



Heathrow Performance Report

Service Quality Rebate and Bonus - March 2022

Operational Planning

Printed: 07 October 2022

Heathrow
Making every journey better

Heathrow Performance Report March 2022

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.54	4.44		4.30	
Cleanliness* Overall cleanliness of the terminal	4.44	4.31		4.38	
Wayfinding* Ease of finding your way around the airport	4.43	4.35		4.34	
Flight information* Accuracy and ease of finding flight information	4.56	4.51		4.49	
Wi-Fi* Ease of using WiFi	4.22	4.19		4.16	
Security* Passenger satisfaction	4.40	4.35		4.29	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	94.00%	95.39%	100.00%	87.60%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.63%	99.35%	100.00%	97.32%	
Staff search ** Based on 15min time periods measured	98.17%	97.32%	99.58%	96.49%	
Transfer Search Based on 15min time periods measured	99.72%	95.89%	100.00%	95.23%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	98.25%	99.00%	100%	95.45%	98.39%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.65%	99.79%	99.96%	99.52%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.54%	99.76%	100%	99.58%
Stands Availability of stands	99.83%	99.92%	99.59%	99.86%
FEGP Availability of Fixed Electrical Ground Power	100.00%	99.99%	100%	99.99%
Jetties Availability of Air-Bridges	99.79%	99.85%	100%	99.78%
PCA Availability of Pre-conditioned Air	99.98%	100%		100%
SEGs	100%	99.98%	99.99%	99.94%
Pier Service % Pier served passengers	98.46%	95.98%	99.99%	
Arrivals Reclaims Bag reclaim belts availability	99.47%	99.74%	100.00%	99.94%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.85%
TTS - Two cars Track Transit System - % time two cars available				99.77%

T2	T3	T4	T5
99.65%	99.79%	99.96%	99.52%
99.54%	99.76%	100%	99.58%
99.83%	99.92%	99.59%	99.86%
100.00%	99.99%	100%	99.99%
99.79%	99.85%	100%	99.78%
99.98%	100%		100%
100%	99.98%	99.99%	99.94%
98.46%	95.98%	99.99%	
99.47%	99.74%	100.00%	99.94%

Financial Report- Bonus and Rebates

	Rebates:					Campus	Estimated Rebate	Estimated Rebate	Total Failures
	Mar - 2022				YTD				
	T2	T3	T4	T5					
Departure lounge seat availability						£ -	£ -	0	
Cleanliness						£ -	£ -	0	
Wayfinding						£ -	£ -	0	
Flight information						£ -	£ -	0	
CSA Queues - Both	✗	✓	✓	✗		£ 1,764,028.88	£ 1,764,028.88	2	
Staff Search	✓	✓	✓	✓		£ -	£ -	0	
Transfer search	✓	✓	✓	✓		£ -	£ -	0	
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0	
Passenger Sensitive Equipment (Priority)	✓	✓	✓	✓		£ -	£ -	0	
Stands	✓	✓	✓	✓		£ -	£ 96,466.10	2	
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						£ 1,764,028.88	£ 1,860,494.98	4	

	Lower Threshold		Upper Threshold		Bonuses:				Total Pass
	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	YTD		
	4.10	4.50	4.54	4.44		4.30	£ 201,871	£ 1,060,862	7
	4.20	4.50	4.44	4.31		4.38	£ 154,972	£ 854,430	8
	4.20	4.50	4.43	4.35		4.34	£ 192,178	£ 1,341,587	8
	4.40	4.70	4.56	4.51		4.49	£ 129,209	£ 897,790	8
Total							£ 678,231	£ 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.

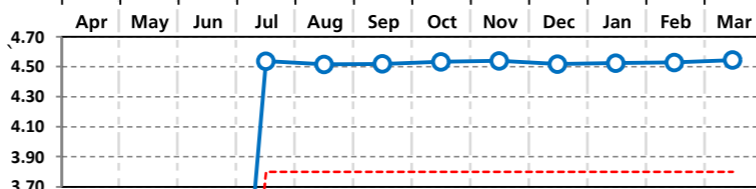
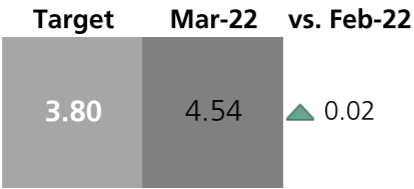
Terminal 2 Performance Report March 2022

Classification: Internal

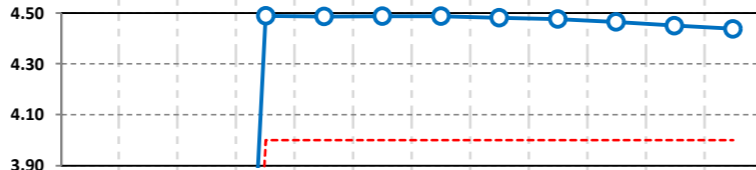
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Passenger Experience and Service Level Performance

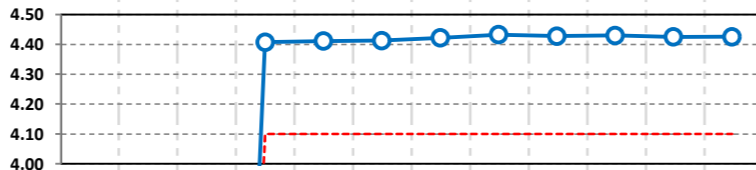
Departure lounge seat availability*
Ease of finding a seat



