



Heathrow Performance Report

Service Quality Rebate and Bonus - April 2022

Operational Planning

Printed: 07 October 2022

Heathrow
Making every journey better

Heathrow Performance Report April 2022

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.50	4.38		4.25	
Cleanliness* Overall cleanliness of the terminal	4.40	4.29		4.36	
Wayfinding* Ease of finding your way around the airport	4.41	4.34		4.33	
Flight information* Accuracy and ease of finding flight information	4.55	4.48		4.49	
Wi-Fi* Ease of using WiFi	4.22	4.19		4.17	
Security* Passenger satisfaction	4.38	4.31		4.27	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	94.95%	83.38%	100.00%	87.76%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.57%	93.23%	100.00%	97.64%	
Staff search ** Based on 15min time periods measured	97.97%	97.61%	99.19%	96.42%	
Transfer Search Based on 15min time periods measured	99.76%	95.33%	100.00%	96.44%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	97.34%	99.44%	100%	96.72%	97.61%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.69%	99.59%	99.95%	99.39%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.63%	99.53%	99.99%	99.50%
Stands Availability of stands	99.88%	99.89%	98.21%	99.87%
FEGP Availability of Fixed Electrical Ground Power	99.71%	100.00%	100%	99.99%
Jetties Availability of Air-Bridges	99.73%	99.52%	99.98%	99.97%
PCA Availability of Pre-conditioned Air	100%	100%		100%
SEGs	100%	100%	100.00%	99.97%
Pier Service % Pier served passengers	98.46%	95.98%	99.99%	
Arrivals Reclaims Bag reclaim belts availability	99.33%	99.70%	100.00%	99.96%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				100%
TTS - Two cars Track Transit System - % time two cars available				99.43%

	T2	T3	T4	T5
	99.69%	99.59%	99.95%	99.39%
	99.63%	99.53%	99.99%	99.50%
	99.88%	99.89%	98.21%	99.87%
	99.71%	100.00%	100%	99.99%
	99.73%	99.52%	99.98%	99.97%
	100%	100%		100%
	100%	100%	100.00%	99.97%
	98.46%	95.98%	99.99%	
	99.33%	99.70%	100.00%	99.96%

Financial Report- Bonus and Rebates

	Rebates:					Estimated Rebate	Estimated Rebate	Total Failures		
	Apr - 2022								YTD	
	T2	T3	T4	T5	Campus					
Departure lounge seat availability						£ -	£ -	0		
Cleanliness						£ -	£ -	0		
Wayfinding						£ -	£ -	0		
Flight information						£ -	£ -	0		
CSA Queues - Both	✗	✗	✓	✗		£ 2,426,320.25	£ 4,190,349.13	5		
Staff Search	✓	✓	✓	✓		£ -	£ -	0		
Transfer search	✓	✓	✓	✓		£ -	£ -	0		
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0		
Passenger Sensitive Equipment (Priority)	✓	✓	✓	✓		£ -	£ -	0		
Stands	✓	✓	✓	✓		£ 48,233.05	£ 144,699.15	3		
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						£ 2,474,553.30	£ 4,335,048.28	8		

	Lower Threshold		Upper Threshold		Bonuses:					Total Pass
	Apr - 2022		YTD		Apr - 2022					
	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus				
4.10	4.50	4.50	4.38		4.25	£ 151,669	£ 1,060,862	7		
4.20	4.50	4.40	4.29		4.36	£ 122,441	£ 854,430	8		
4.20	4.50	4.41	4.34		4.33	£ 182,512	£ 1,341,587	8		
4.40	4.70	4.55	4.48		4.49	£ 116,501	£ 897,790	8		
					Total	£ 573,123	£ 4,154,668	31		

Bonus: All business units must exceed Lower Threshold.

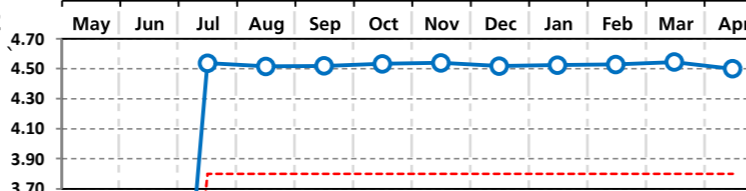
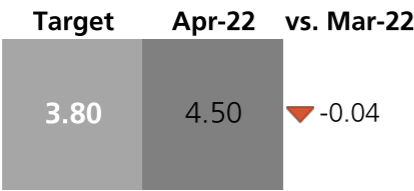
Financial year is from January 2022 - December 2022

*SQRB calculation for T4 is based on 3 months of data

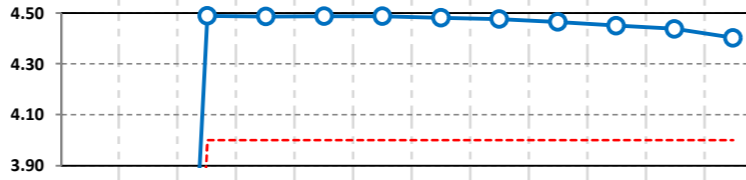
Credit Notes:
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Passenger Experience and Service Level Performance

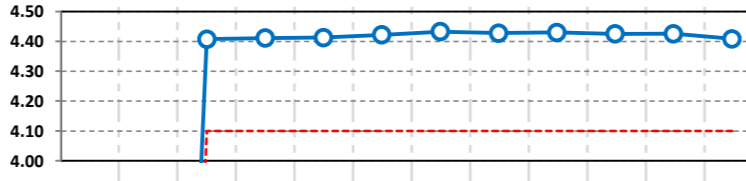
Departure lounge seat availability*
Ease of finding a seat



