



Heathrow Performance Report

Service Quality Rebate and Bonus - January 2022

Operational Planning

Printed: 07 October 2022

Heathrow
Making every journey better

Heathrow Performance Report January 2022

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.52	4.46		4.33	
Cleanliness* Overall cleanliness of the terminal	4.46	4.34		4.40	
Wayfinding* Ease of finding your way around the airport	4.43	4.37		4.36	
Flight information* Accuracy and ease of finding flight information	4.58	4.52		4.53	
Wi-Fi* Ease of using WiFi	4.24	4.23		4.20	
Security* Passenger satisfaction	4.42	4.37		4.32	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	96.63%	95.66%	100.00%	97.34%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.90%	100.00%	100.00%	99.70%	
Staff search ** Based on 15min time periods measured	99.11%	98.52%	99.95%	99.43%	
Transfer Search Based on 15min time periods measured	99.90%	97.00%	100.00%	97.84%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	98.80%	99.64%	100%	99.16%	98.78%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.55%	99.47%	99.94%	99.62%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.28%	99.82%	99.95%	99.76%
Stands Availability of stands	99.89%	99.67%	85.39%	99.91%
FEGP Availability of Fixed Electrical Ground Power	100.00%	99.93%	100%	99.92%
Jetties Availability of Air-Bridges	99.97%	99.68%	99.81%	99.78%
PCA Availability of Pre-conditioned Air	100%	100%		100%
SEGs	100.00%	100.00%	100%	99.98%
Pier Service % Pier served passengers	98.46%	95.98%	99.99%	
Arrivals Reclaims Bag reclaim belts availability	99.62%	99.79%	100.00%	99.66%
Aerodrome congestion				99.88%
TTS - One car Track Transit System - one car availability				99.88%
TTS - Two cars Track Transit System - % time two cars available				98.09%

T2	T3	T4	T5
99.55%	99.47%	99.94%	99.62%
99.28%	99.82%	99.95%	99.76%
99.89%	99.67%	85.39%	99.91%
100.00%	99.93%	100%	99.92%
99.97%	99.68%	99.81%	99.78%
100%	100%		100%
100.00%	100.00%	100%	99.98%
98.46%	95.98%	99.99%	
99.62%	99.79%	100.00%	99.66%

Financial Report- Bonus and Rebates

	Rebates:					Campus	Estimated Rebate	Estimated Rebate	Total Failures	
	Jan - 2022				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	✓	✓	✓	✓		£	48,233.05	£	48,233.05	1
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						£	48,233.05	£	48,233.05	1

	Lower Threshold		Upper Threshold		Bonuses:				Estimated Bonus	Estimated Bonus	Total Pass
	T2	T3	T2	T3	Jan - 2022		YTD				
	T2	T3	T4	T5	T2	T3	T4	T5			
	4.10	4.50			4.52	4.46		4.33	£ 233,679	£ 1,060,862	7
	4.20	4.50			4.46	4.34		4.40	£ 193,927	£ 854,430	8
	4.20	4.50			4.43	4.37		4.36	£ 219,566	£ 1,341,587	8
	4.40	4.70			4.58	4.52		4.53	£ 171,319	£ 897,790	8
Total									£ 818,490	£ 4,154,668	31

Bonus: All business units must exceed Lower Threshold.