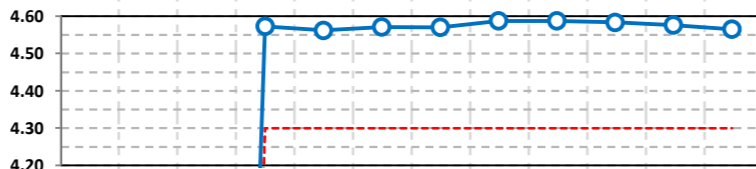
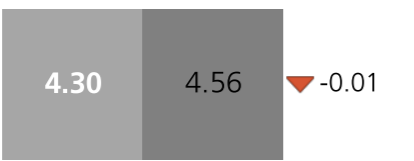
Cleanliness*
Overall cleanliness of the terminal



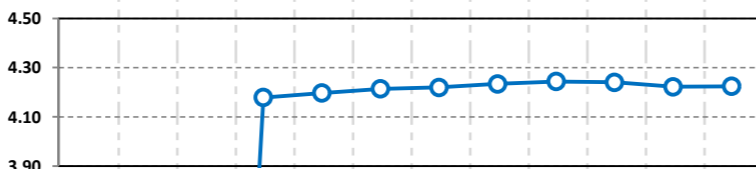
Wayfinding*
Ease of finding your way around the airport



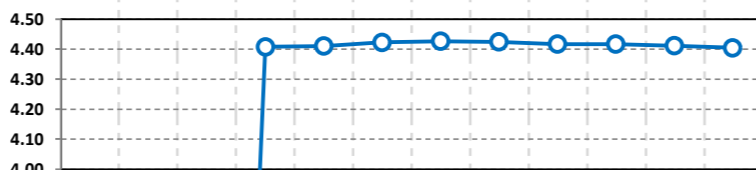
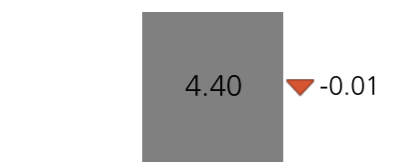
Flight information*
Accuracy and ease of finding flight information



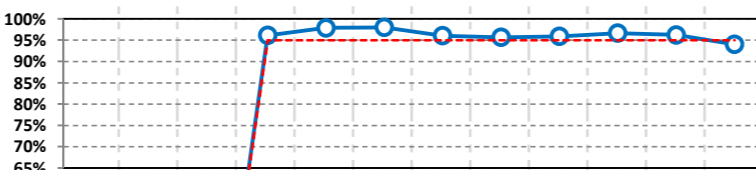
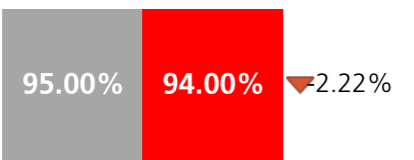
Wi-Fi*
Ease of using WiFi



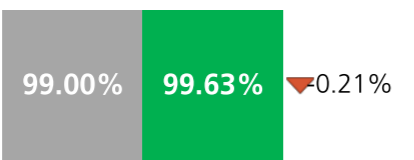
Security*
Passenger satisfaction



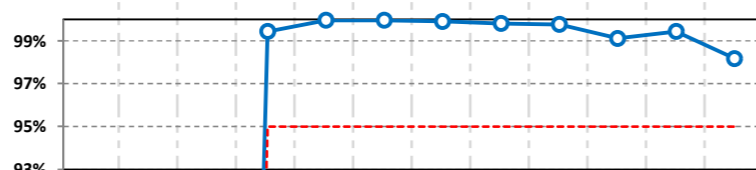
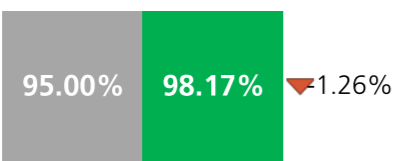
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



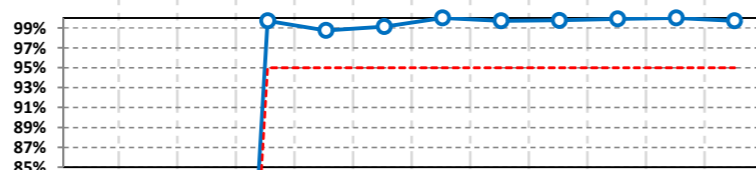
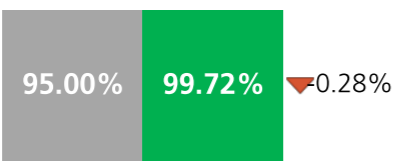
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



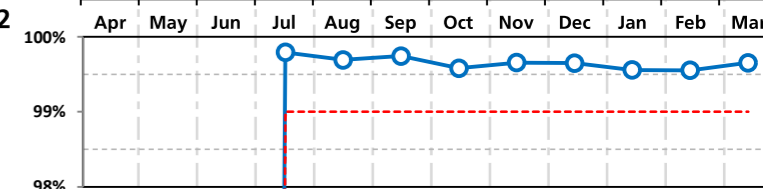
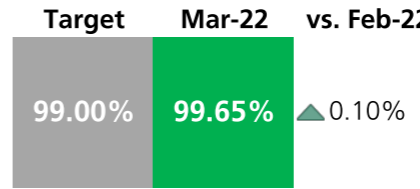
Transfer Search
Based on 15min time periods measured