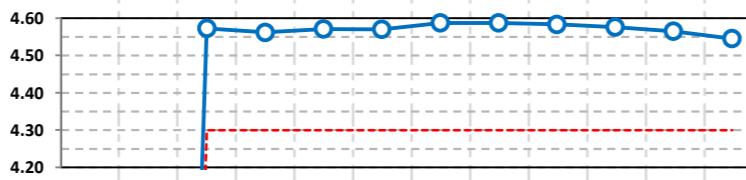
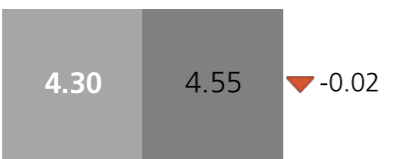
Cleanliness*
Overall cleanliness of the terminal



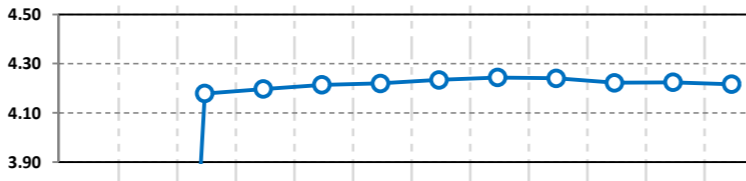
Wayfinding*
Ease of finding your way around the airport



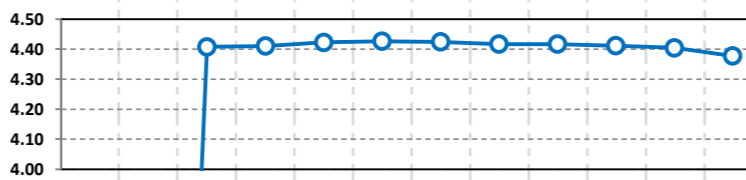
Flight information*
Accuracy and ease of finding flight information



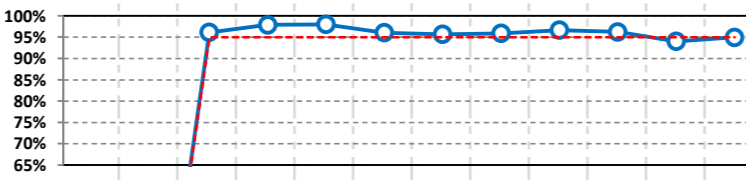
Wi-Fi*
Ease of using WiFi



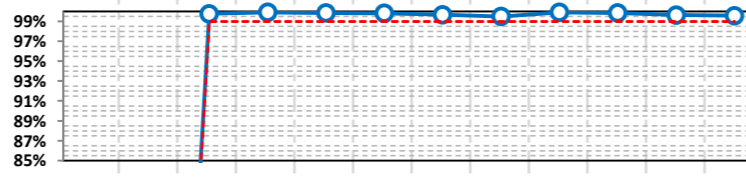
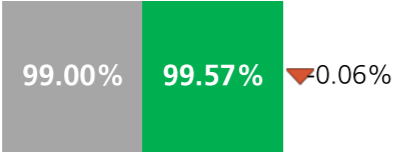
Security*
Passenger satisfaction



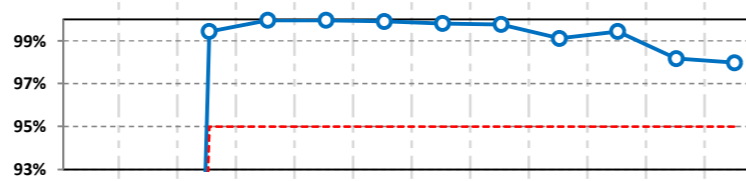
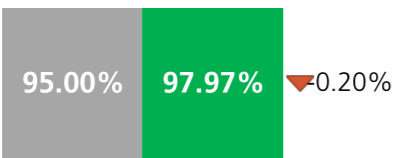
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



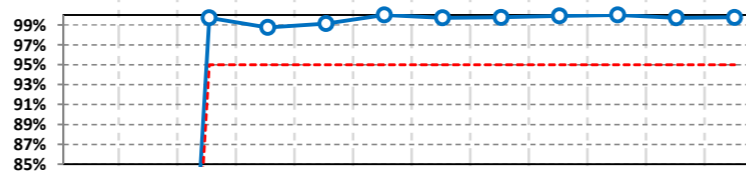
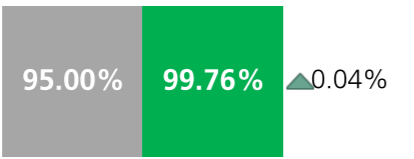
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



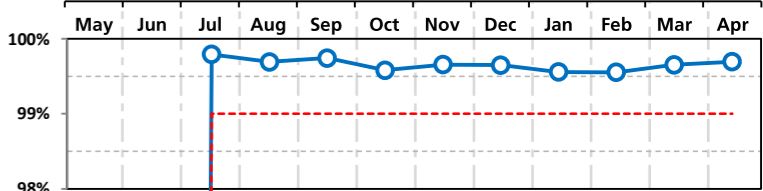
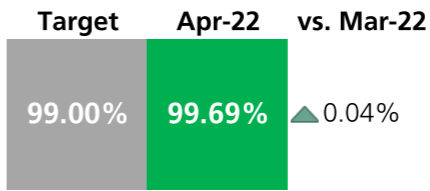
Transfer Search
Based on 15min time periods measured



Service Level Performance

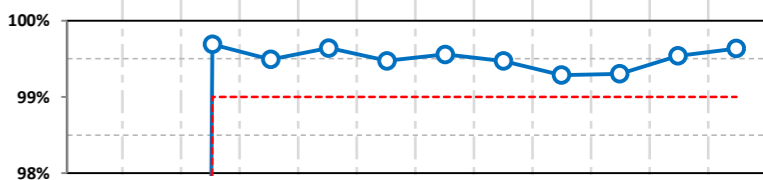
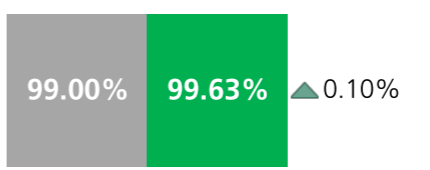
PSE (General)

