



Heathrow Performance Report

Service Quality Rebate and Bonus - August 2021

Operational Planning

Printed: 21 September 2021

Heathrow
Making every journey better

Heathrow Performance Report August 2021

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.51	4.58		4.40	
Cleanliness* Overall cleanliness of the terminal	4.49	4.45		4.46	
Wayfinding* Ease of finding your way around the airport	4.41	4.45		4.38	
Flight information* Accuracy and ease of finding flight information	4.56	4.57	Non - Operational	4.54	
Wi-Fi* Ease of using WiFi	4.20	4.30	Non - Operational	4.21	
Security* Passenger satisfaction	4.41	4.47		4.35	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	97.88%	98.47%		96.65%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.90%	100.00%		99.74%	
Staff search ** Based on 15min time periods measured	99.95%	99.49%	99.72%	99.97%	
Transfer Search Based on 15min time periods measured	98.75%	98.29%	Non - Operational	99.47%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	99.79%	99.70%	100%	99.45%	99.91%

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 of Fixed Electrical Ground Power				
Jetties Availability of Air-Bridges				
PCA Availability of Pre-conditioned Air				
SEGs				
Pier Service % Pier served passengers				
Arrivals Reclaims Bag reclaim belts availability				
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				100%
TTS - Two cars Track Transit System - % time two cars available				99.02%

T2	T3	T4	T5
99.69%	99.79%	99.69%	99.74%
99.49%	99.67%	99.99%	99.44%
99.83%	99.36%	96.27%	99.83%
99.99%	99.99%	100%	99.99%
99.94%	99.96%	Non - Operational	99.67%
99.30%	100%		100%
100%	99.94%	100%	99.99%
99.60%	99.60%		
99.69%	99.84%	100%	99.92%

Financial Report- Bonus and Rebates

	Rebates:					Estimated Rebate	Estimated Rebate	Total Failures
	Aug - 2021				YTD			
	T2	T3	T4	T5	Campus			
Departure lounge seat availability						£ -	£ -	0
Cleanliness						£ -	£ -	0
Wayfinding						£ -	£ -	0
Flight information						£ -	£ -	0
CSA Queues - Both	✓			✓		£ -	£ 370,287.47	1
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						£ -	£ 370,287.47	1

	Lower Threshold		Upper Threshold		Bonuses:					Estimated Bonus	Estimated Bonus	Total Pass
	T2	T3	T4	T5	Aug - 2021				YTD			
	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass					
	4.10	4.50	4.51	4.58	£ 91,177	£ 714,218	8					
	4.20	4.50	4.49	4.45	£ 105,360	£ 798,304	8					
	4.20	4.50	4.41	4.45	£ 72,941	£ 502,485	8					
	4.40	4.70	4.56	4.57	£ 56,732	£ 364,707	8					
Total					£ 326,210	£ 2,379,715	32					

Bonus: All business units must exceed Lower Threshold.

Financial year is from January 2021 - December 2021

*SQRB calculation is based on an 2x month moving average for these metrics for T3

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.

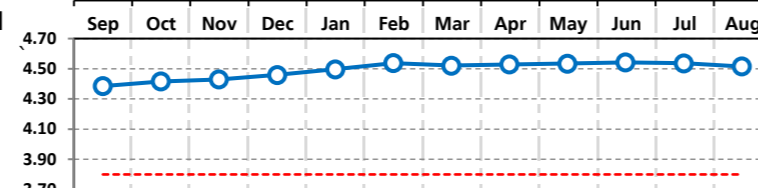
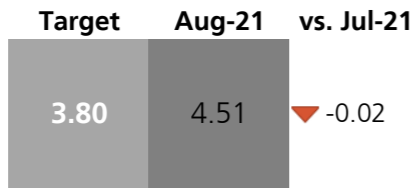
Terminal 2 Performance Report August 2021

Classification: Internal

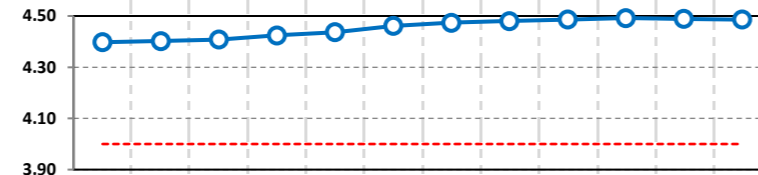
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Passenger Experience and Service Level Performance