Service Level Performance

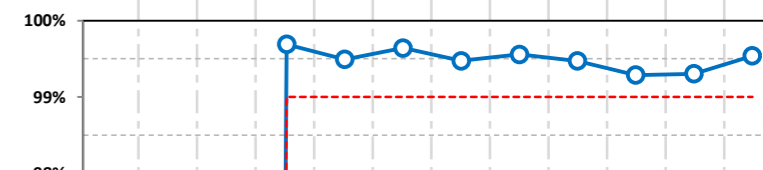
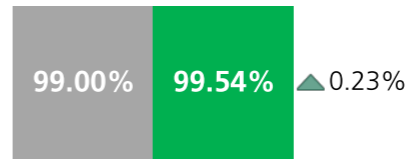
PSE (General)

Availability of Passenger Sensitive Equipment (General)



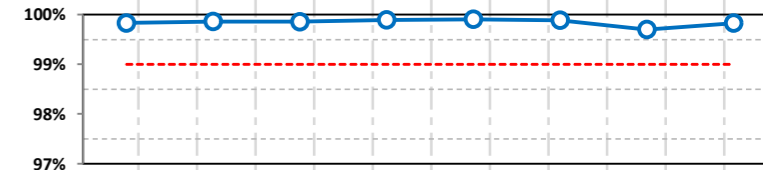
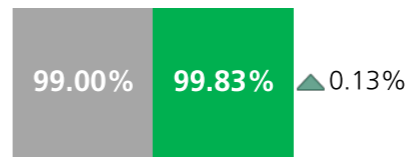
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



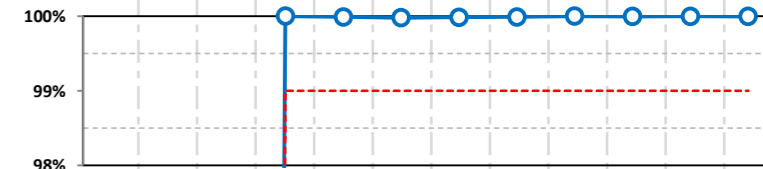
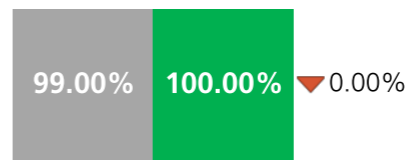
Stands

Availability of stands



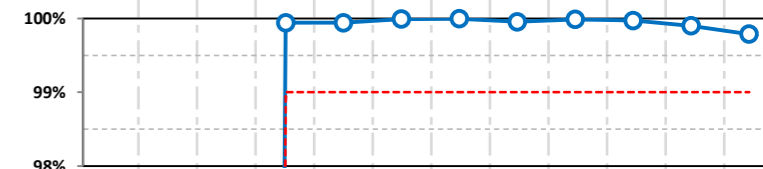
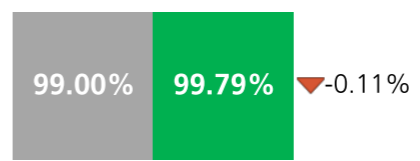
FEGP

Availability Fixed Electrical Ground Power



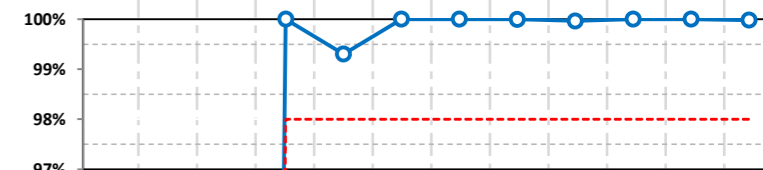
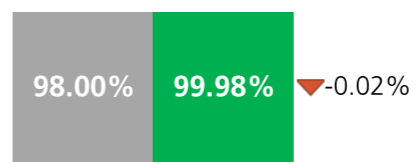
Jetties

Availability of Air-Bridges



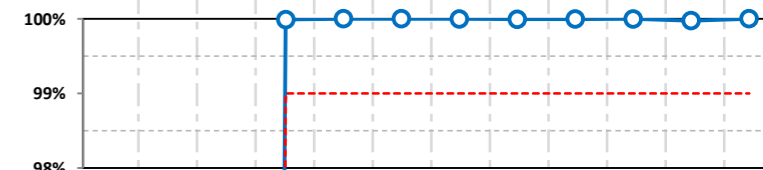
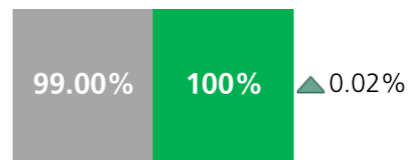
PCA

