Report July 2020

\*SQRB calculation is based on moving 8x month average for these metrics

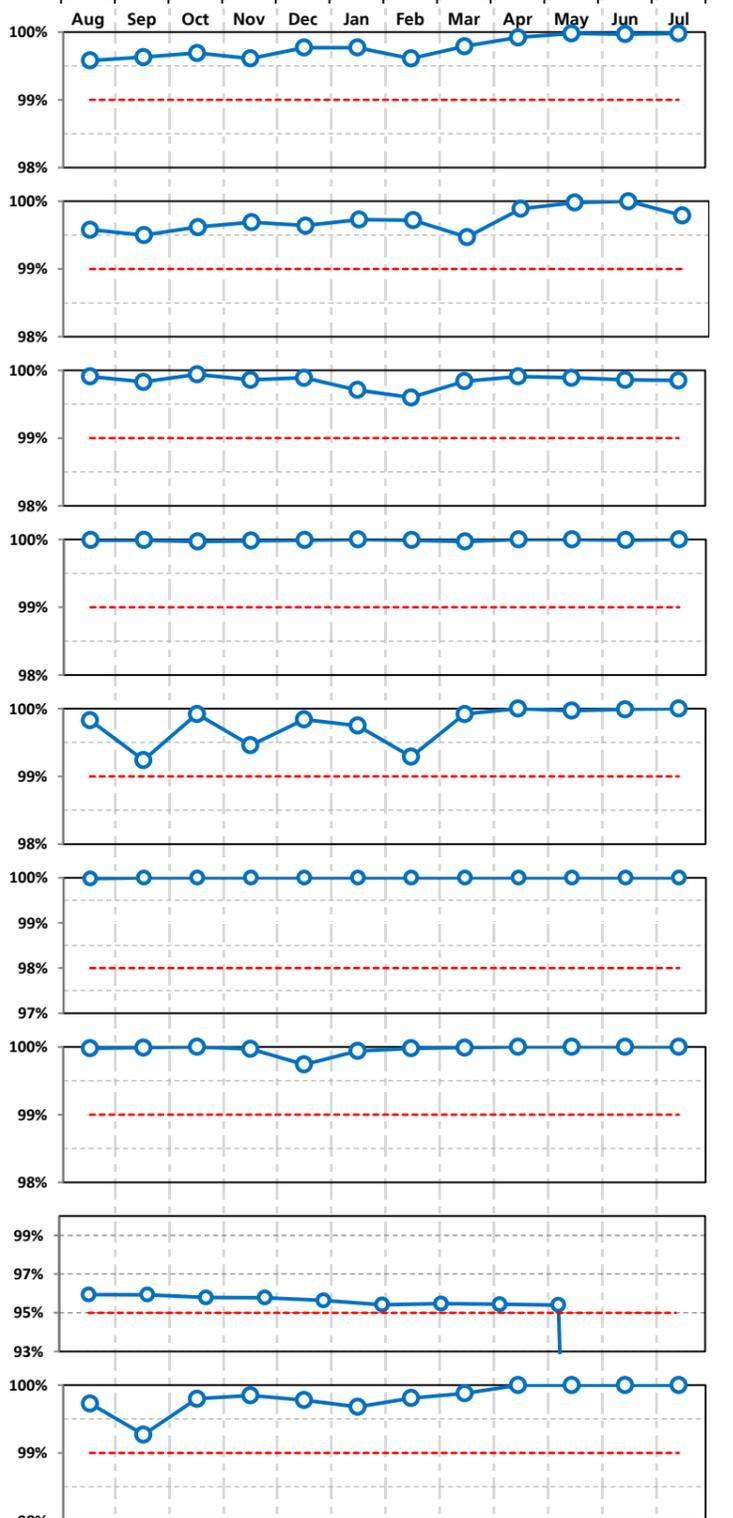
## Passenger Experience and Service Level Performance

	Target	Jul-20	vs. Jun-20
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.22	▲ 0.02
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.19	▲ 0.01
<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	4.43	▲ 0.01
<b>Wi-Fi*</b> Ease of using WiFi		4.21	▲ 0.01
<b>Security*</b> Passenger satisfaction		4.26	▲ 0.01
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	N/A	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	N/A	
<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%	100%	0.00%