Availability of Passenger Sensitive Equipment (General)



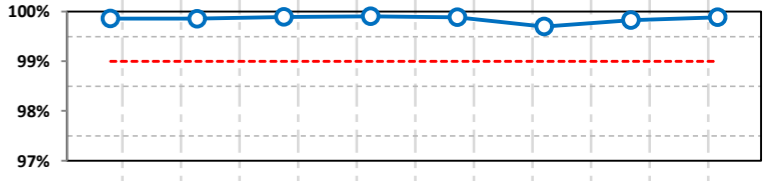
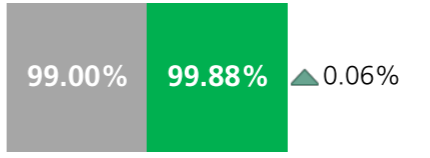
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



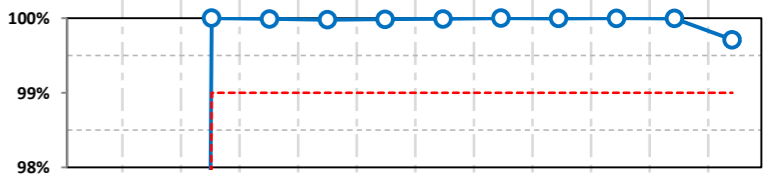
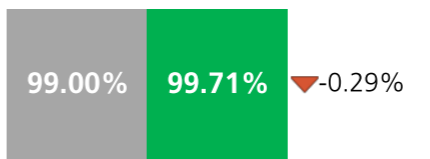
Stands

Availability of stands



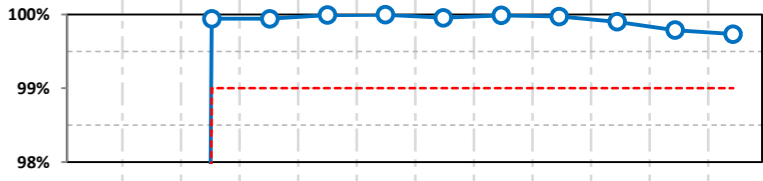
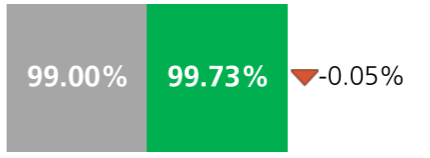
FEGP

Availability Fixed Electrical Ground Power



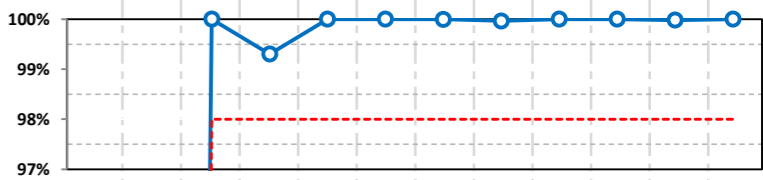
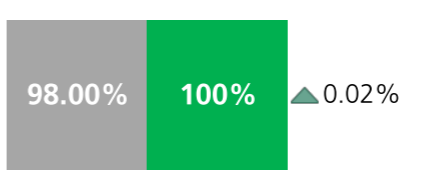
Jetties

Availability of Air-Bridges



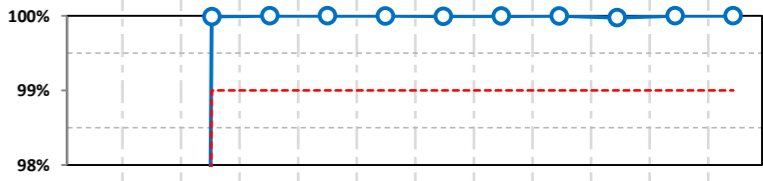
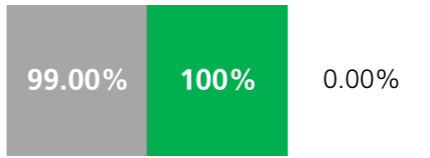
PCA

Availability of Pre-Conditioned Air



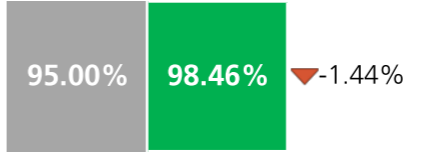
SEGS

Availability of Stand entry guidance



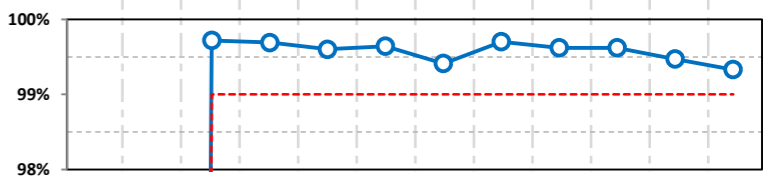
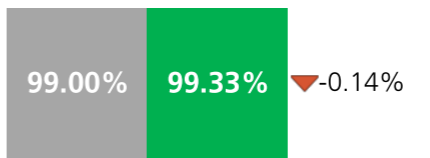
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:
* SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report April 2022

Financial Report - Bonus and Rebates

Rebates:

	Apr - 2022		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	✘	£ 639,290.88	£ 1,278,581.75	2
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
		£ 639,290.88	£ 1,278,581.75	2

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Apr - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.50	£ 151,669	£ 821,190.90	4	
Cleanliness	MAA	4.20	4.50	4.40	£ 122,441	£ 638,550	4	
Wayfinding	MAA	4.20	4.50	4.41	£ 182,512	£ 803,677	4	
Flight information	MAA	4.40	4.70	4.55	£ 116,501	£ 567,235	4	
					£ 573,123	£ 2,830,653	16	

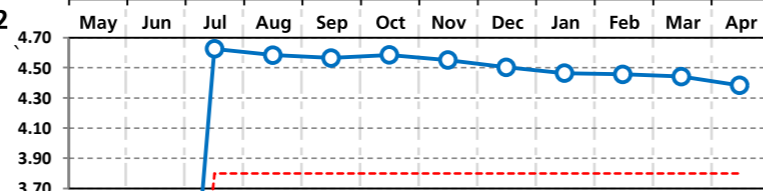
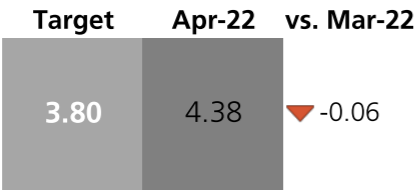
Credit Notes:

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.