Availability of Pre-Conditioned Air



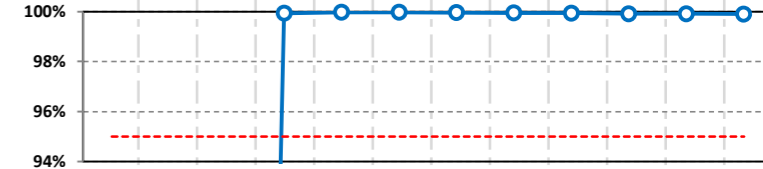
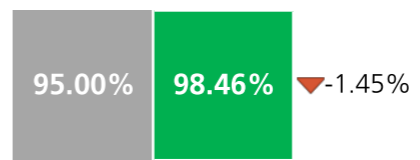
SEGs

Availability of Stand entry guidance



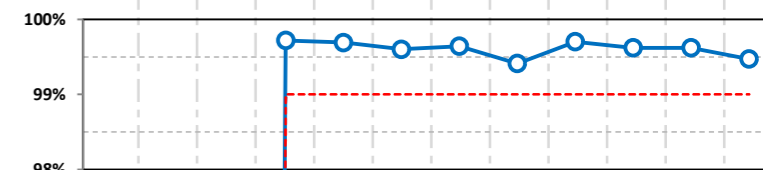
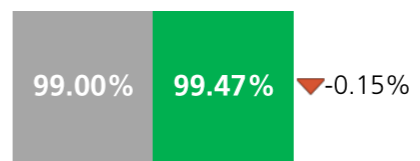
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

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

Terminal 2 Performance Report March 2022

Financial Report - Bonus and Rebates

Rebates:

	Target Achieved	Mar - 2022	Year-to-Date	
		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	£ 639,290.88	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
		£ 639,290.88	£ 639,290.88	1

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Mar - 2022	Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.54	£ 201,871	£ 669,521.96	3
Cleanliness	MAA	4.20	4.50	4.44	£ 154,972	£ 516,110	3
Wayfinding	MAA	4.20	4.50	4.43	£ 192,178	£ 621,165	3
Flight information	MAA	4.40	4.70	4.56	£ 129,209	£ 450,734	3
					£ 678,231	£ 2,257,531	12

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

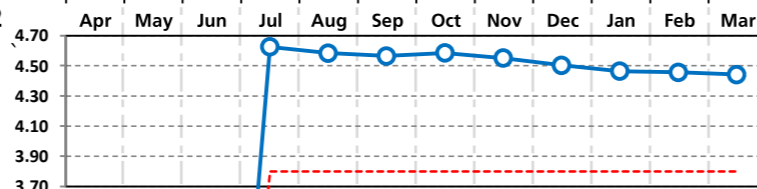
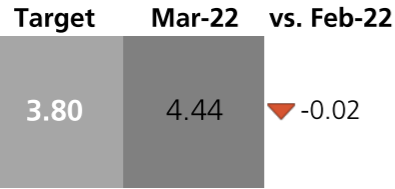
Terminal 3 Performance Report March 2022

Classification: Internal

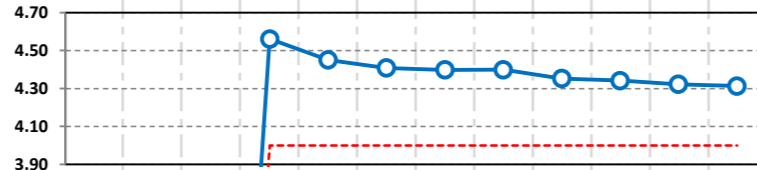
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Passenger Experience and Service Level Performance

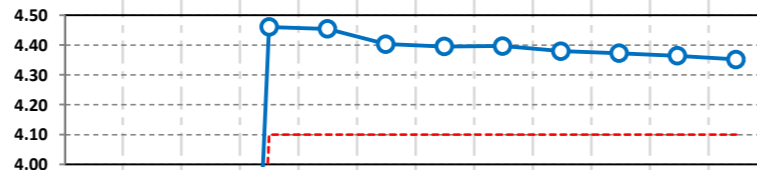
Departure lounge seat availability*
Ease of finding a seat



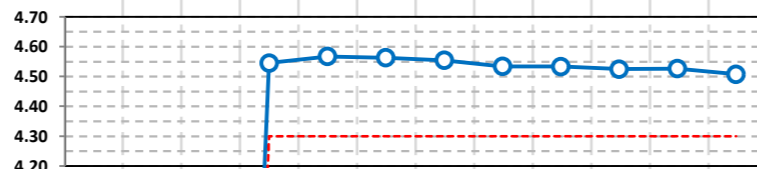
Cleanliness*
Overall cleanliness of the terminal



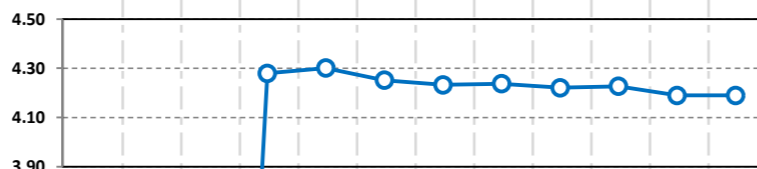
Wayfinding*
Ease of finding your way around the airport



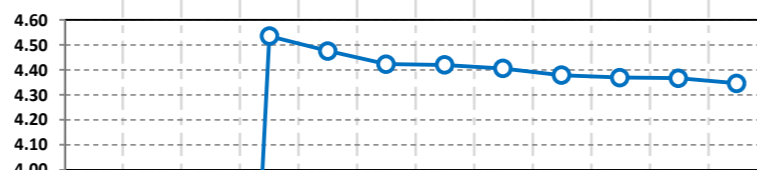
Flight information*
Accuracy and ease of finding flight information



