



Heathrow Performance Report

Service Quality Rebate and Bonus - April 2021

Operational Planning

Printed: 19 May 2021

Heathrow
Making every journey better

Heathrow Performance Report April 2021

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.53			4.42	
Cleanliness* Overall cleanliness of the terminal	4.48			4.46	
Wayfinding* Ease of finding your way around the airport	4.39			4.35	
Flight information* Accuracy and ease of finding flight information	4.55			4.52	
Wi-Fi* Ease of using WiFi	4.15	Non - Operational		4.17	
Security* Passenger satisfaction	4.40			4.33	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	98.57%			99.04%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.85%			99.95%	
Staff search ** Based on 15min time periods measured	99.66%	99.21%	99.74%	99.79%	
Transfer Search Based on 15min time periods measured	99.85%	Non - Operational		99.92%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	99.38%	99.49%	100%	98.96%	99.90%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.79%	99.93%	99.85%	99.85%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.73%	99.99%	99.86%	99.86%
Stands Availability of stands	99.88%	98.71%	99.90%	99.90%
FEGP Availability of Fixed Electrical Ground Power	100%	100%	99.99%	99.99%
Jetties Availability of Air-Bridges	99.99%	99.63%	99.98%	99.98%
PCA Availability of Pre-conditioned Air	100%	100%	Non - Operational	100%
SEGs	99.96%	99.97%	99.99%	99.99%
Pier Service % Pier served passengers	99.97%			
Arrivals Reclaims Bag reclaim belts availability	99.60%	100%	99.90%	99.90%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				100%
TTS - Two cars Track Transit System - % time two cars available				100%

Financial Report- Bonus and Rebates

	Rebates:					Campus	Estimated Rebate	Estimated Rebate	Total Failures	
	Apr - 2021				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	✓	✓	✓	✓		£	-	£	-	0
FEGP	✓	✓	✓	✓		£	-	£	-	0
Jetties	✓	✓	✓	✓		£	-	£	-	0
Pre-conditioned air	✓	✓	✓	✓		£	-	£	-	0
Stand entry guidance	✓	✓	✓	✓		£	-	£	-	0
Pier Service	✓	✓	✓			£	-	£	-	0
Arrivals reclaims	✓	✓	✓	✓		£	-	£	-	0
Control Posts Search					✓	£	-	£	-	0
Aerodrome Congestion					✓	£	-	£	-	0
TTS - % Both					✓	£	-	£	-	0
Total						£	-	£	-	0

	Lower Threshold	Upper Threshold	Bonuses:				Estimated Bonus	Estimated Bonus	Total Pass
			Apr - 2021						
			T2	T3	T4	T5			
	4.10	4.50	4.53			4.42	£ 97,255	£ 325,197	4
	4.20	4.50	4.48	Non - Operational		4.46	£ 105,360	£ 368,760	4
	4.20	4.50	4.39	Non - Operational		4.35	£ 60,785	£ 226,929	4
	4.40	4.70	4.55	Non - Operational		4.52	£ 48,628	£ 149,935	4
Total							£ 312,027	£ 1,070,821	16

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 2021 - December 2021

*SQRB calculation is based on an
9x month moving average for these metrics for T2 and T5

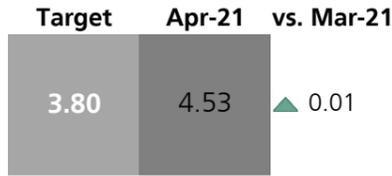
Credit Notes:

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 April 2021

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



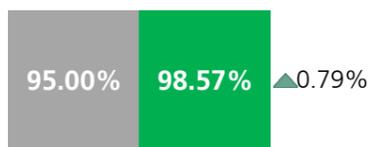
Wi-Fi*
Ease of using WiFi



Security*
Passenger satisfaction



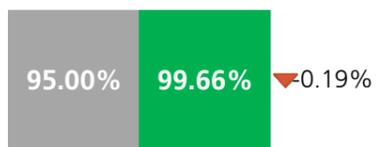
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