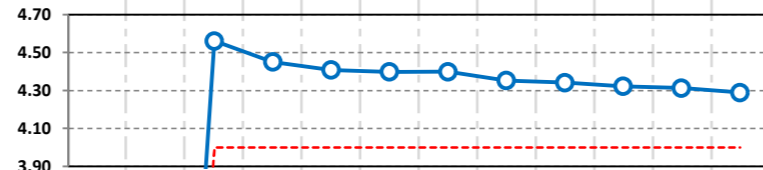
Financial year is from January 2022 - December 2022

Passenger Experience and Service Level Performance

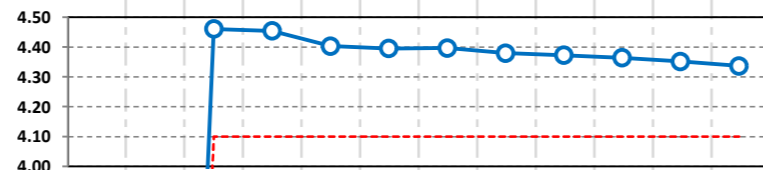
Departure lounge seat availability*
Ease of finding a seat



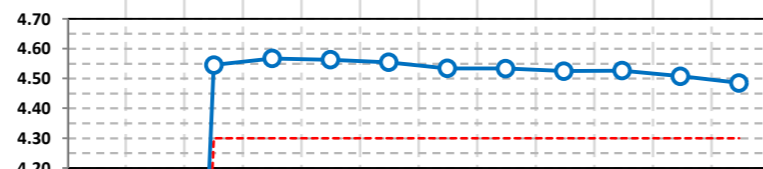
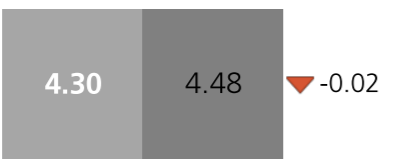
Cleanliness*
Overall cleanliness of the terminal



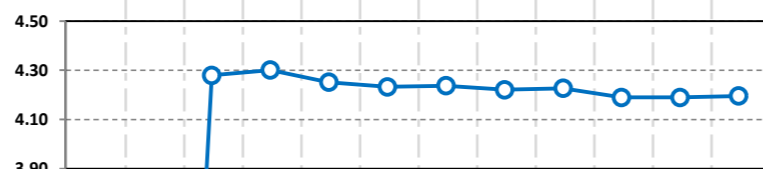
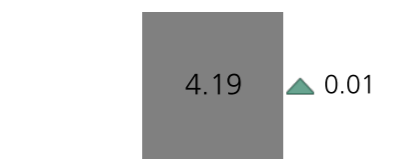
Wayfinding*
Ease of finding your way around the airport



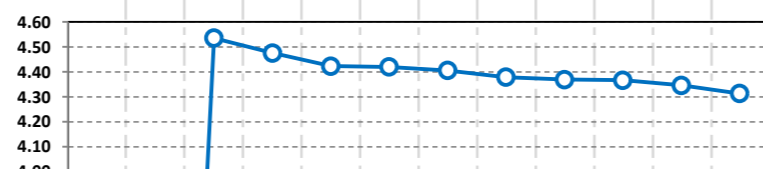
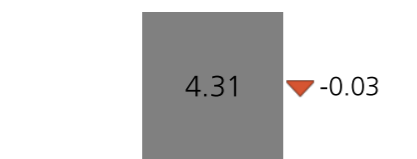
Flight information*
Accuracy and ease of finding flight information



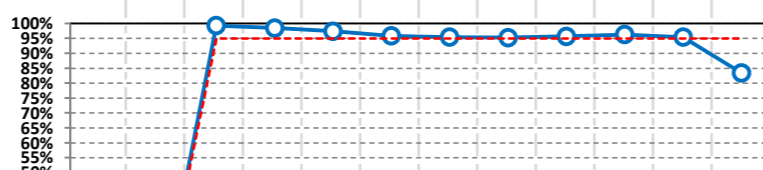
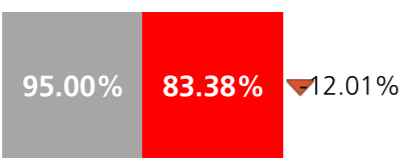
Wi-Fi*
Ease of using WiFi



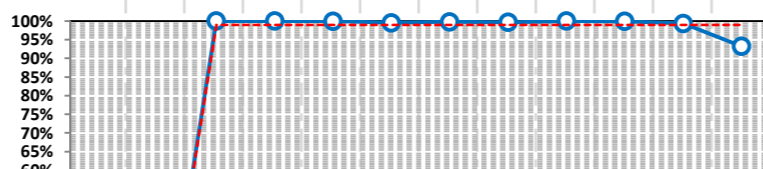
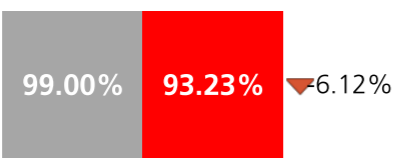
Security*
Passenger satisfaction