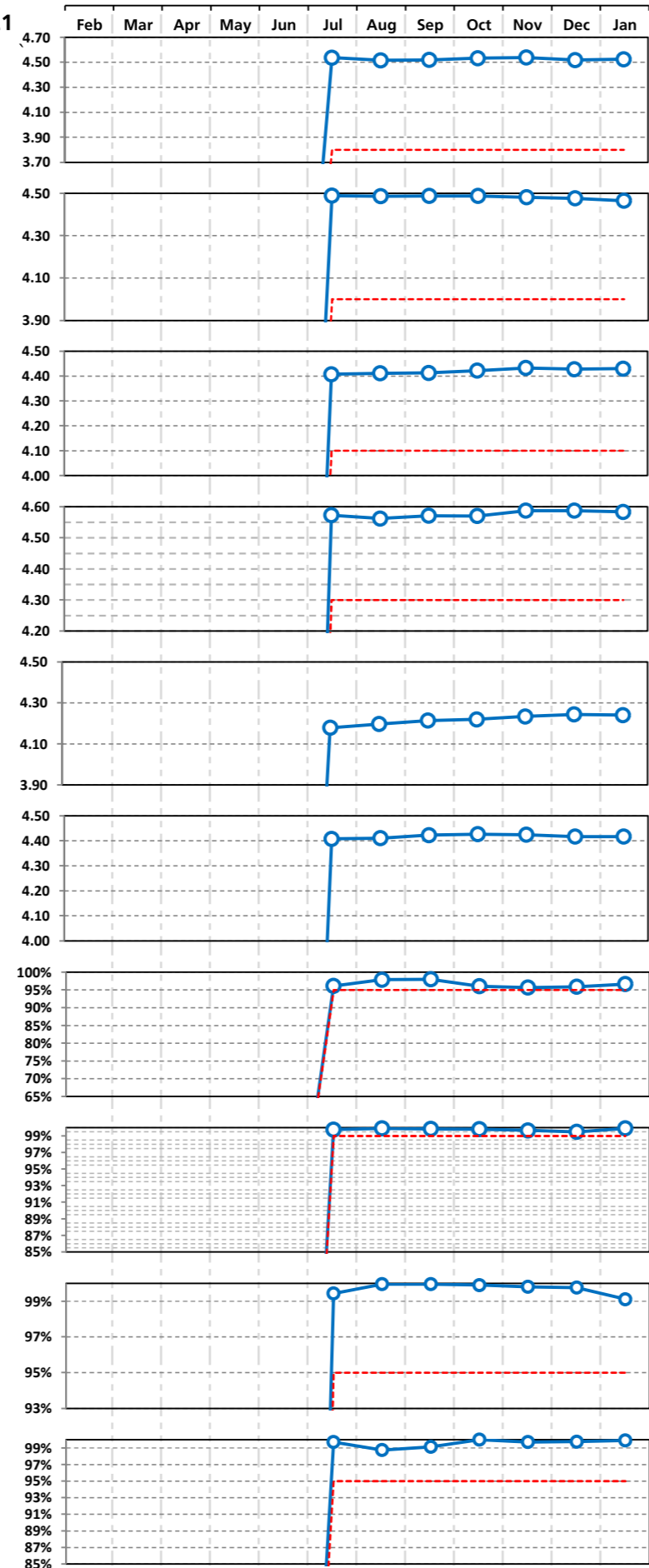
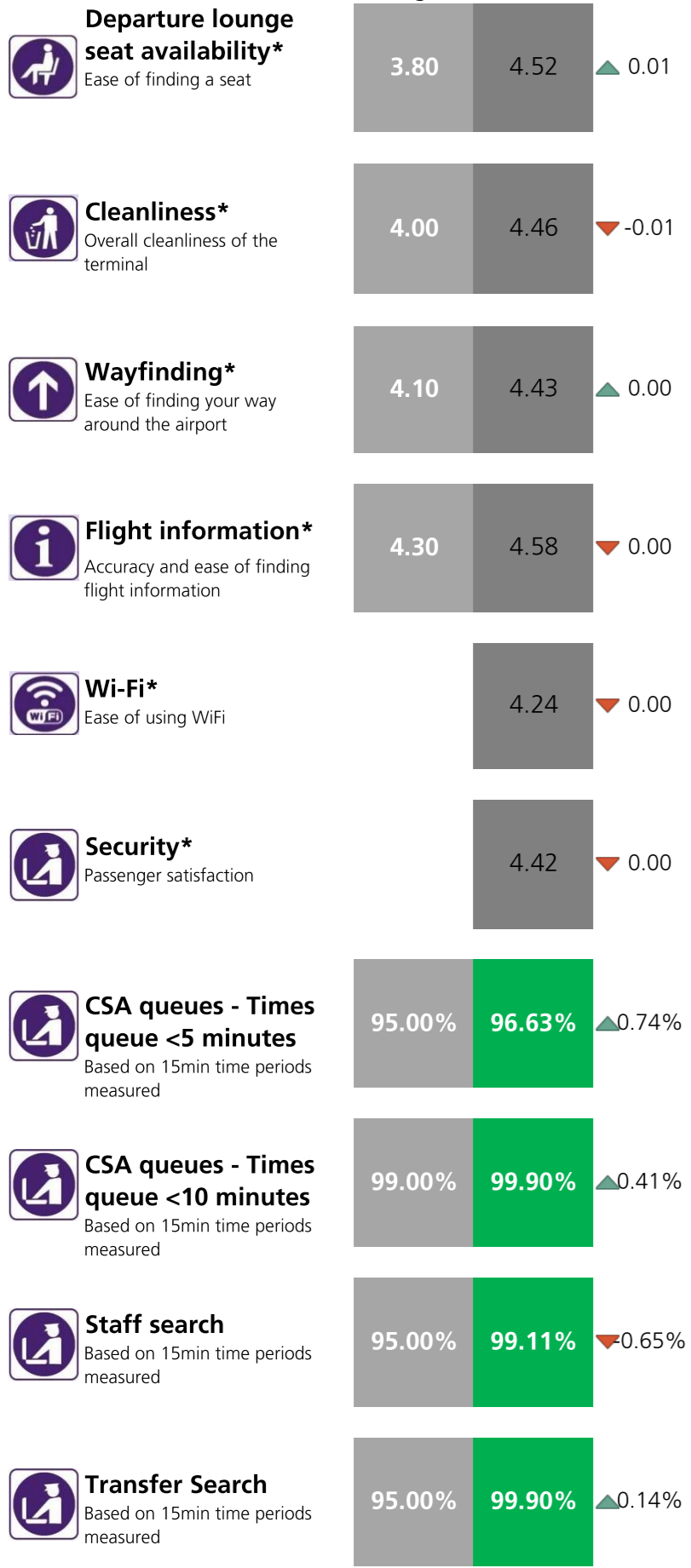
Financial year is from January 2022 - December 2022