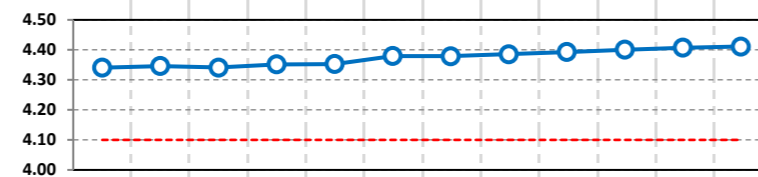
Departure lounge seat availability*
Ease of finding a seat



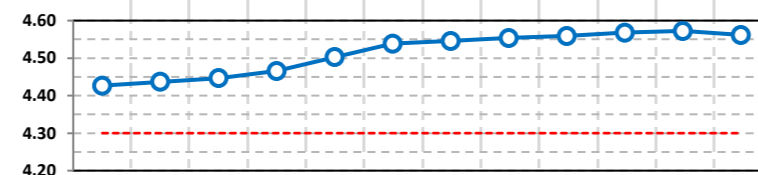
Cleanliness*
Overall cleanliness of the terminal



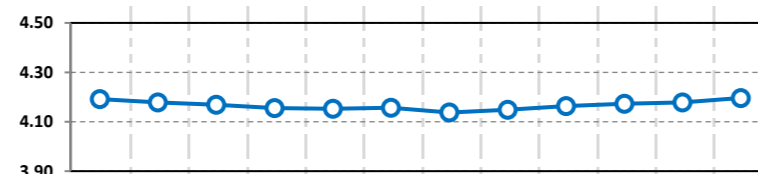
Wayfinding*
Ease of finding your way around the airport



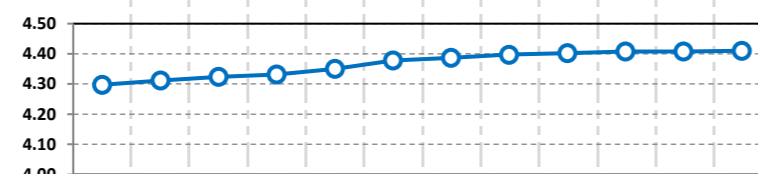
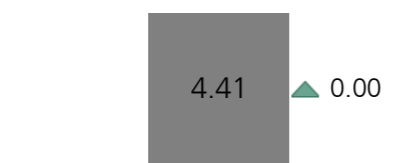
Flight information*
Accuracy and ease of finding flight information



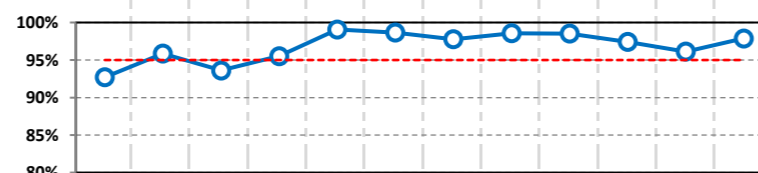
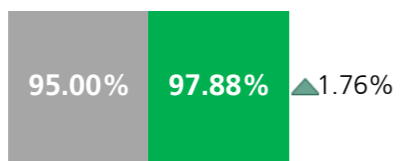
Wi-Fi*
Ease of using WiFi



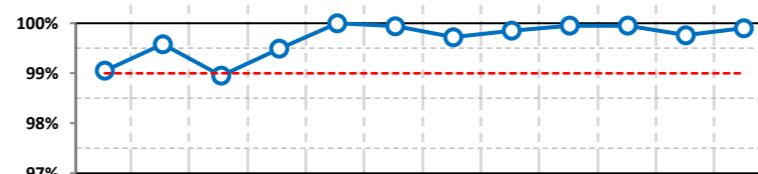
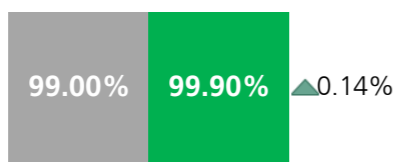
Security*
Passenger satisfaction



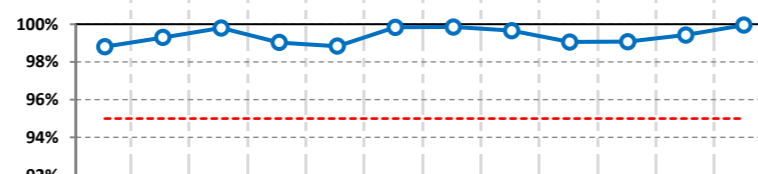
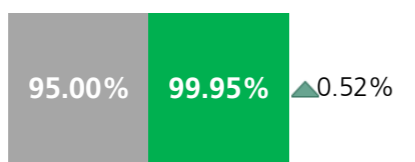
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