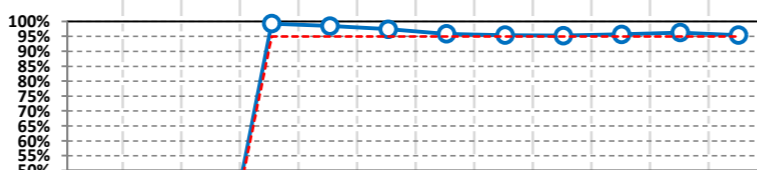
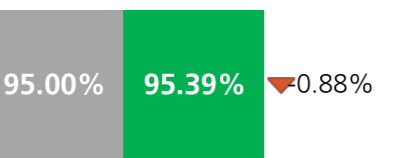
Wi-Fi*
Ease of using WiFi



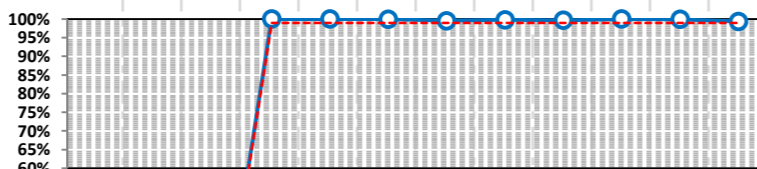
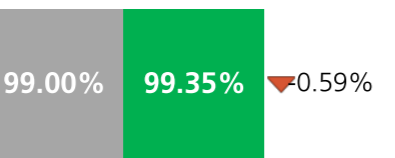
Security*
Passenger satisfaction



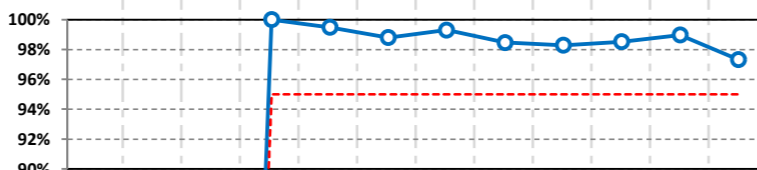
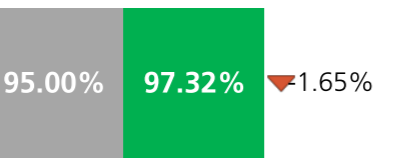
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



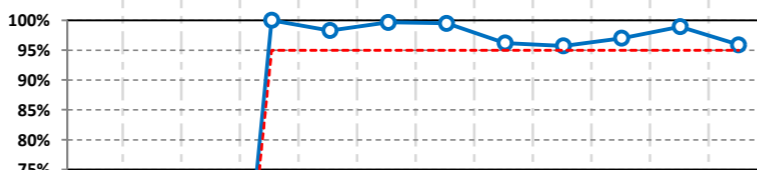
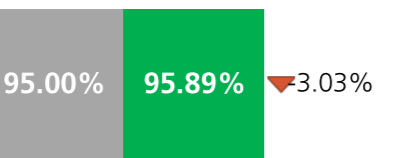
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



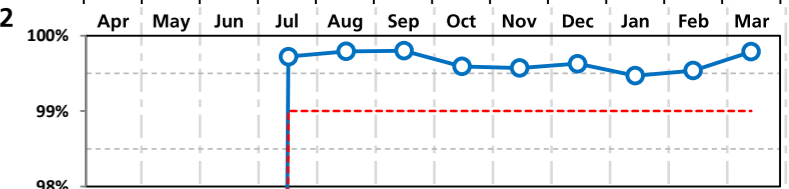
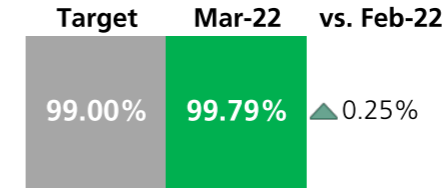
Transfer Search
Based on 15min time periods measured



Service Level Performance

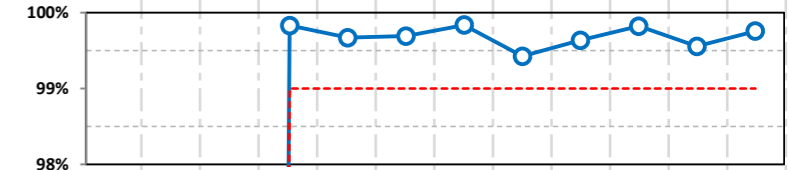
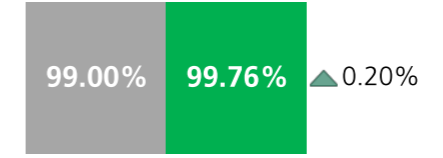
PSE (General)

Availability of Passenger Sensitive Equipment (General)