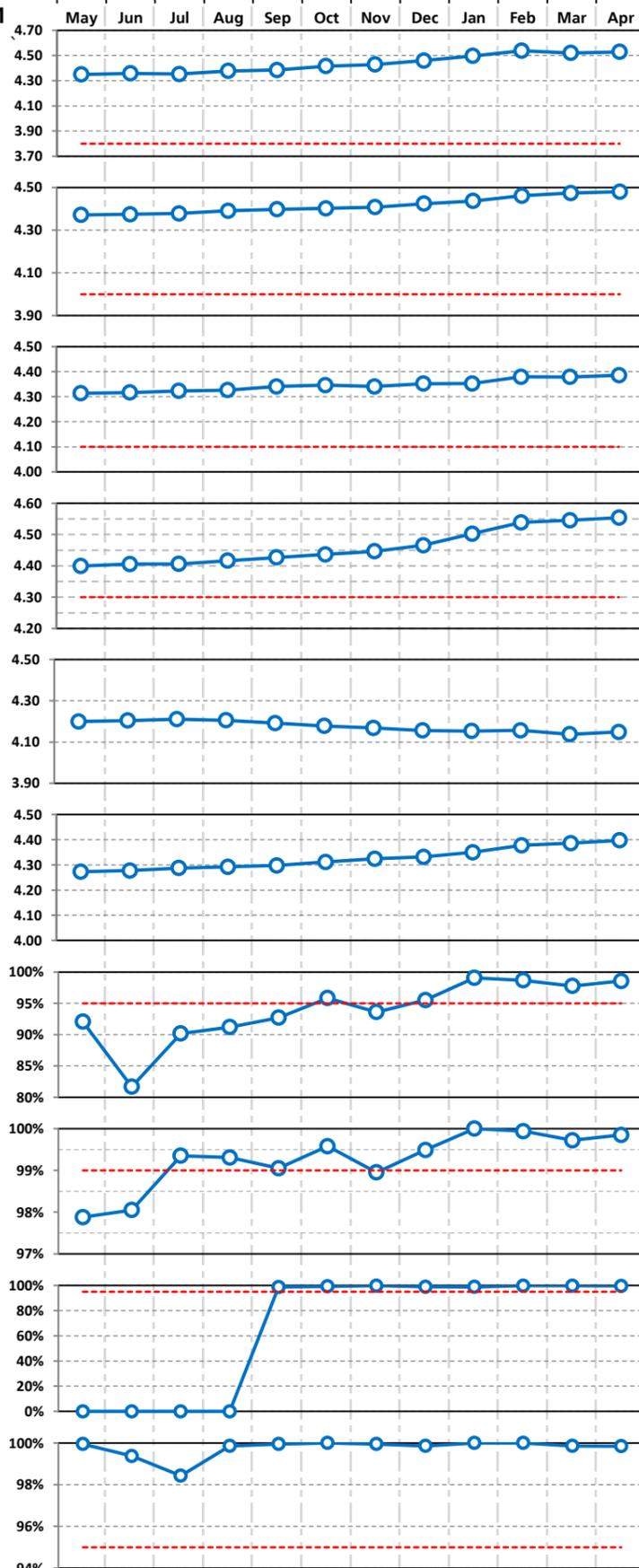
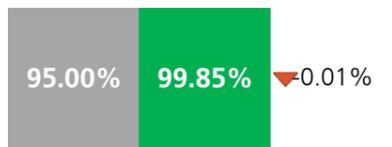
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



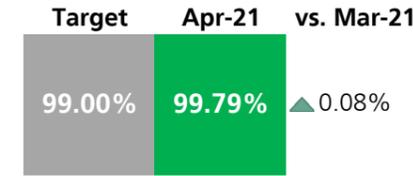
Transfer Search
Based on 15min time periods measured