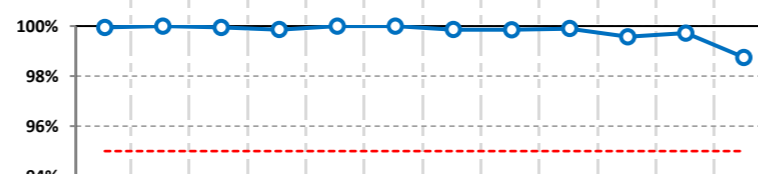
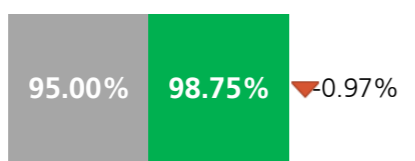
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



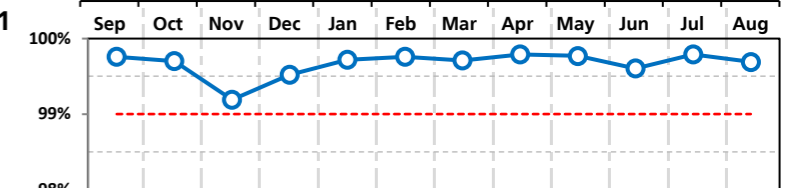
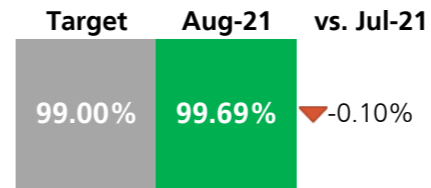
Transfer Search
Based on 15min time periods measured



Service Level Performance

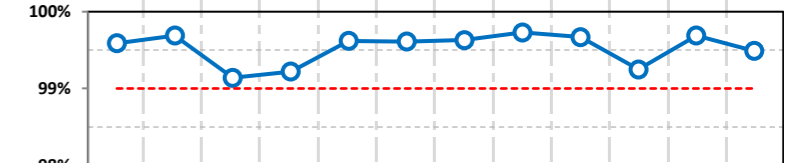
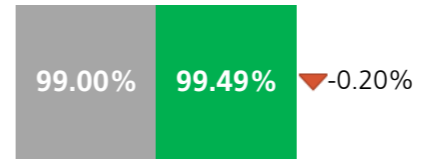
PSE (General)

Availability of Passenger Sensitive Equipment (General)



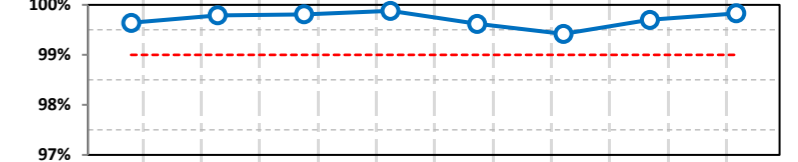
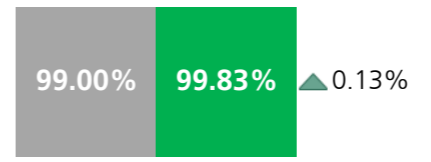
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



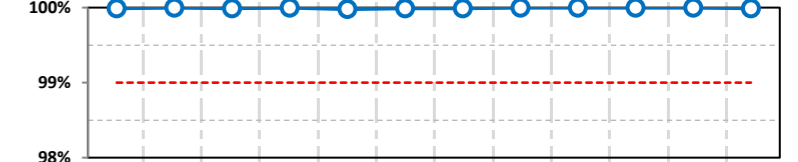
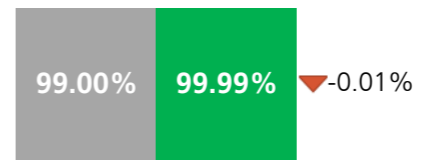
Stands

Availability of stands



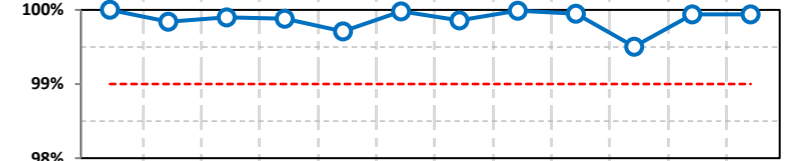
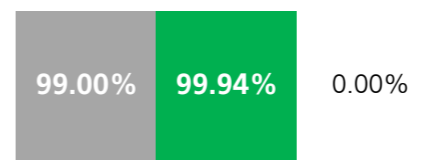
FEGP