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

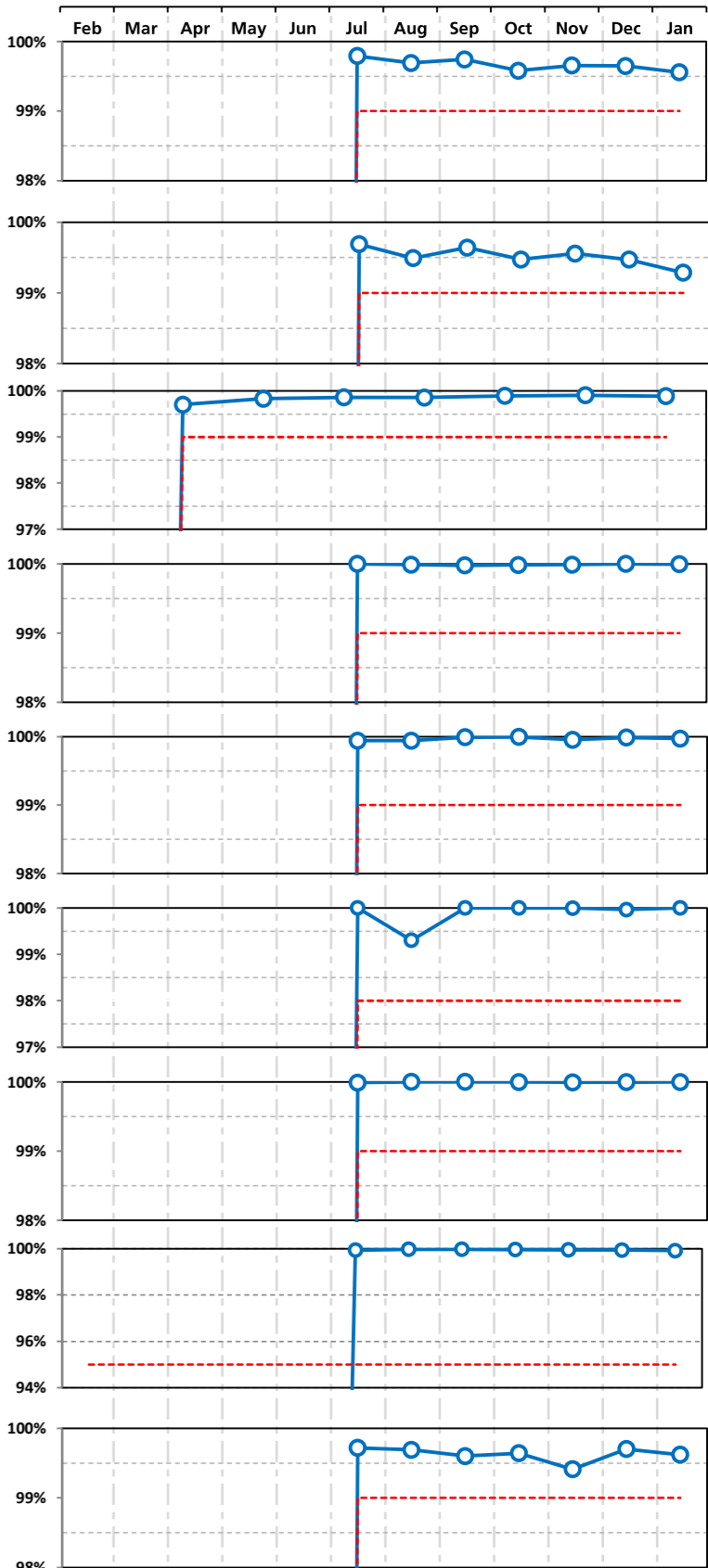
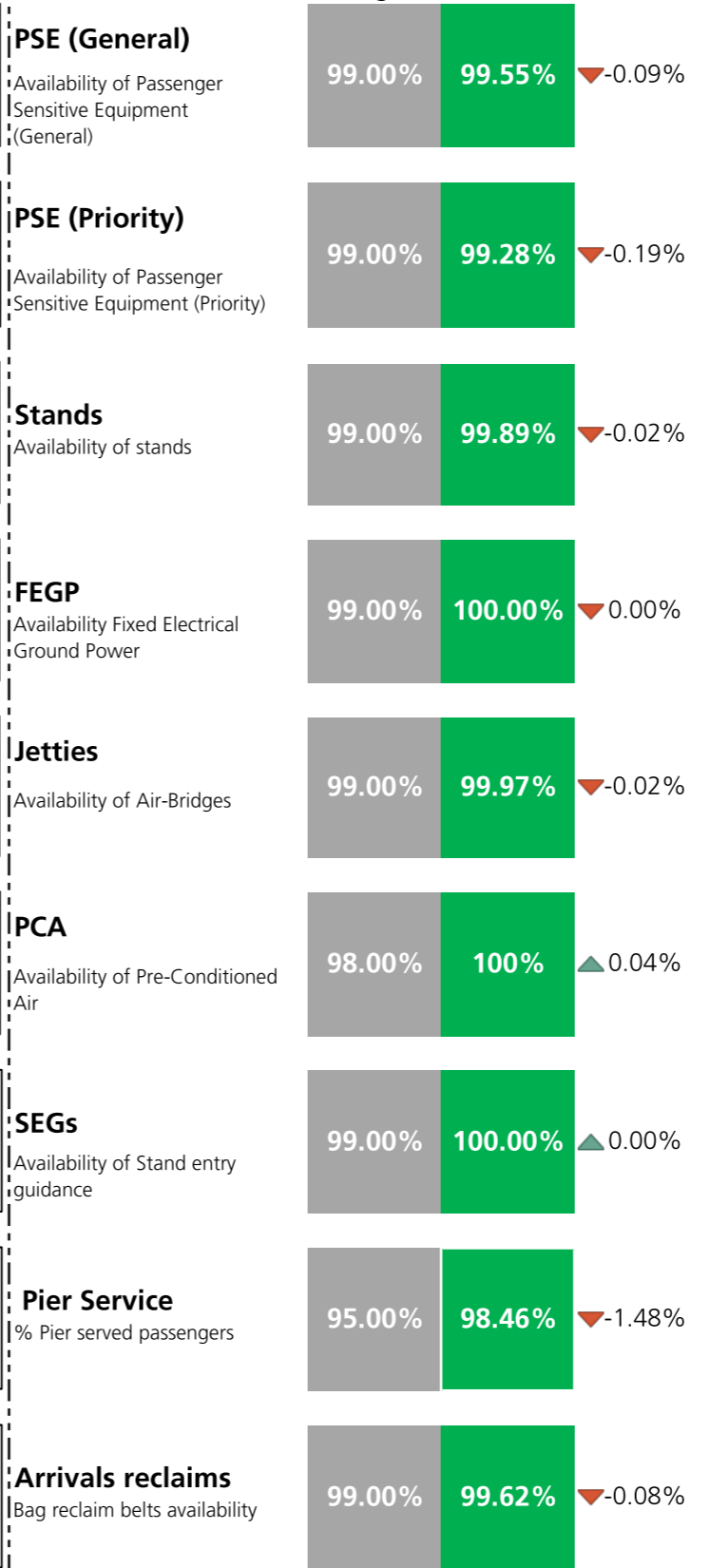
Credit Notes:

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



Service Level Performance



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

Terminal 2 Performance Report January 2022

Financial Report - Bonus and Rebates

Rebates:

	Jan - 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	✓	£ -	£ -	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:

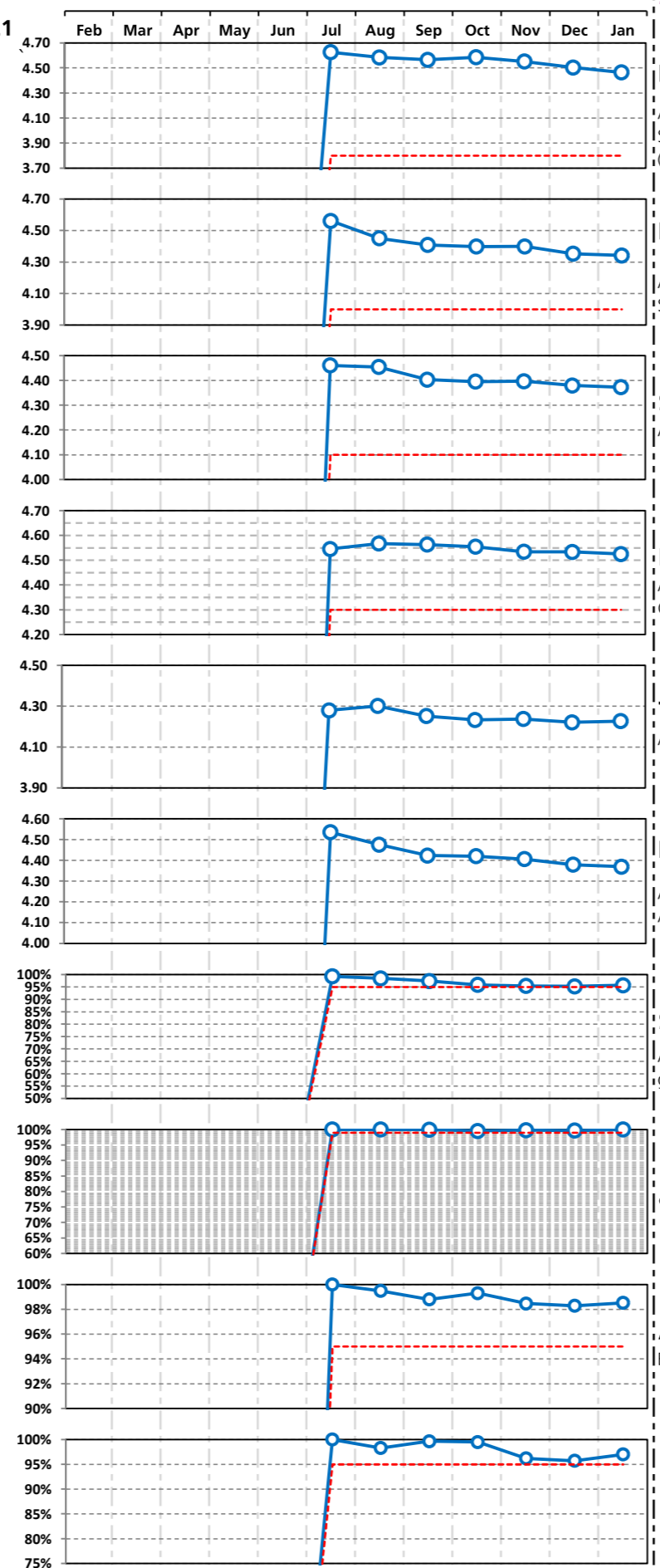