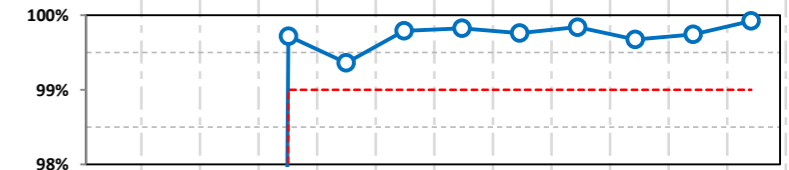
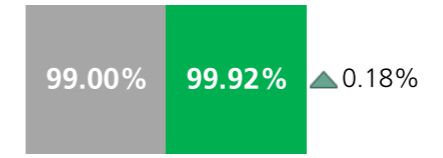
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



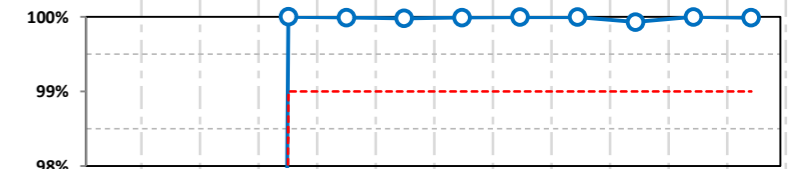
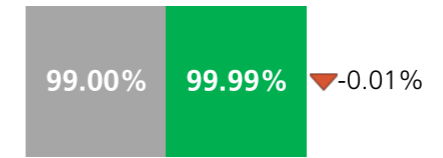
Stands

Availability of stands



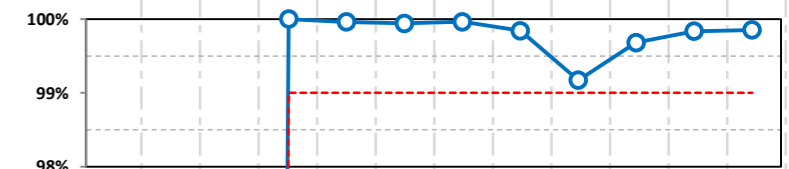
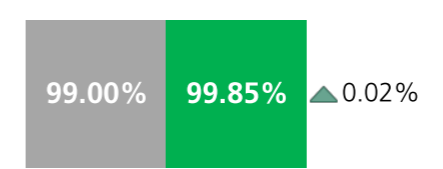
FEGP

Availability Fixed Electrical Ground Power



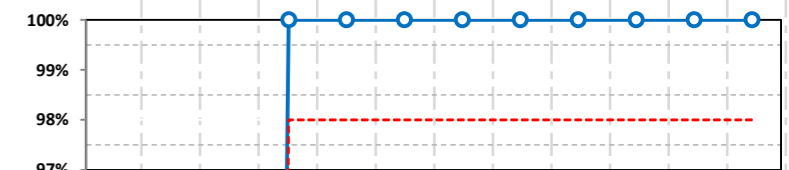
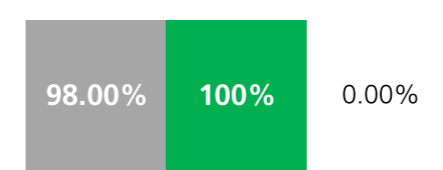
Jetties

Availability of Air-Bridges



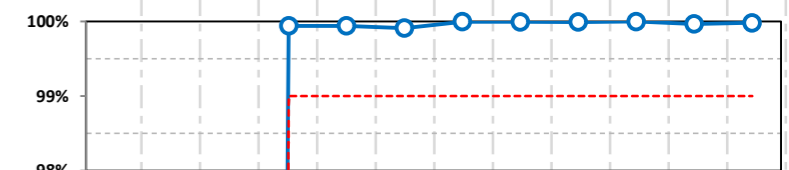
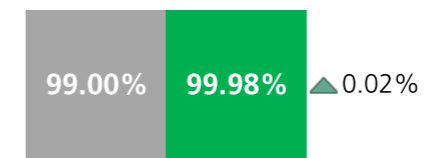
PCA

Availability of Pre-Conditioned Air



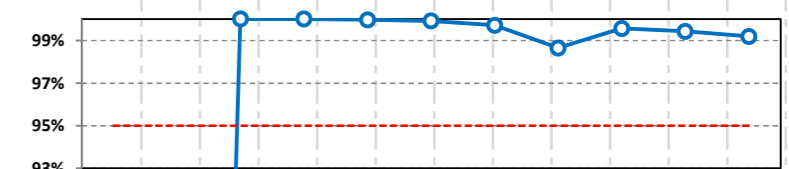
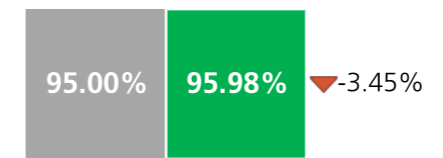
SEGs

Availability of Stand entry guidance



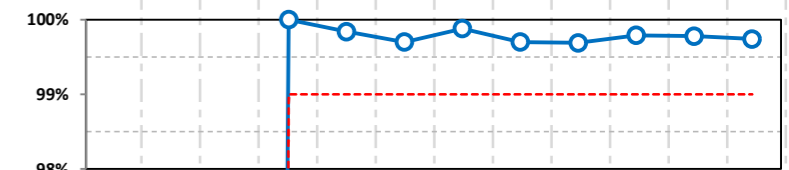
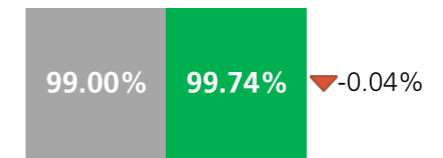
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