Service Level Performance

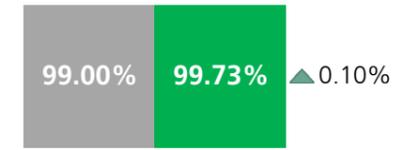
PSE (General)

Availability of Passenger Sensitive Equipment (General)



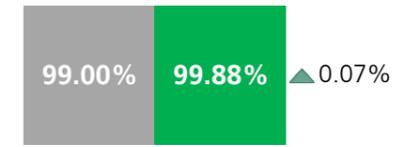
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



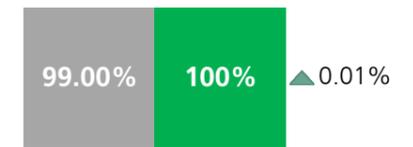
Stands

Availability of stands



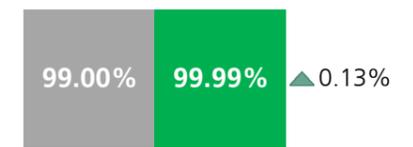
FEGP

Availability Fixed Electrical Ground Power



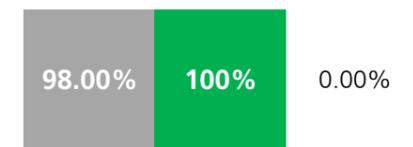
Jetties

Availability of Air-Bridges



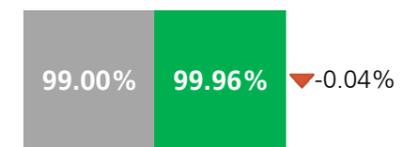
PCA

Availability of Pre-Conditioned Air



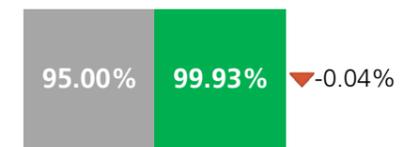
SEGs

Availability of Stand entry guidance



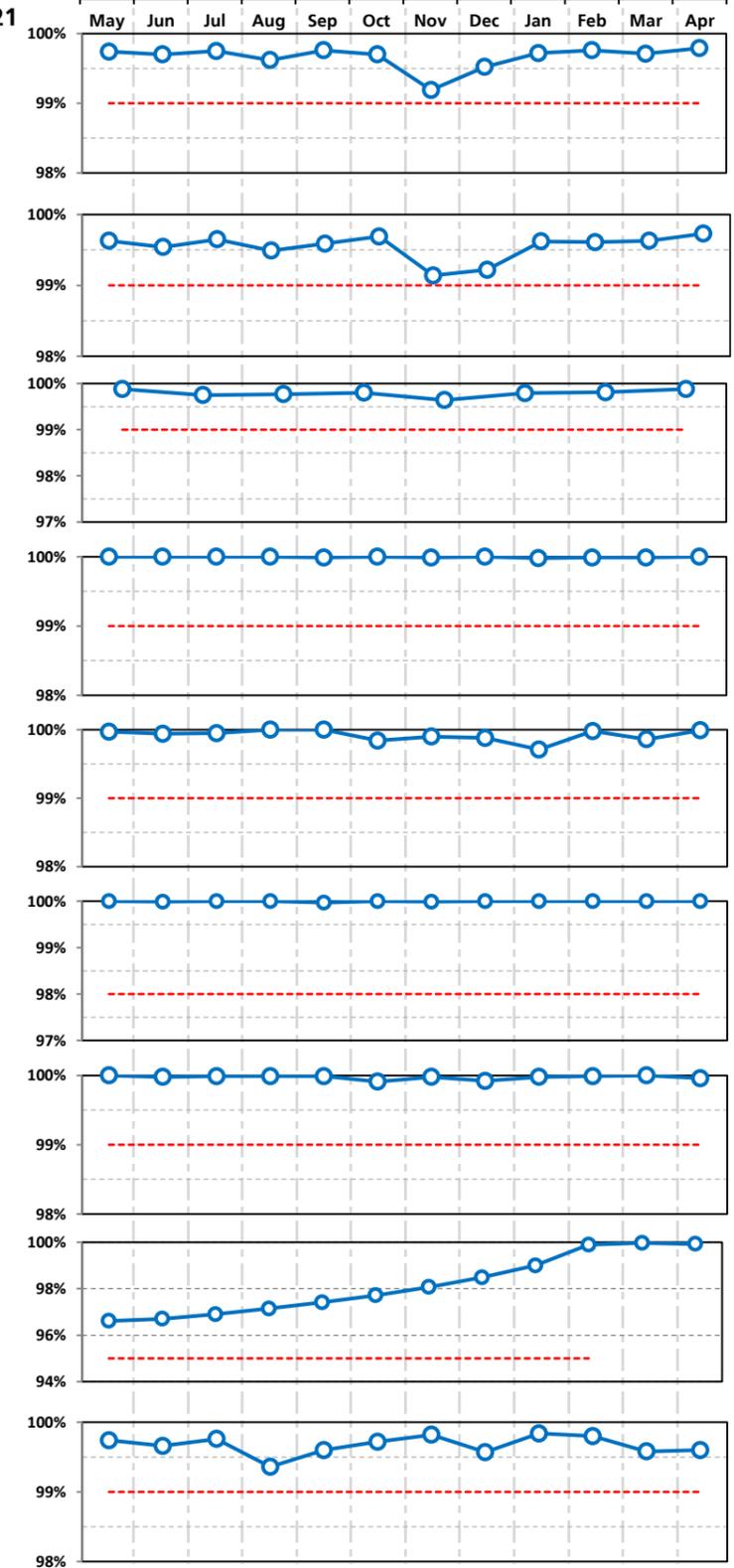
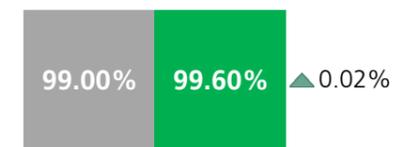
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