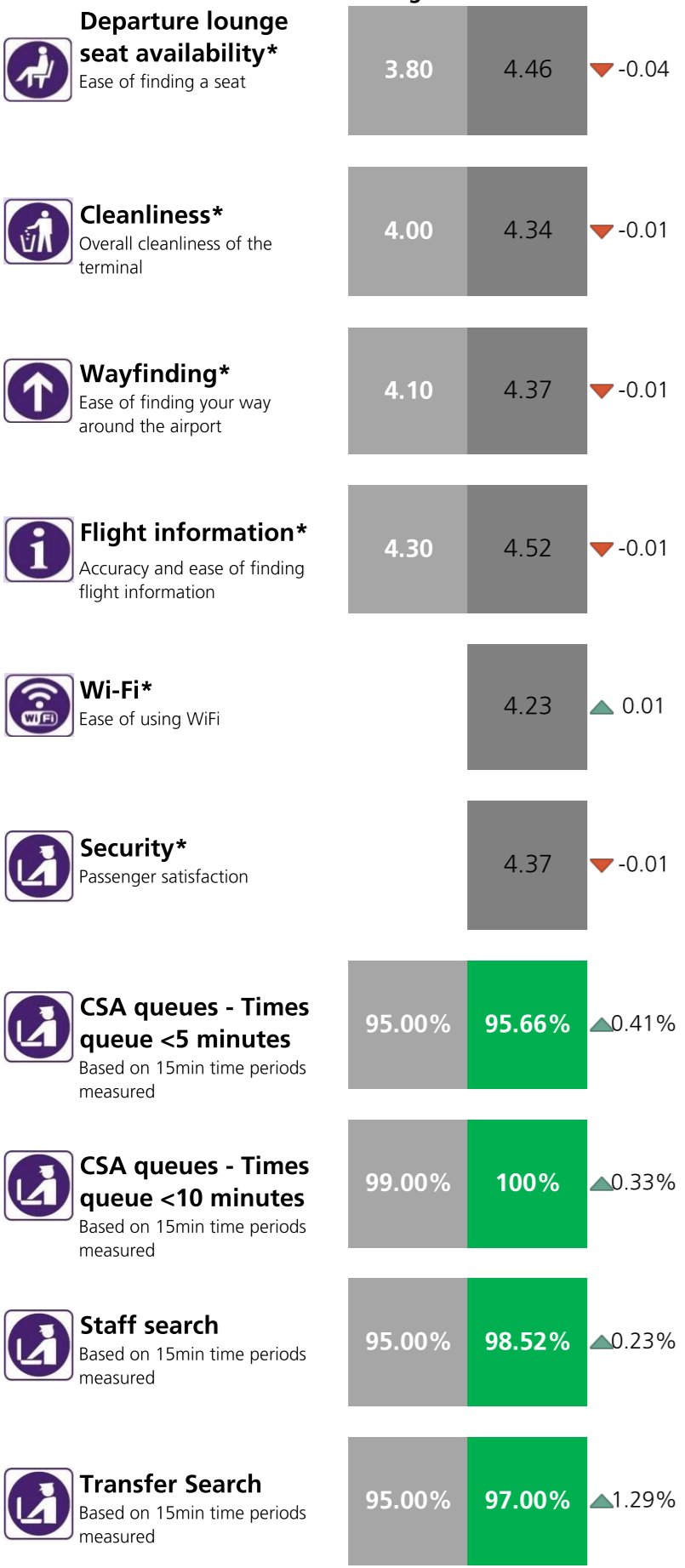
	Measure	Lower Threshold	Upper Threshold	Actual	Jan - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.52	£ 233,679	£ 233,678.67	1	
Cleanliness	MAA	4.20	4.50	4.46	£ 193,927	£ 193,927	1	
Wayfinding	MAA	4.20	4.50	4.43	£ 219,566	£ 219,566	1	
Flight information	MAA	4.40	4.70	4.58	£ 171,319	£ 171,319	1	
					£ 818,490	£ 818,490	4	