Availability Fixed Electrical Ground Power



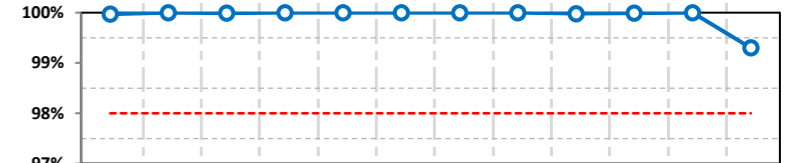
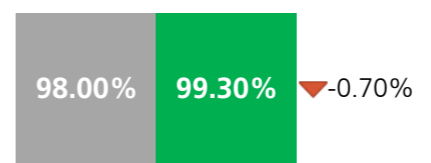
Jetties

Availability of Air-Bridges



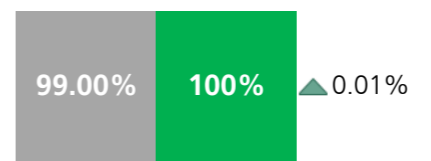
PCA

Availability of Pre-Conditioned Air



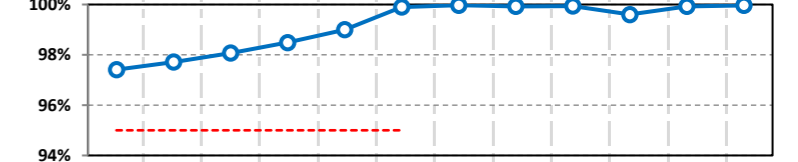
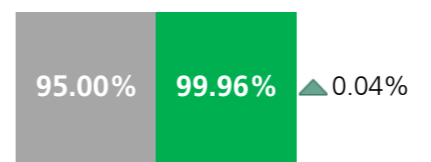
SEGS

Availability of Stand entry guidance



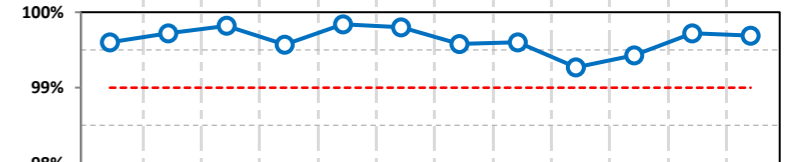
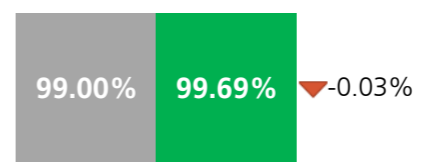
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

*SQRB calculation is based on an
2x month moving average for these metrics for T3

Terminal 2 Performance Report August 2021

Financial Report - Bonus and Rebates

Rebates:

	Aug - 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	Aug - 2021		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.51	£ 91,177	£ 714,218.28	8
Cleanliness	MAA	4.20	4.50	4.49	£ 105,360	£ 798,304	8
Wayfinding	MAA	4.20	4.50	4.41	£ 72,941	£ 502,485	8
Flight information	MAA	4.40	4.70	4.56	£ 56,732	£ 364,707	8
					£ 326,210	£ 2,379,715	32

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

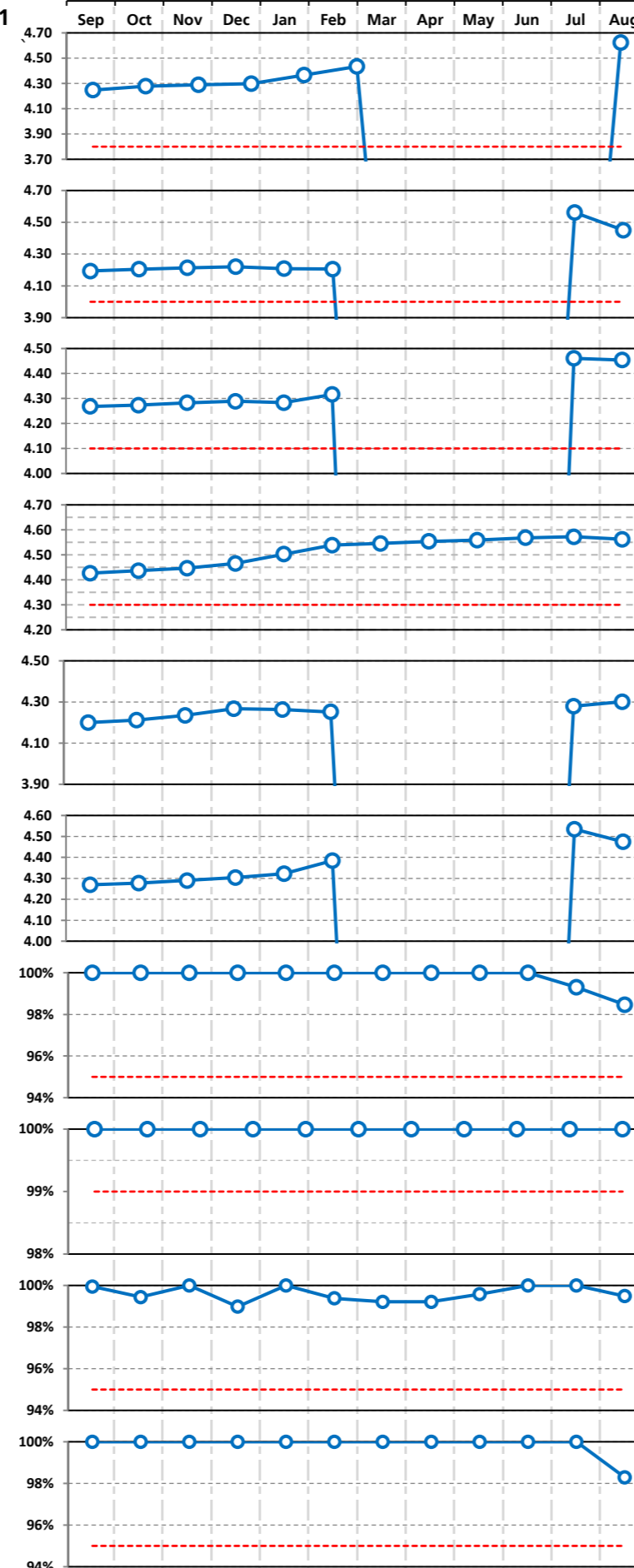
Terminal 3 Performance Report August 2021