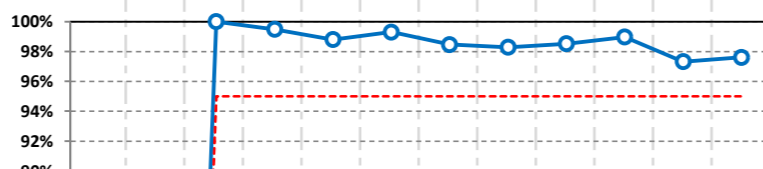
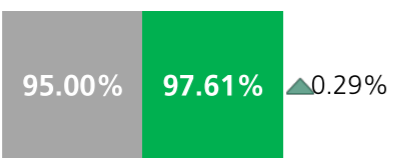
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



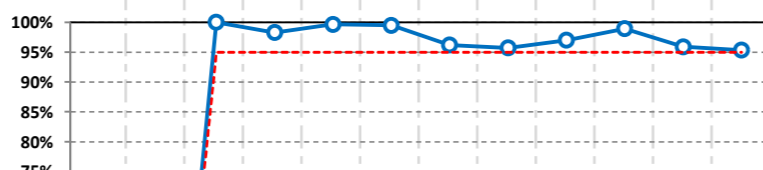
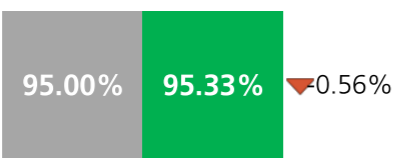
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



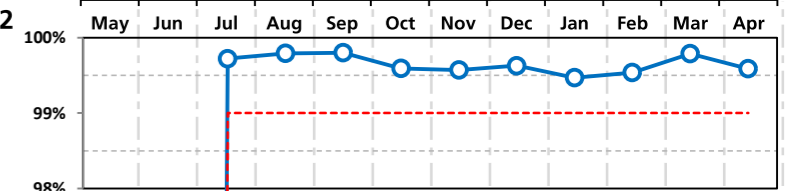
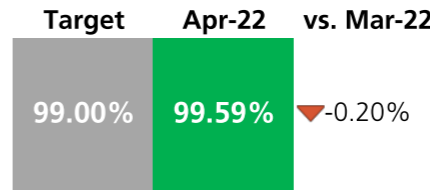
Transfer Search
Based on 15min time periods measured



Service Level Performance

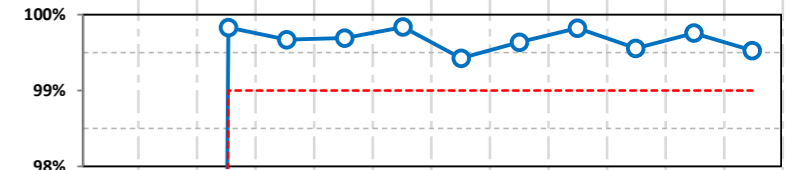
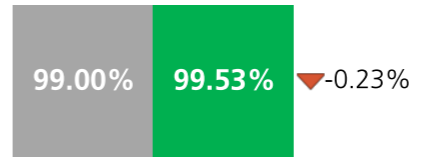
PSE (General)

Availability of Passenger Sensitive Equipment (General)



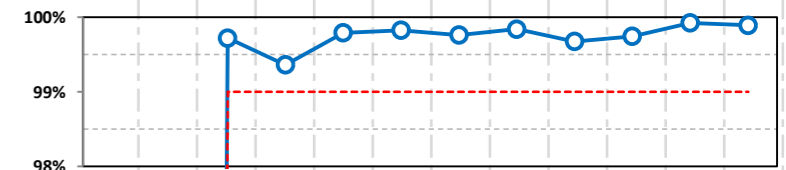
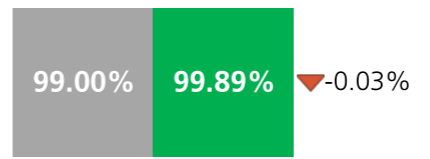
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



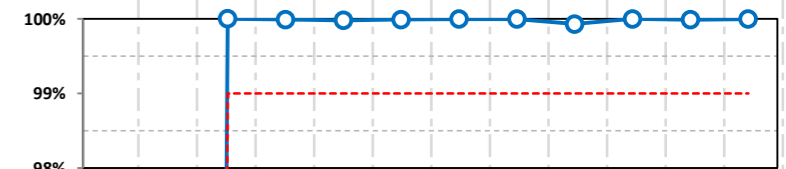
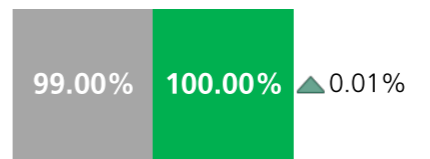
Stands

Availability of stands



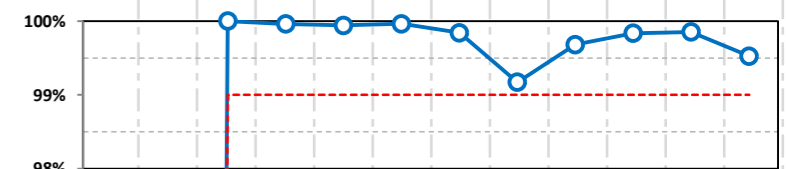
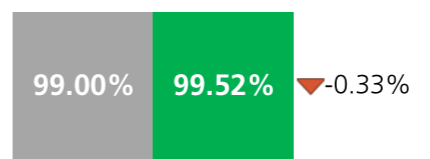
FEGP