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

Terminal 3 Performance Report March 2022

Financial Report - Bonus and Rebates

Rebates:

	Mar - 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:

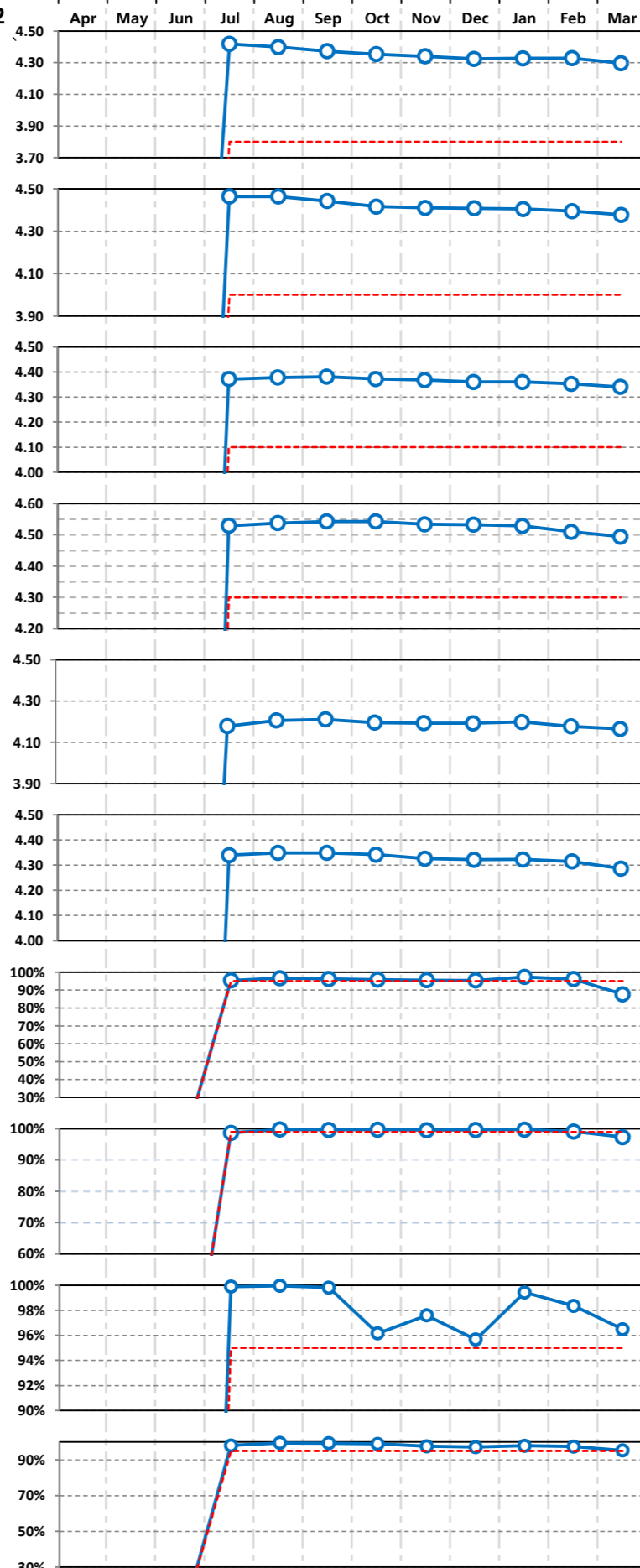
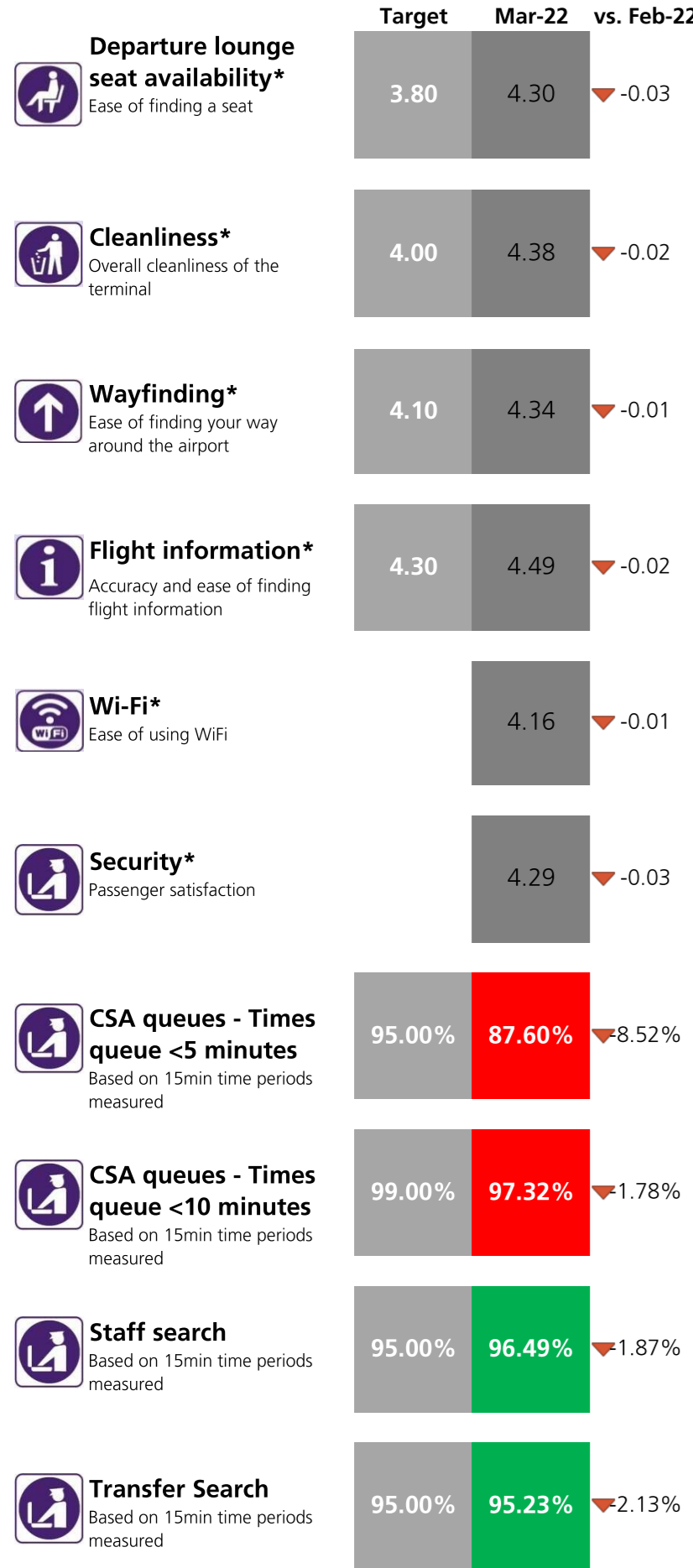
	Measure	Lower Threshold	Upper Threshold	Actual	Mar - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.44	£ 201,871.21	£ 669,521.96	3	
Cleanliness	MAA	4.20	4.50	4.31	£ 154,972	£ 516,110	3	
Wayfinding	MAA	4.20	4.50	4.35	£ 192,178	£ 621,165	3	
Flight information	MAA	4.40	4.70	4.51	£ 129,209	£ 450,734	3	
					£ 678,231	£ 2,257,531	12	