## Service Level Performance

	Target	Jul-20	vs. Jun-20
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.98%	▲ 0.01%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.79%	▼ -0.21%
<b>Stands</b> Availability of stands	99.00%	99.85%	▼ -0.01%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	100%	▲ 0.01%
<b>Jetties</b> Availability of Air-Bridges	99.00%	100%	▲ 0.01%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	100%	0.00%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	100%	0.00%
<b>Pier Service</b> % Pier served passengers	95.00%	0.00%	0.00%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	100%	0.00%



**Notes:**

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

# Terminal 3 Performance Report July 2020

## Financial Report - Bonus and Rebates

### Rebates:

	Target Achieved	Jul - 2020		Year-to-Date	
		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	Jul - 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	4.22	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.19	£ -	£ -	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

**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

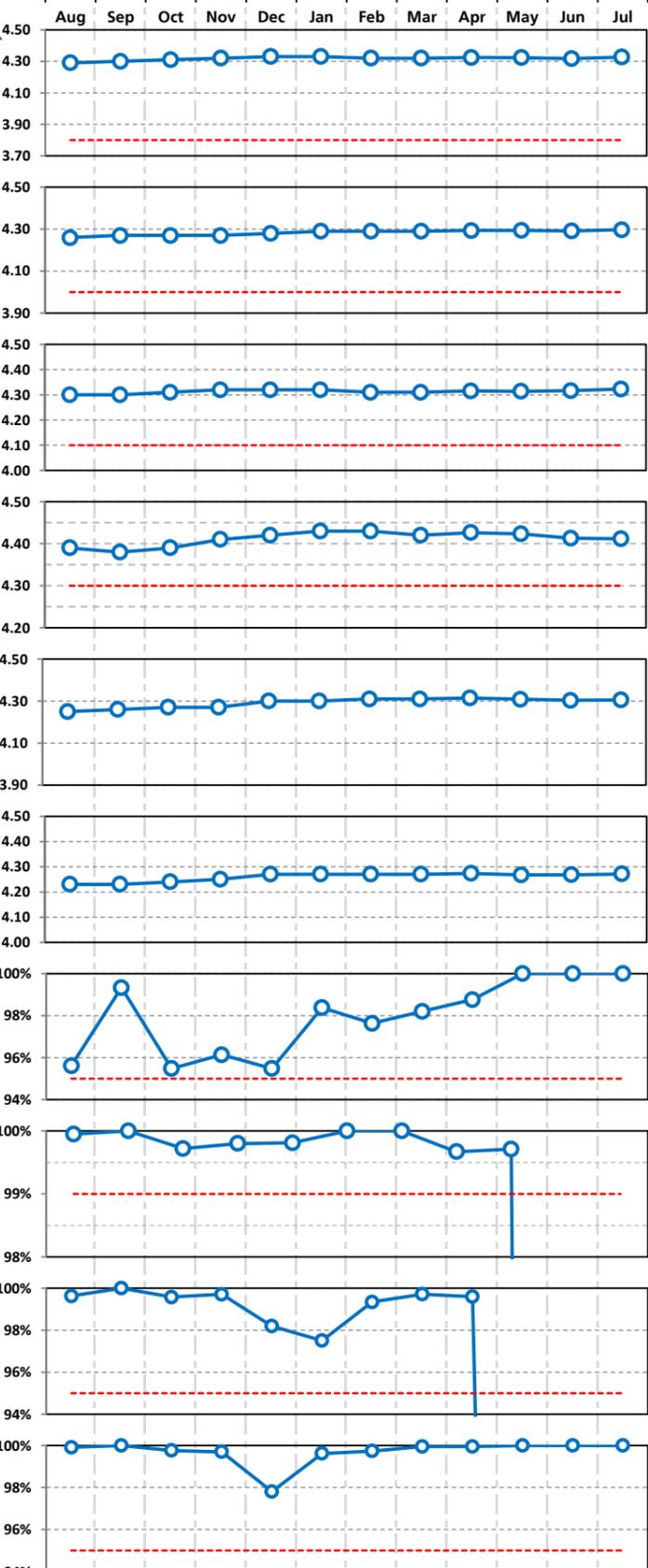
All bonus measures are based on MAA

# Terminal 4 Performance Report July 2020

\*SQRB calculation is based on moving 8x month average for these metrics

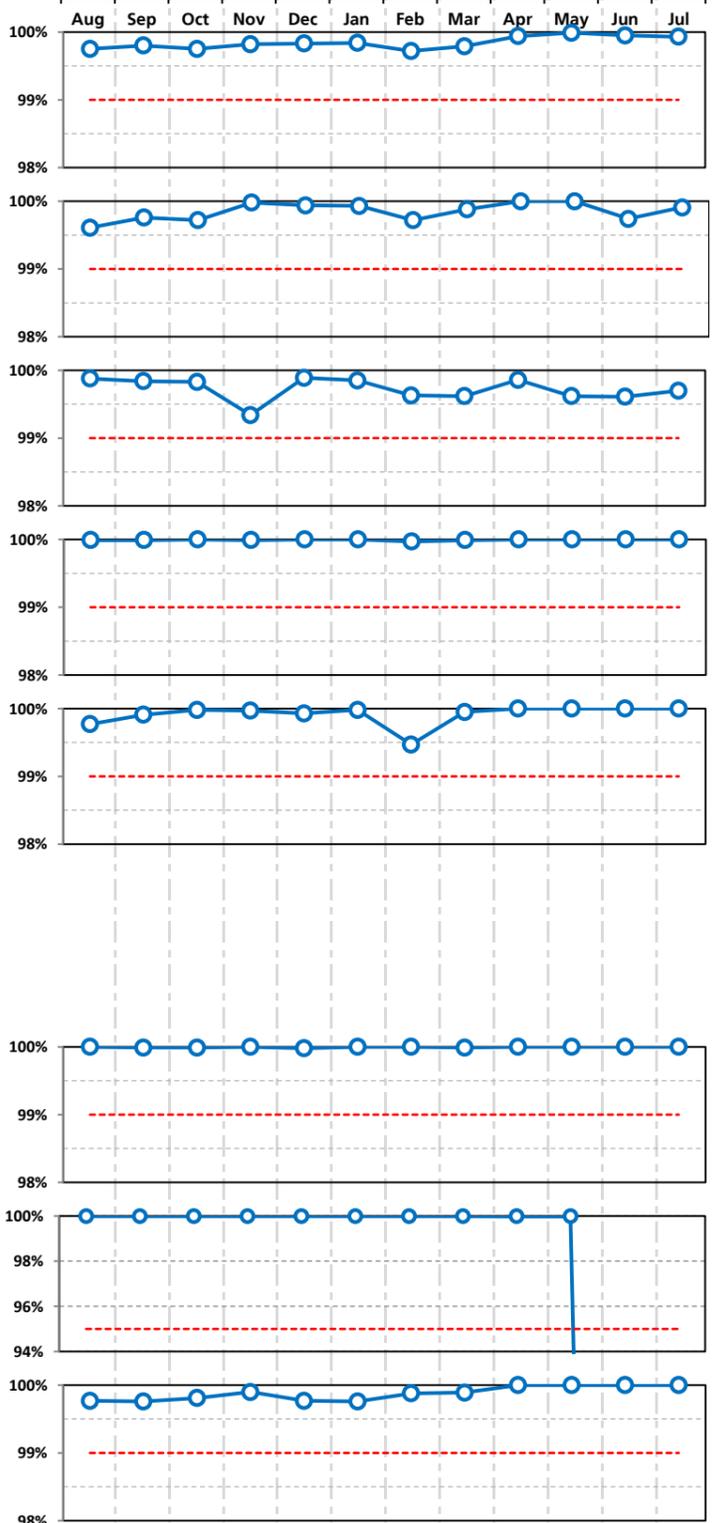
## Passenger Experience and Service Level Performance

	Target	Jul-20	vs. Jun-20
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.33	▲ 0.01
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.30	▲ 0.01
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.31	▲ 0.00
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.41	▼ 0.00
<b>Wi-Fi*</b> Ease of using WiFi		4.31	▲ 0.00
<b>Security*</b> Passenger satisfaction		4.27	▲ 0.00
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	N/A	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	N/A	
<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%	100%	0.00%