Availability Fixed Electrical Ground Power



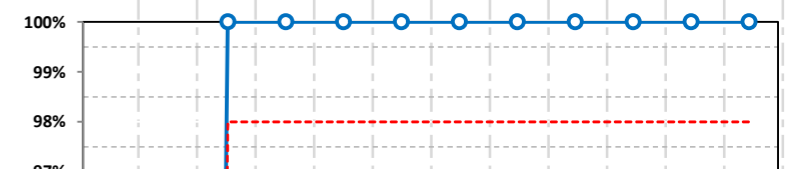
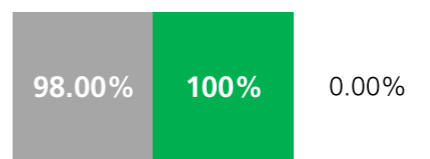
Jetties

Availability of Air-Bridges



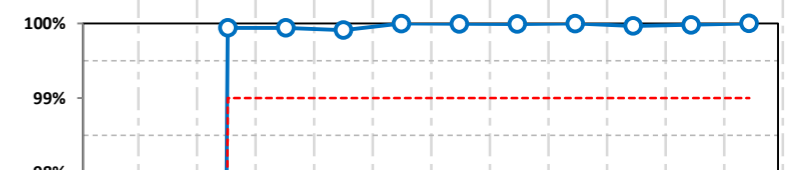
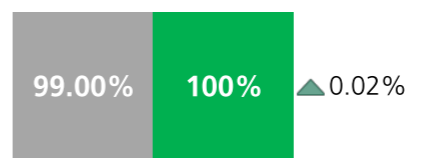
PCA

Availability of Pre-Conditioned Air



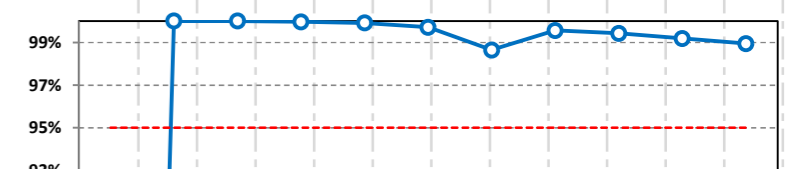
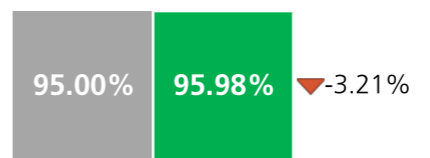
SEGs

Availability of Stand entry guidance



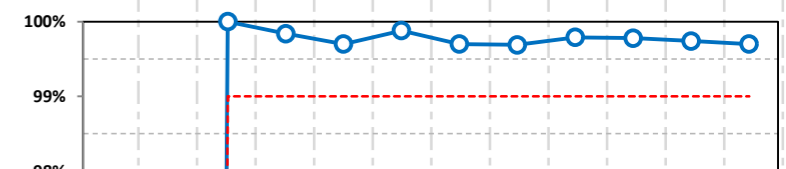
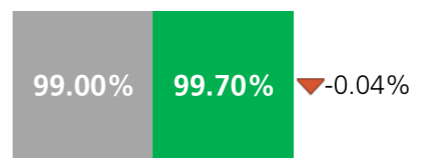
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

* SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report April 2022

Financial Report - Bonus and Rebates

Rebates:

	Apr - 2022		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	✘	£ 662,291.38	£ 662,291.38	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	✔	£ -	£ -	0
Arrivals reclaims	✔	£ -	£ -	0
		£ 662,291	£ 662,291.38	1

Bonuses:

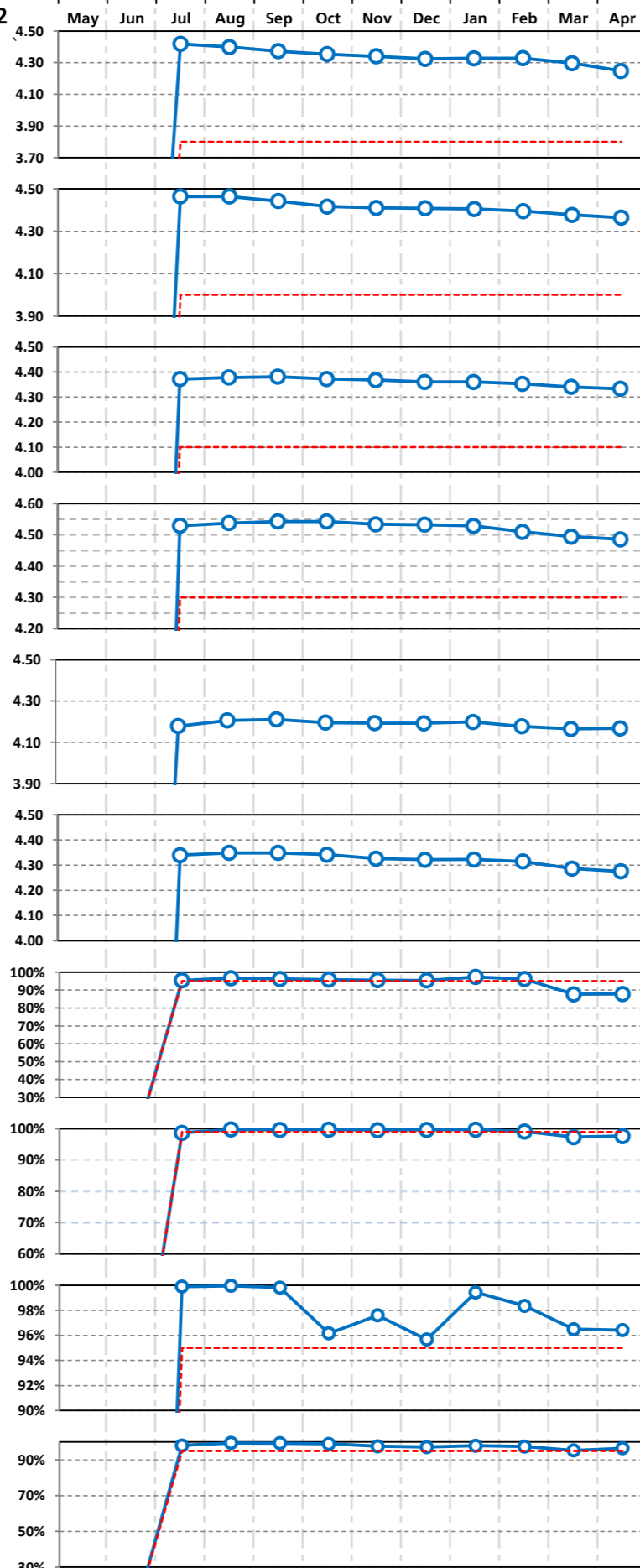
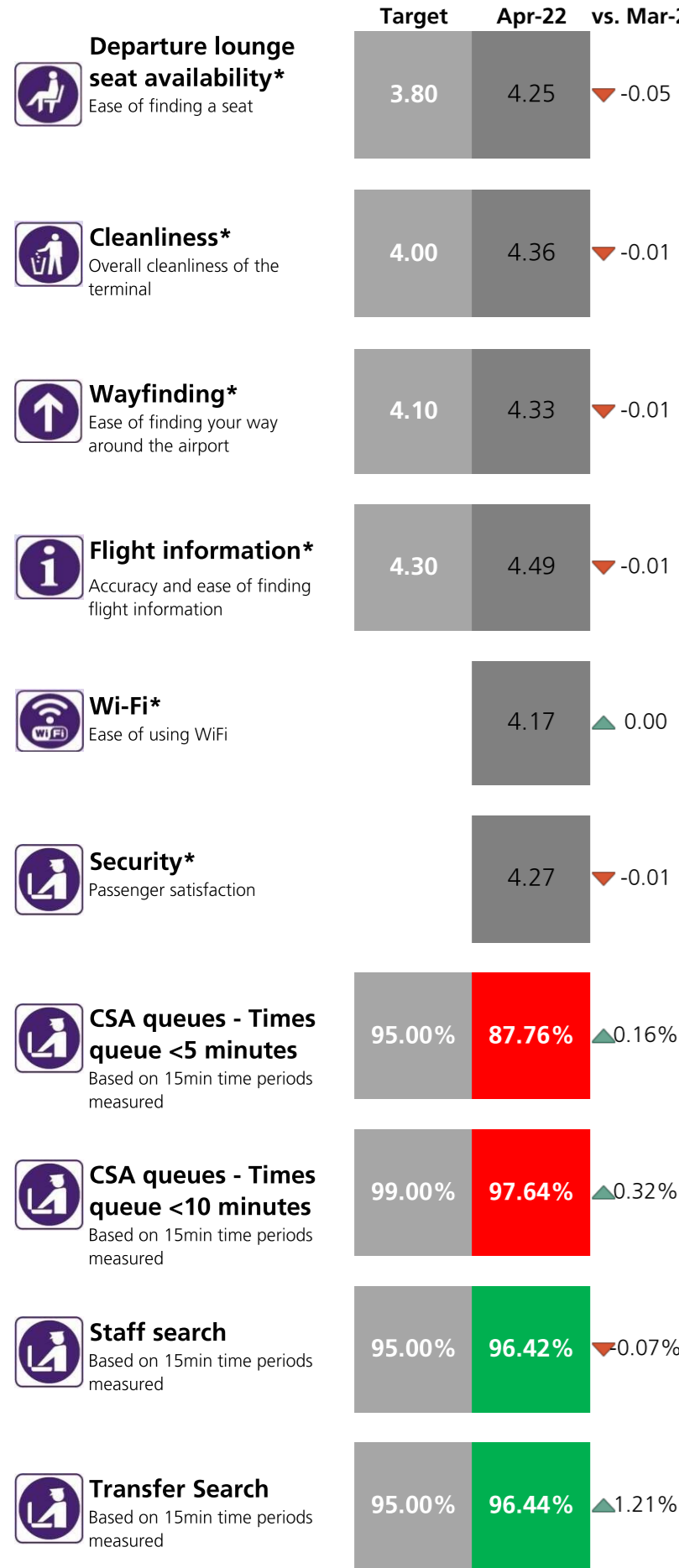
	Measure	Lower Threshold	Upper Threshold	Actual	Apr - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.38	£ 151,668.94	£ 821,190.90	4	
Cleanliness	MAA	4.20	4.50	4.29	£ 122,441	£ 638,550	4	
Wayfinding	MAA	4.20	4.50	4.34	£ 182,512	£ 803,677	4	
Flight information	MAA	4.40	4.70	4.48	£ 116,501	£ 567,235	4	
					£ 573,123	£ 2,830,653	16	

Credit Notes:

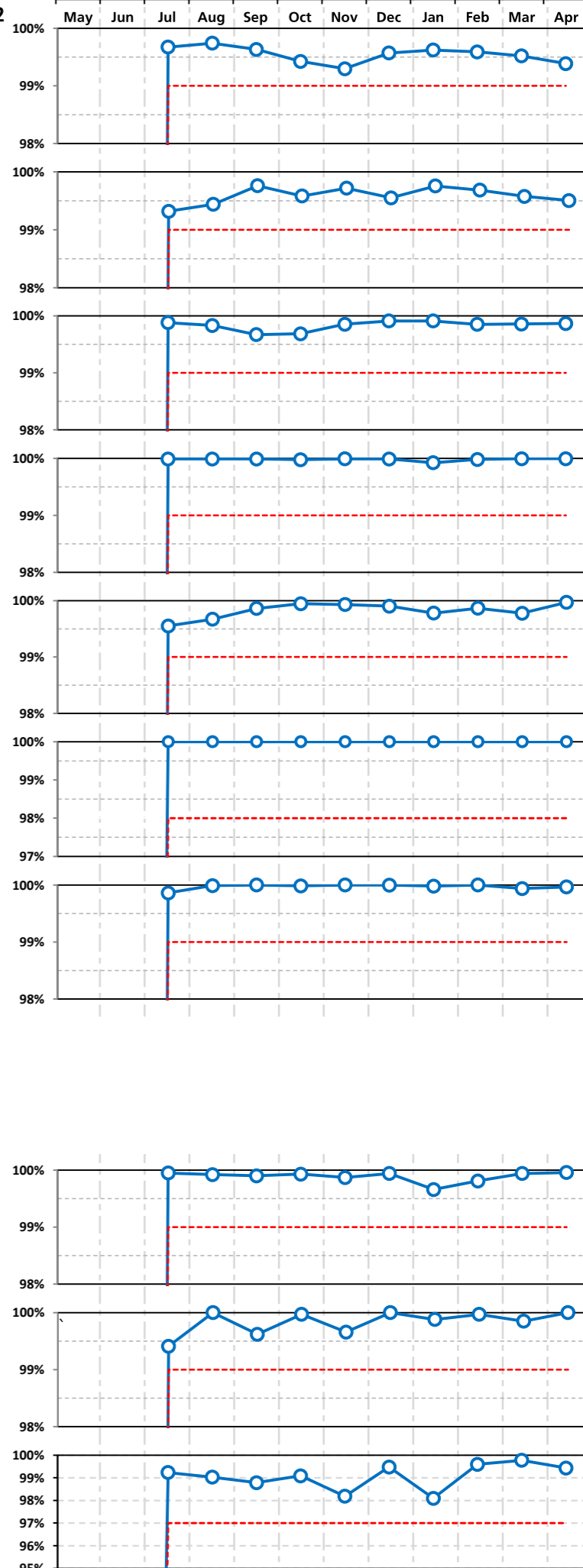
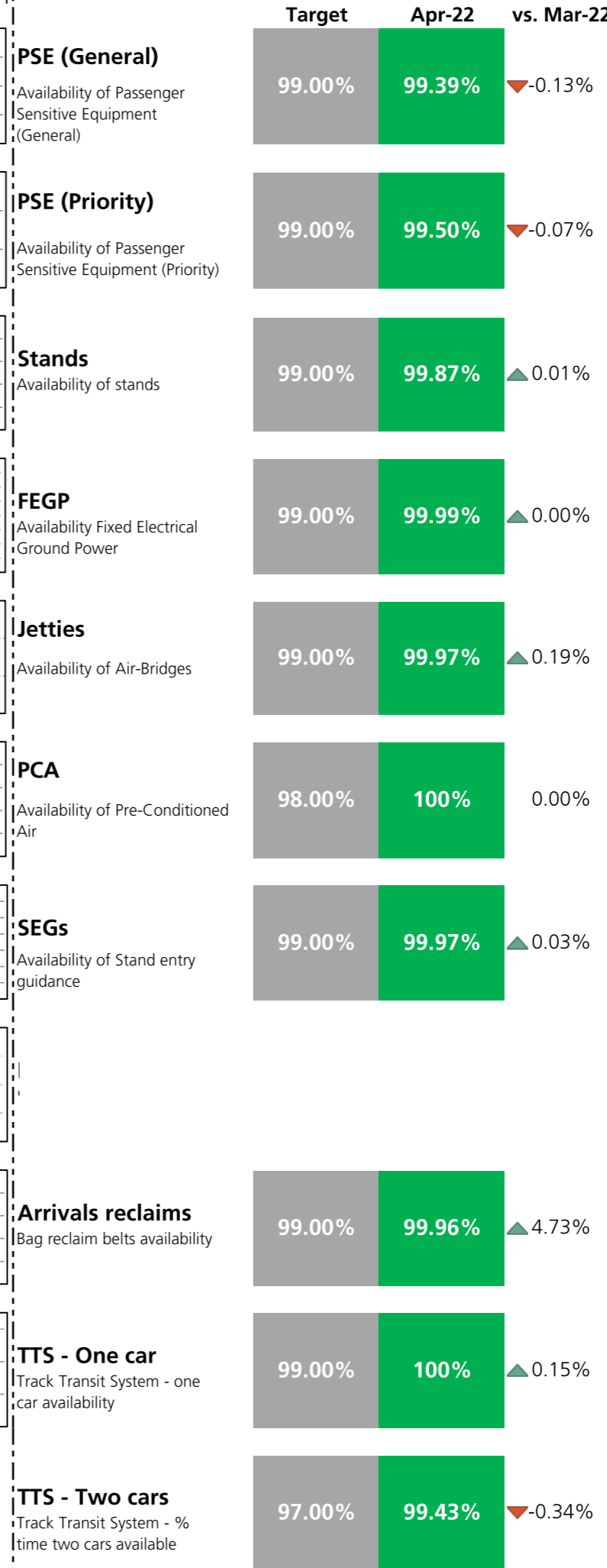
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2022 - December 2022

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
*SQRB calculation is based on an 10x month moving average for these metrics for T3

Financial Report - Bonus and Rebates

Rebates:

Rebate : Heathrow has escalated the rebate displayed for Security T5 July 2021 to the CAA for review.

	Apr - 2022		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	✘	£ 1,124,738.00	£ 2,249,476.00	2
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
		£ 1,124,738.00	£ 2,249,476.00	2

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Apr - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.25	£ 151,668.94	£ 821,190.90	4	
Cleanliness	MAA	4.20	4.50	4.36	£ 122,441	£ 638,550	4	
Wayfinding	MAA	4.20	4.50	4.33	£ 182,512	£ 803,677	4	
Flight information	MAA	4.40	4.70	4.49	£ 116,501	£ 567,235	4	
					£ 573,123	£ 2,830,653	16	

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 2022 - December 2022

Heathrow

Making every journey better