Credit Notes:

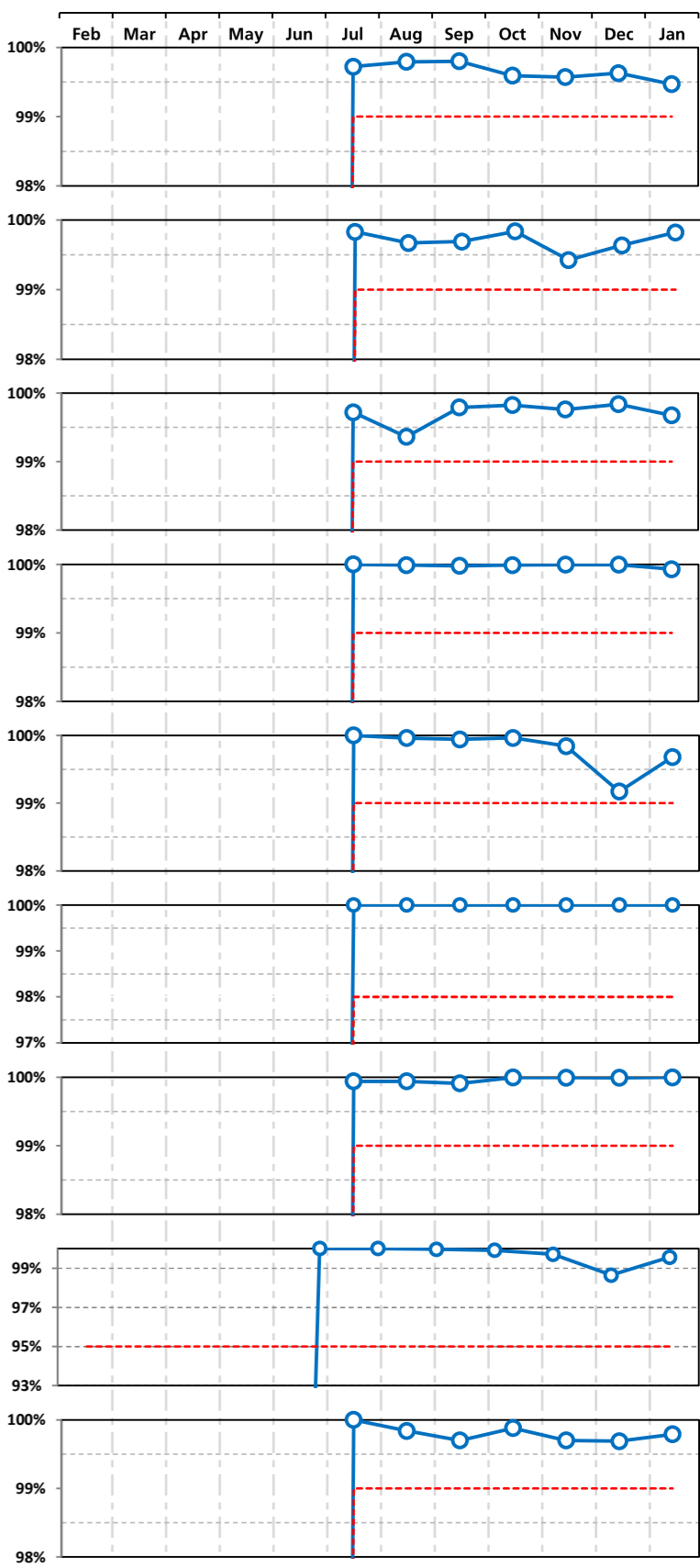
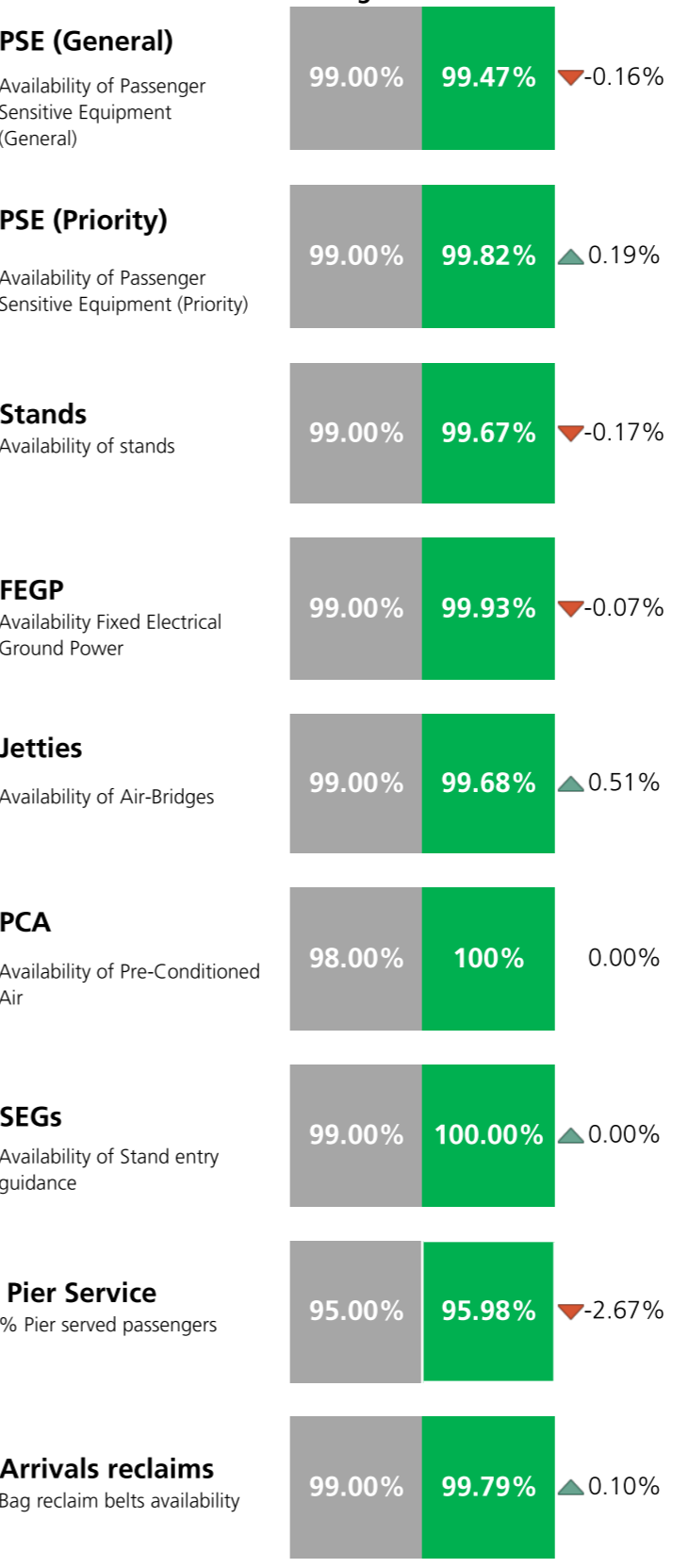
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2022 - December 2022