Classification: Internal

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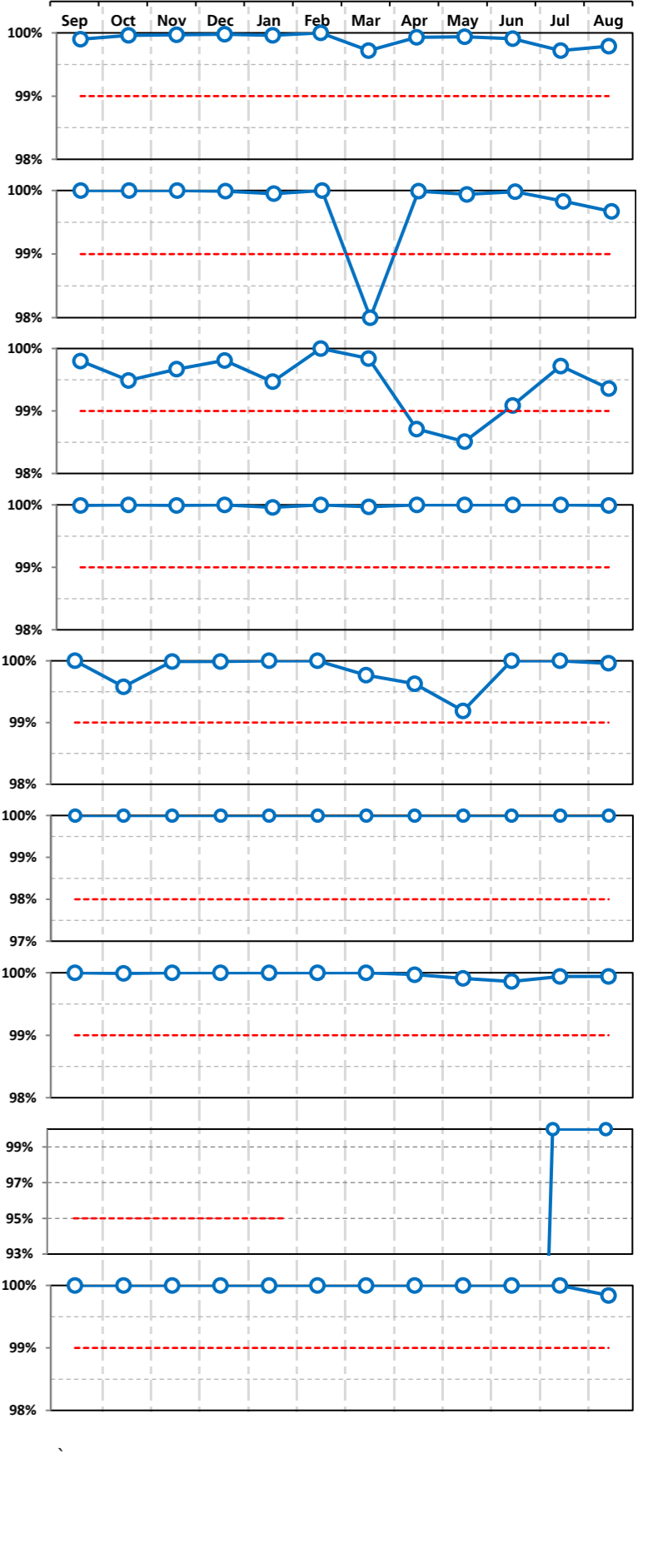
Passenger Experience and Service Level Performance