*SQRB calculation is based on an 9x month moving average for these metrics for T2 and T5

Financial Report - Bonus and Rebates

Rebates:

	Apr - 2021		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	Apr - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.53	£ 97,255	£ 325,197.26	4	
Cleanliness	MAA	4.20	4.50	4.48	£ 105,360	£ 368,760	4	
Wayfinding	MAA	4.20	4.50	4.39	£ 60,785	£ 226,929	4	
Flight information	MAA	4.40	4.70	4.55	£ 48,628	£ 149,935	4	
					£ 312,027	£ 1,070,821	16	

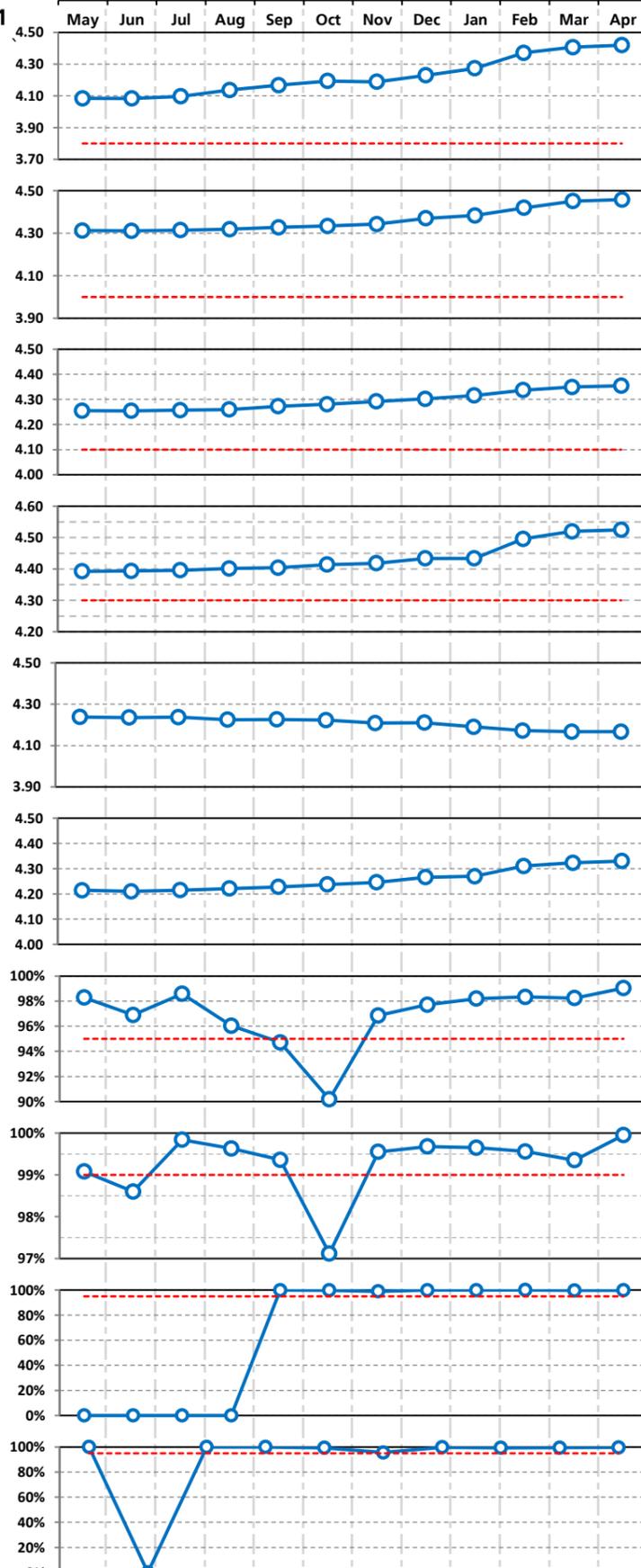
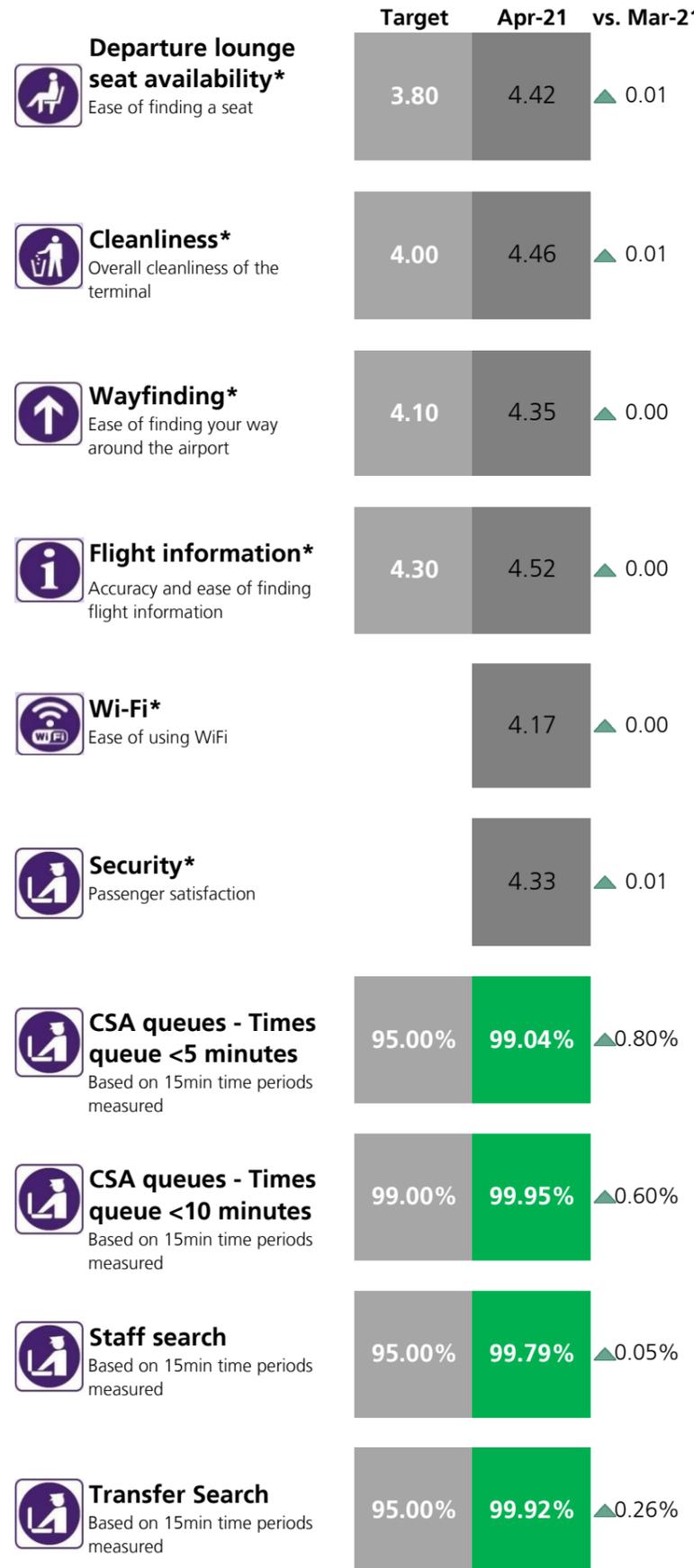
Credit Notes:

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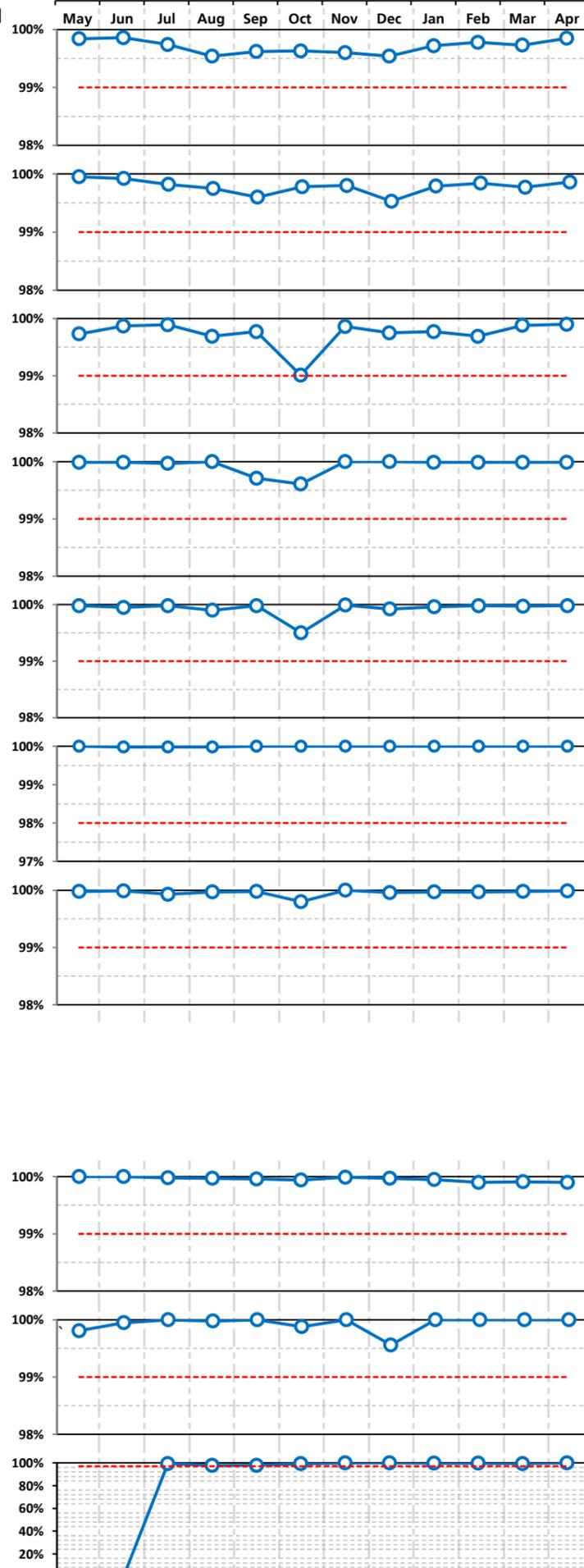
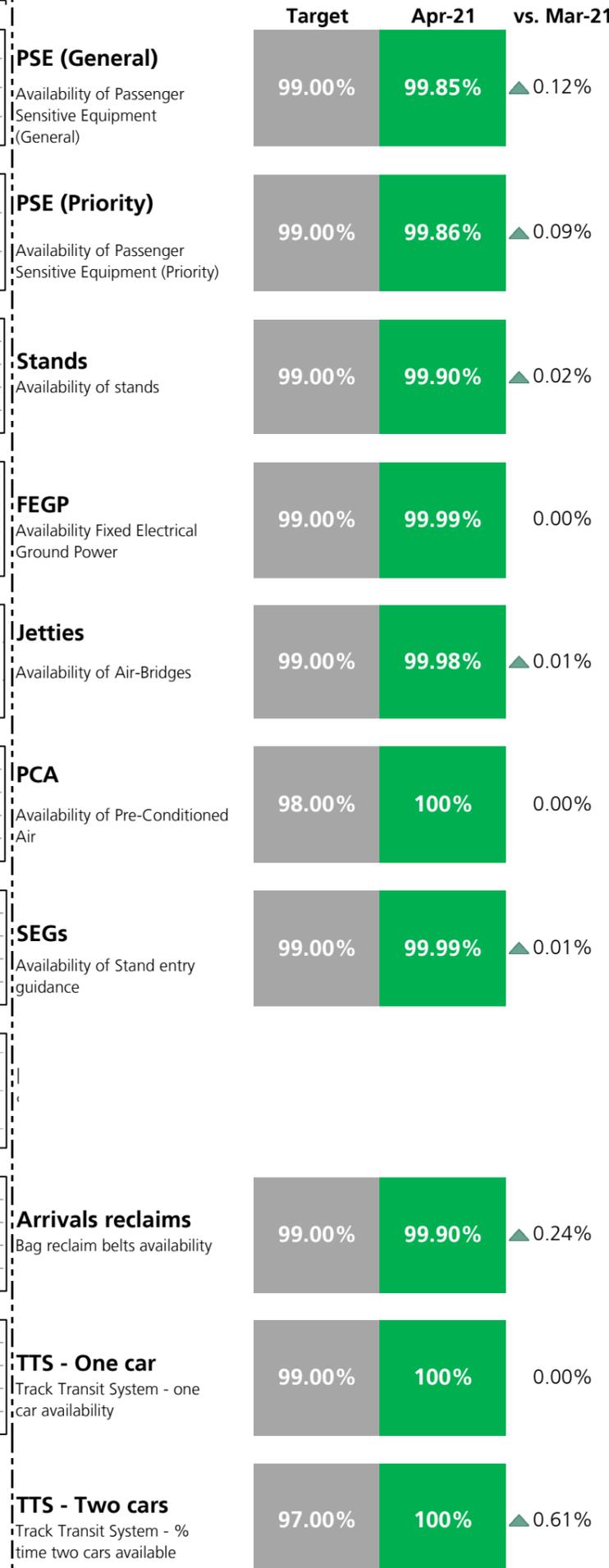
Financial year is from January 2021 - December 2021

Terminal 5 Performance Report April 2021

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
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9x month moving average for these metrics for T2 and T5

Financial Report - Bonus and Rebates

Rebates:

	Apr - 2021		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	Apr - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.42	£ 97,255.25	£ 325,197.26	4	
Cleanliness	MAA	4.20	4.50	4.46	£ 105,359.86	£ 368,760	4	
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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 2021 - December 2021

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