Passenger Experience and Service Level Performance



Service Level Performance



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

Terminal 3 Performance Report January 2022

Financial Report - Bonus and Rebates

Rebates:

	Jan - 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	✓	£ -	£ -	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	Jan - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.46	£ 233,678.67	£ 233,678.67	1	
Cleanliness	MAA	4.20	4.50	4.34	£ 193,927	£ 193,927	1	
Wayfinding	MAA	4.20	4.50	4.37	£ 219,566	£ 219,566	1	
Flight information	MAA	4.40	4.70	4.52	£ 171,319	£ 171,319	1	
					£ 818,490	£ 818,490	4	

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.

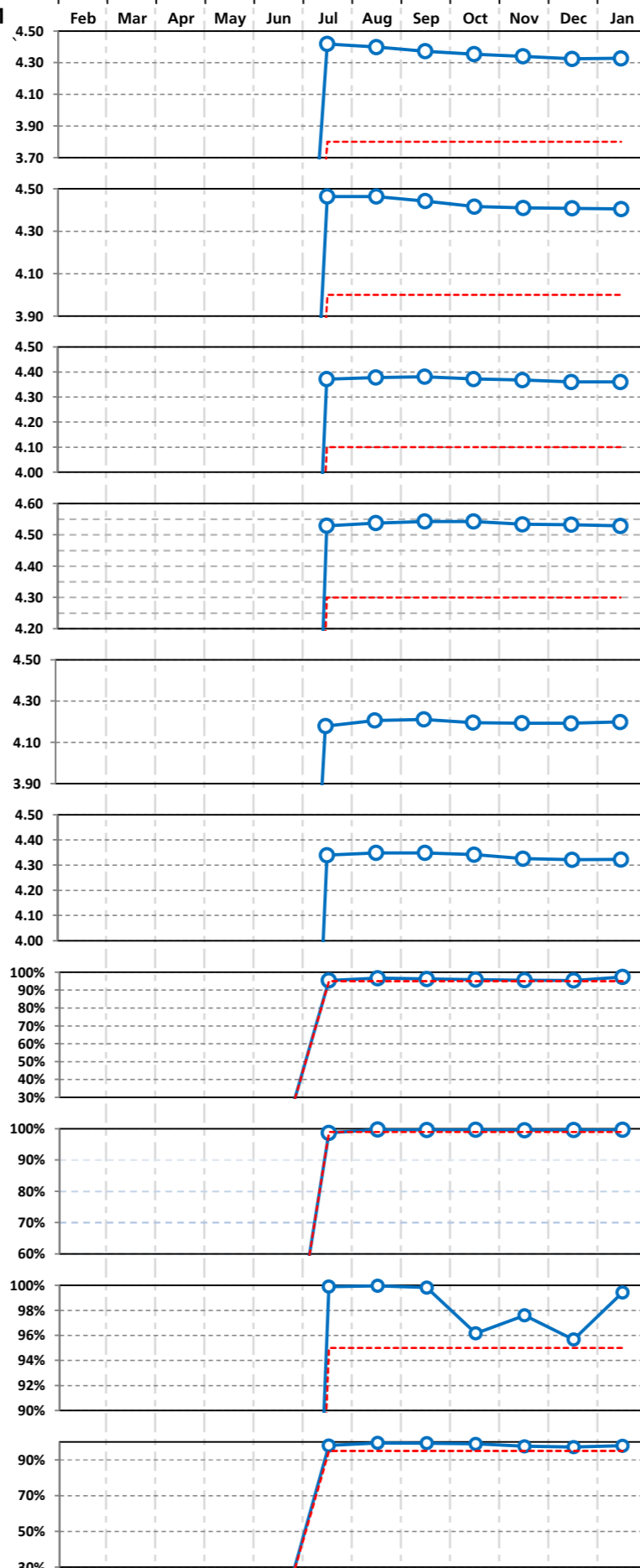
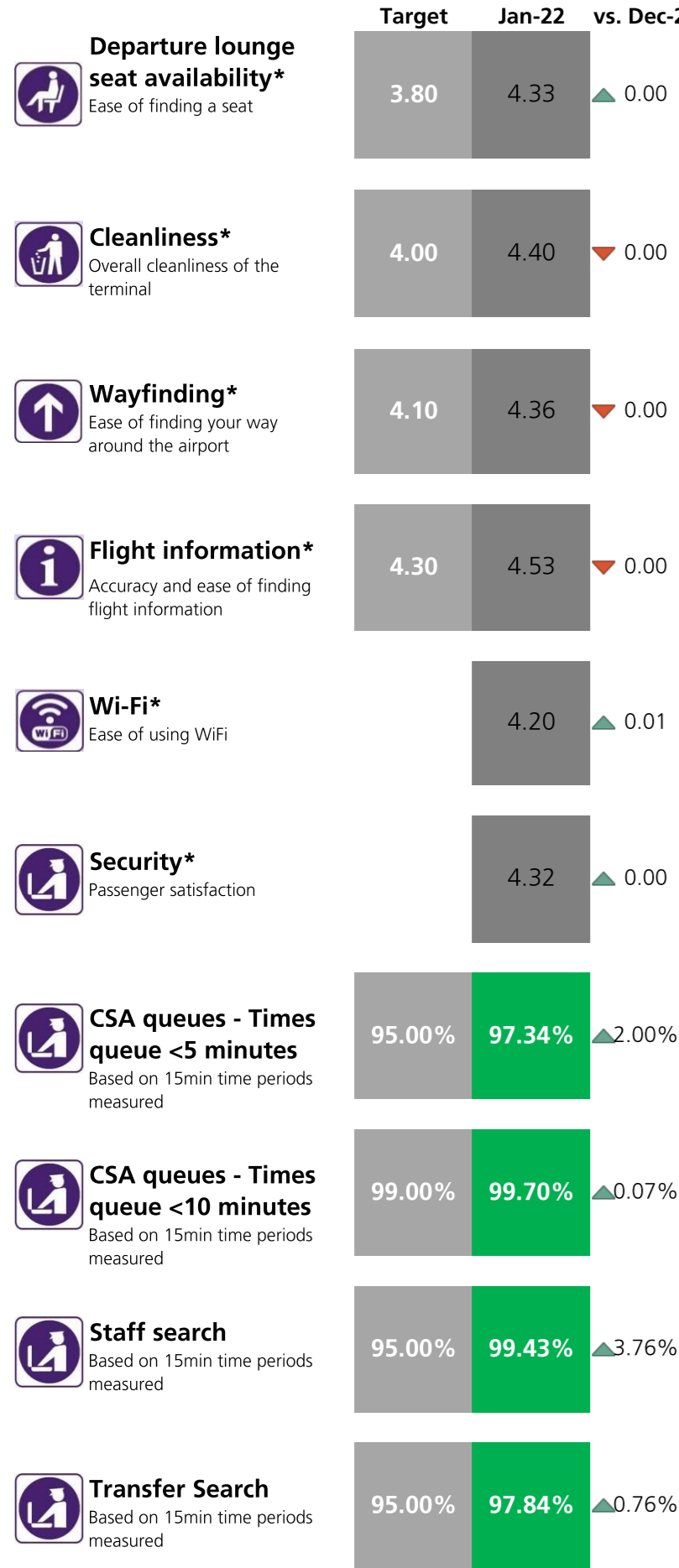
Financial year is from January 2022 - December 2022