## Service Level Performance

	Target	Jul-20	vs. Jun-20
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.93%	▼ -0.02%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.91%	▲ 0.17%
<b>Stands</b> Availability of stands	99.00%	99.70%	▲ 0.09%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	100%	0.00%
<b>Jetties</b> Availability of Air-Bridges	99.00%	100%	0.00%
<b>SEGS</b> Availability of Stand entry guidance	99.00%	100%	0.00%
<b>Pier Service</b> % Pier served passengers	95.00%	0.00%	0.00%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	100%	0.00%



**Notes:**

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

# Terminal 4 Performance Report July 2020

## Financial Report - Bonus and Rebates

### Rebates:

	Jul - 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	Jul - 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	4.33	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.30	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.31	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	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

**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

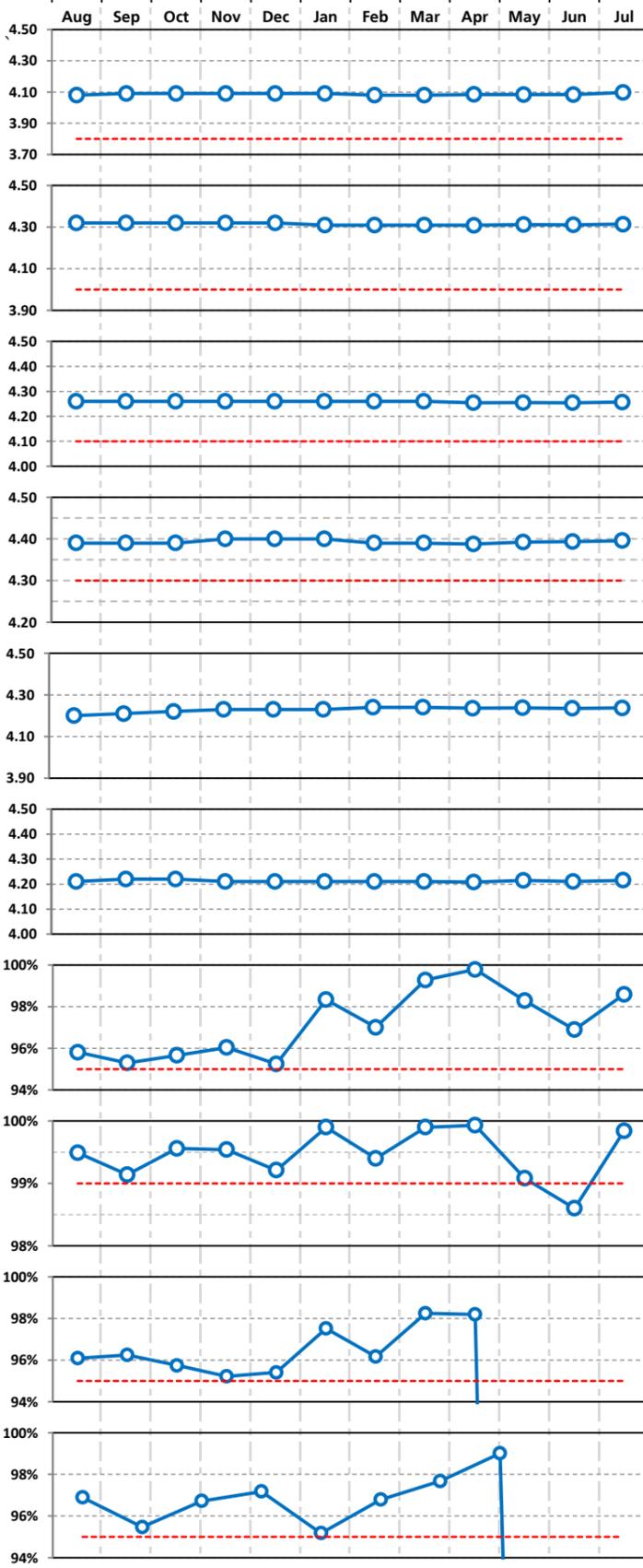
All bonus measures are based on MAA

# Terminal 5 Performance Report July 2020

\*SQRB calculation is based on moving 8x month average for these metrics

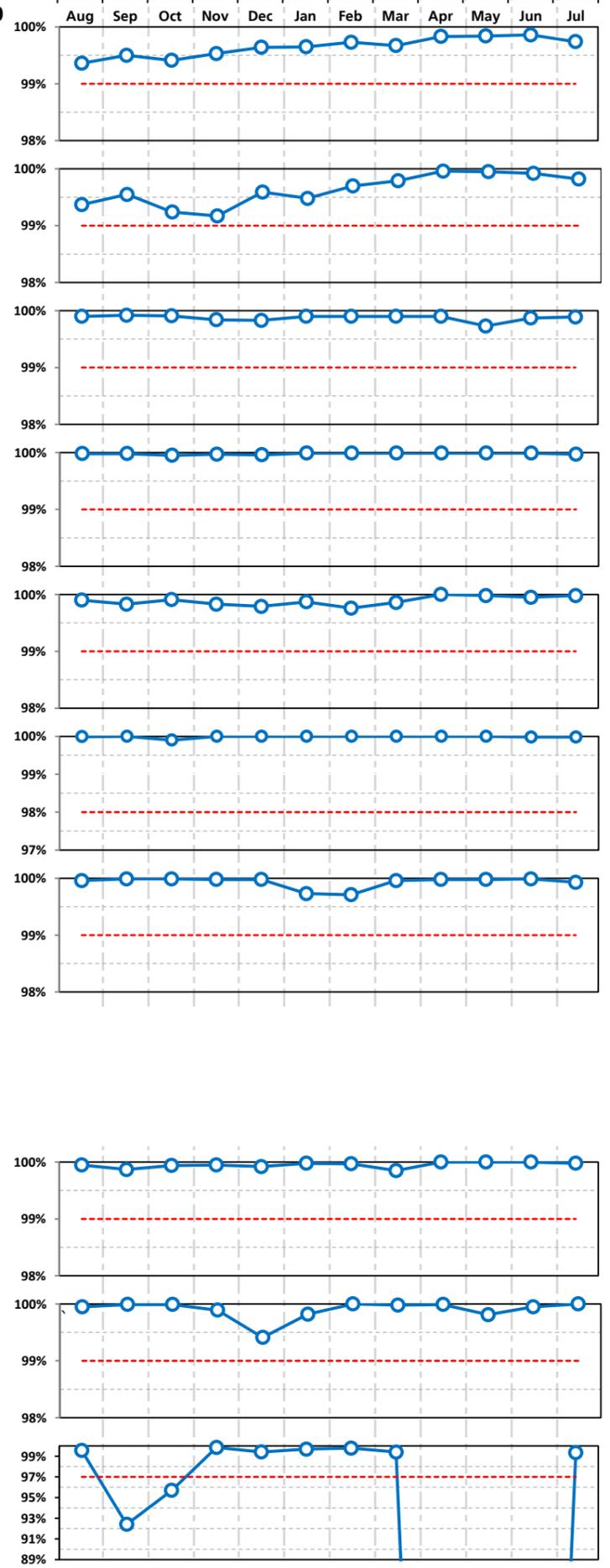
## Passenger Experience and Service Level Performance

	Target	Jul-20	vs. Jun-20
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.10	▲ 0.01
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.31	▲ 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	▲ 0.00
<b>Wi-Fi*</b> Ease of using WiFi		4.24	▲ 0.00
<b>Security*</b> Passenger satisfaction		4.22	▲ 0.00
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	98.59%	▲ 1.69%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.84%	▲ 1.24%
<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	Jul-20	vs. Jun-20
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.74%	▼ -0.12%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.82%	▼ -0.10%
<b>Stands</b> Availability of stands	99.00%	99.89%	▲ 0.02%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	99.97%	▼ -0.02%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.98%	▲ 0.03%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	99.98%	0.00%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	99.93%	▼ -0.06%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.98%	▲ 99.98%
<b>TTS - One car</b> Track Transit System - one car availability	99.00%	100%	▲ 0.05%
<b>TTS - Two cars</b> Track Transit System - % time two cars available	97.00%	99.34%	▲ 99.34%



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

# Terminal 5 Performance Report July 2020

## Financial Report - Bonus and Rebates

### Rebates:

	Jul - 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	Actual	Jul - 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	4.10	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.31	£ -	£ -	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

**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

# Heathrow

*Making every journey better*