	Target	Aug-21	vs. Jul-21
Departure lounge seat availability* Ease of finding a seat	3.80	4.58	▼ -0.04
Cleanliness* Overall cleanliness of the terminal	4.00	4.45	▼ -0.11
Wayfinding* Ease of finding your way around the airport	4.10	4.45	▼ -0.01
Flight information* Accuracy and ease of finding flight information	4.30	4.57	▲ 0.02
Wi-Fi* Ease of using WiFi		4.30	▲ 0.02
Security* Passenger satisfaction		4.47	▼ -0.06
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	N/A	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	N/A	
Staff search Based on 15min time periods measured	95.00%	99.49%	▼ -0.51%
Transfer Search Based on 15min time periods measured	95.00%	N/A	▼ -1.71%



Service Level Performance

	Target	Aug-21	vs. Jul-21
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.79%	▲ 0.07%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.67%	▼ -0.16%
Stands Availability of stands	99.00%	99.36%	▼ -0.36%
FEGP Availability Fixed Electrical Ground Power	99.00%	99.99%	▼ -0.01%
Jetties Availability of Air-Bridges	99.00%	99.96%	▼ -0.04%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.94%	0.00%
Pier Service % Pier served passengers		99.96%	0.00%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.84%	▼ -0.16%



Notes:

*SQRB calculation is based on an
2x month moving average for these metrics for T3

Terminal 3 Performance Report August 2021

Financial Report - Bonus and Rebates

Rebates:

	Aug - 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	Aug - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.58	£ 91,176.80	£ 714,218.28	8	
Cleanliness	MAA	4.20	4.50	4.45	£ 105,359.86	£ 798,304	8	
Wayfinding	MAA	4.20	4.50	4.45	£ 72,941	£ 502,485	8	
Flight information	MAA	4.40	4.70	4.57	£ 56,732.23	£ 364,707	8	
					£ 326,210	£ 2,379,715	32	

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.

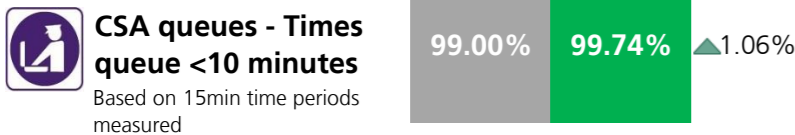
Financial year is from January 2021 - December 2021