Terminal 5 Performance Report January 2022

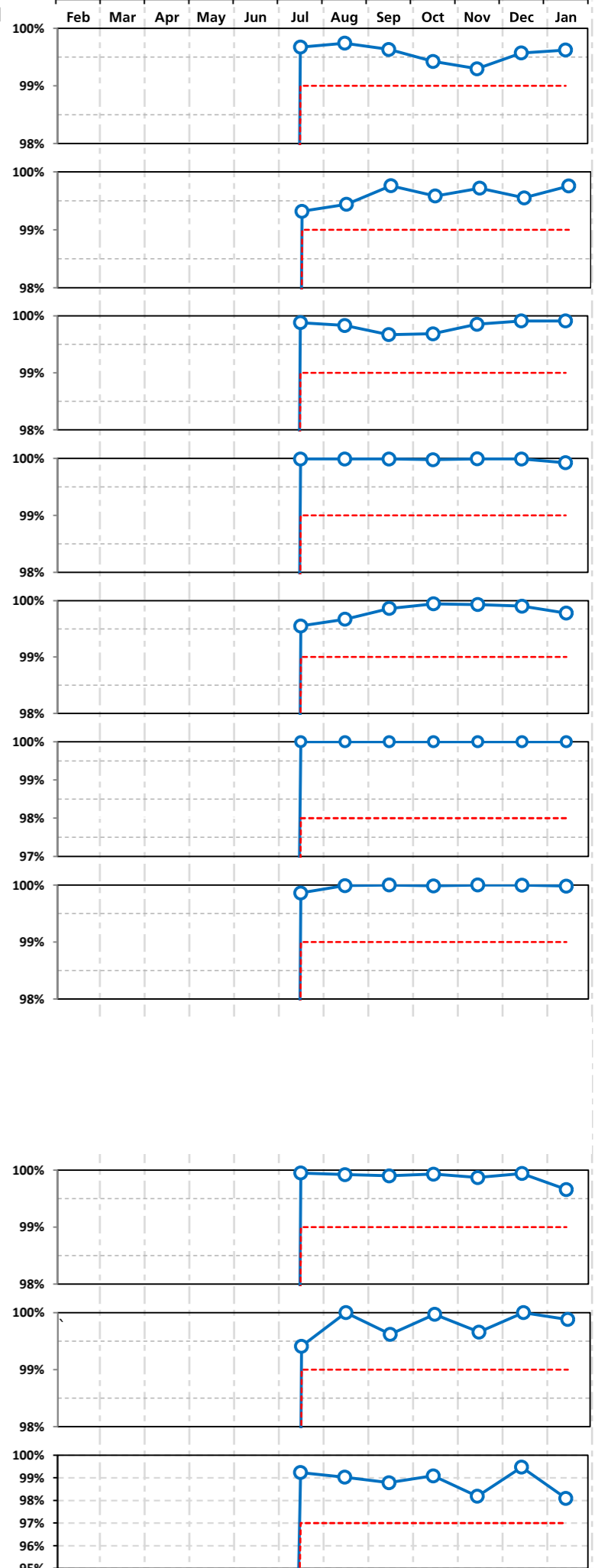
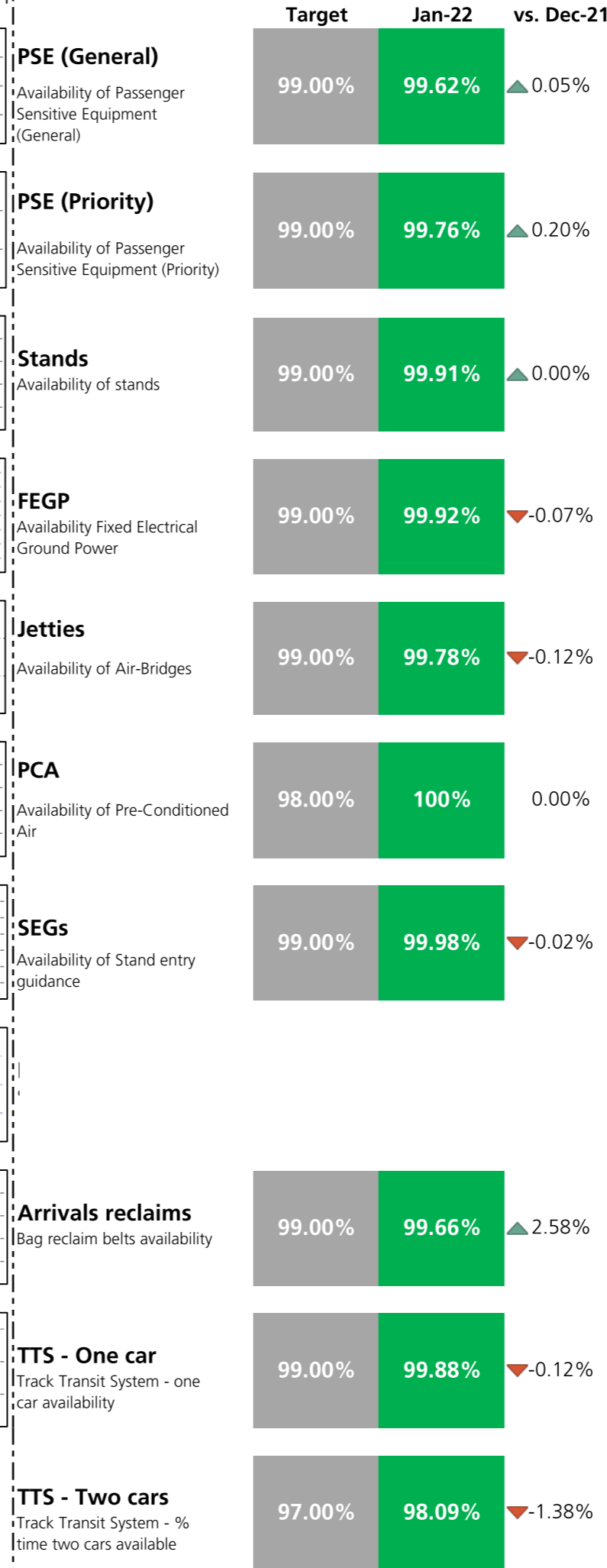
Classification: Internal

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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.

	Jan - 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	✓	£ -	£ -	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	Jan - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.33	£ 233,678.67	£ 233,678.67	1	
Cleanliness	MAA	4.20	4.50	4.40	£ 193,927	£ 193,927	1	
Wayfinding	MAA	4.20	4.50	4.36	£ 219,566	£ 219,566	1	
Flight information	MAA	4.40	4.70	4.53	£ 171,319	£ 171,319	1	
					£ 818,490	£ 818,490	4	

Credit Notes:

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