Terminal 5 Performance Report August 2021

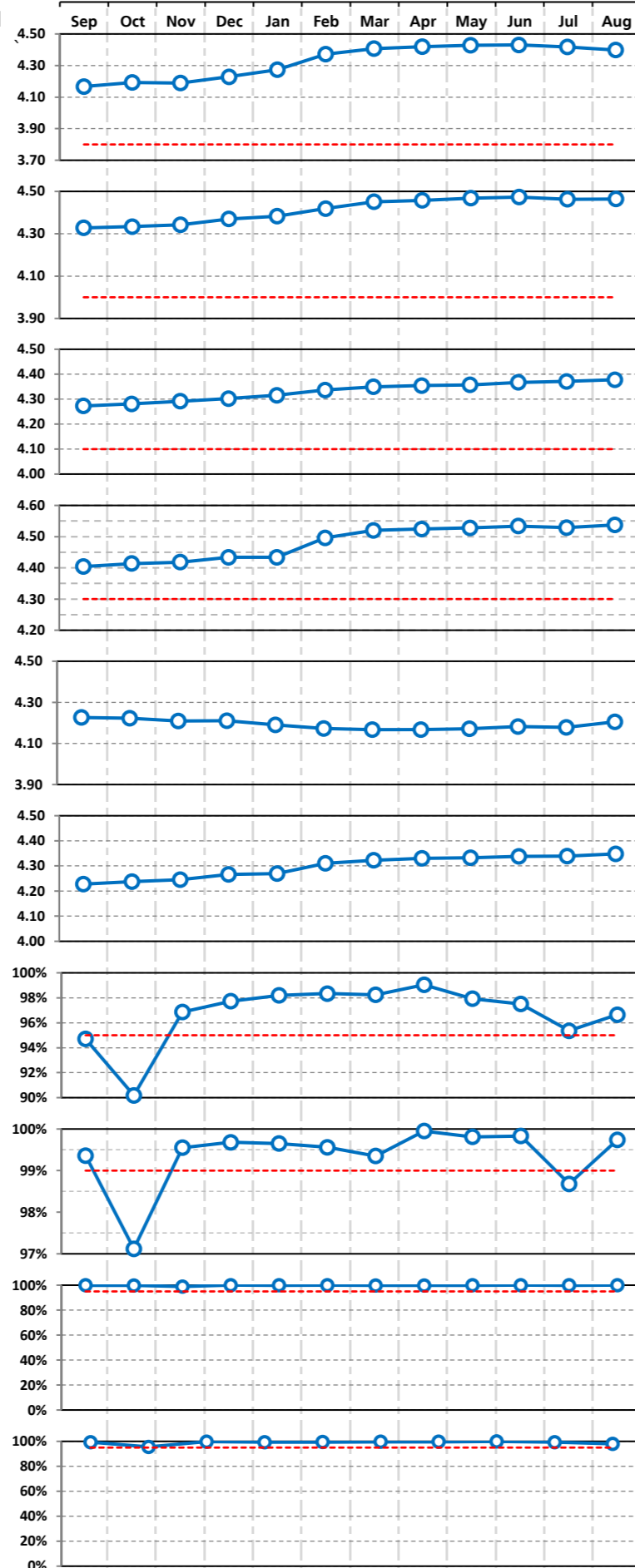
Classification: Internal

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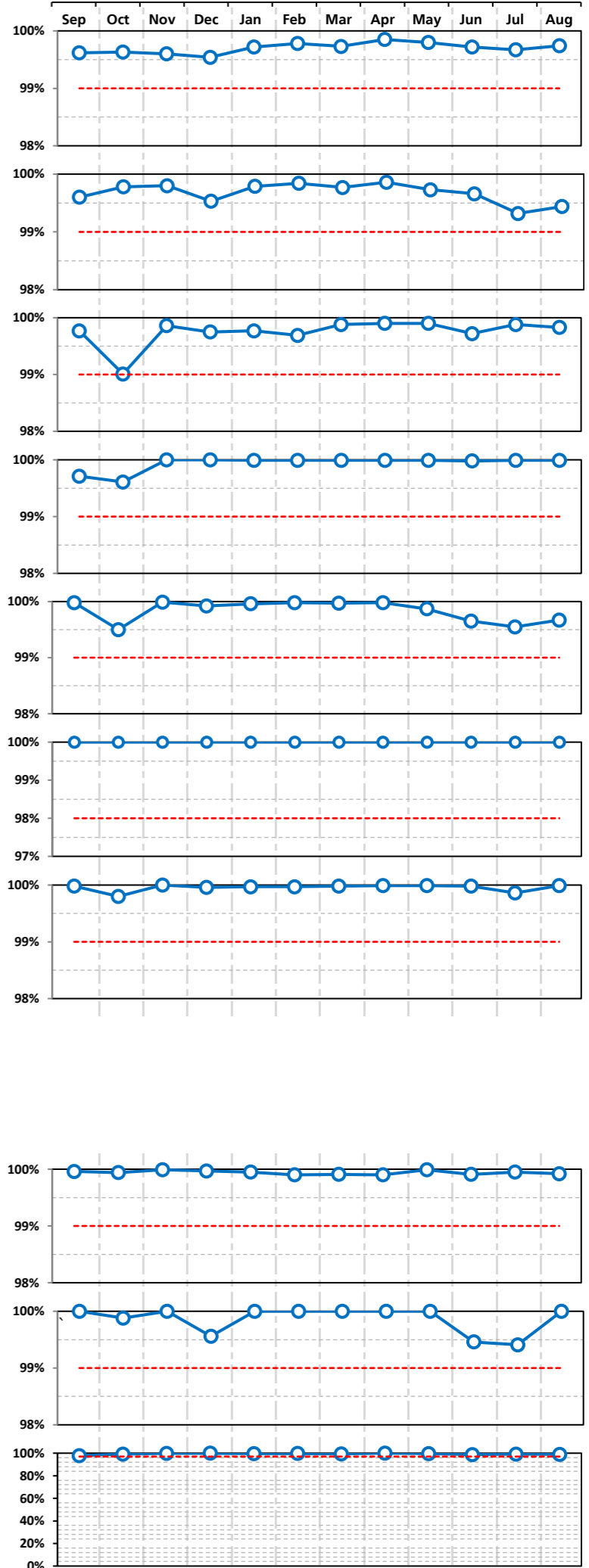
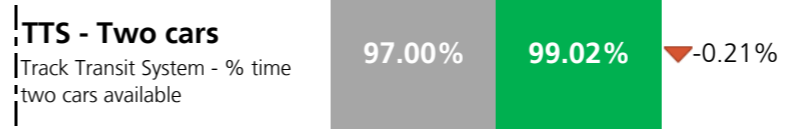
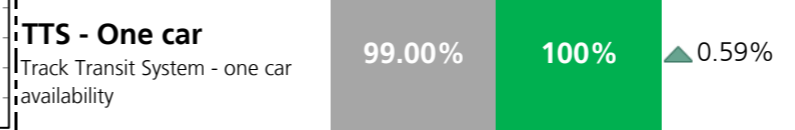
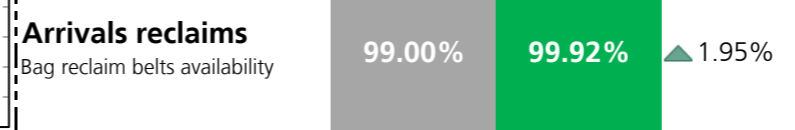
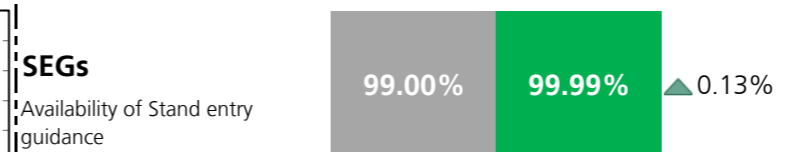
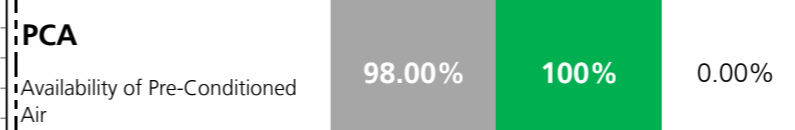
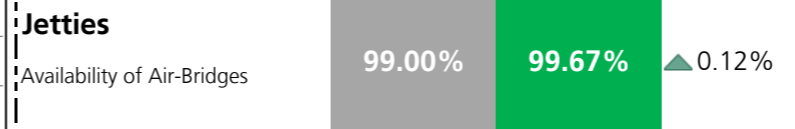
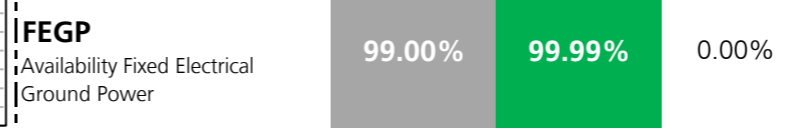
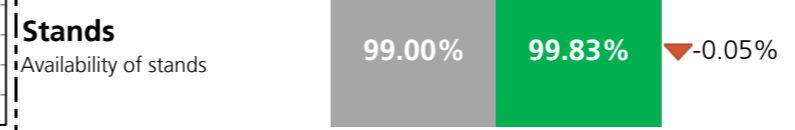
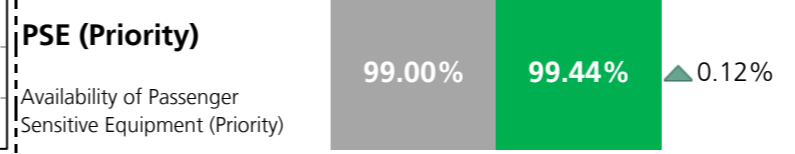
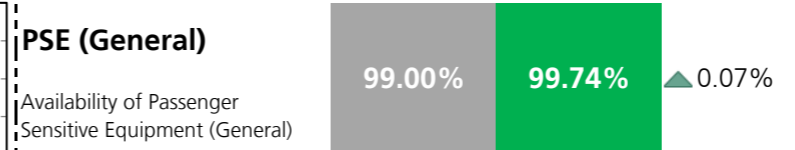
Passenger Experience and Service Level Performance



Notes:
*SQRB calculation is based on an
2x month moving average for these metrics for T3



Service Level Performance



Terminal 5 Performance Report August 2021

Financial Report - Bonus and Rebates

Classification: Internal

Rebates:

	Aug - 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	✓	£ -	£ 370,287.47	1
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	✓	£ -	£ 370,287.47	1

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Aug - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.40	£ 91,176.80	£ 714,218.28	8	
Cleanliness	MAA	4.20	4.50	4.46	£ 105,359.86	£ 798,304	8	
Wayfinding	MAA	4.20	4.50	4.38	£ 72,941	£ 502,485	8	
Flight information	MAA	4.40	4.70	4.54	£ 56,732.23	£ 364,707	8	
					£ 326,210	£ 2,379,715	32	

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

Heathrow

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