Credit Notes:

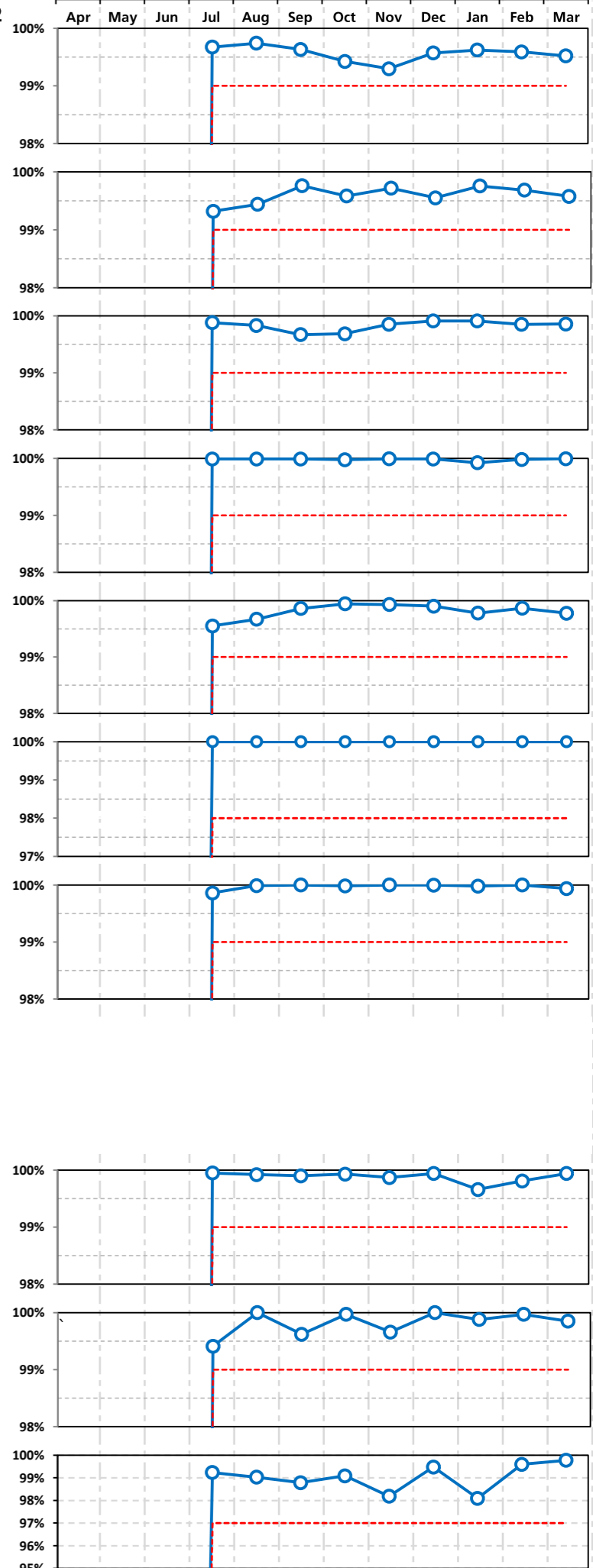
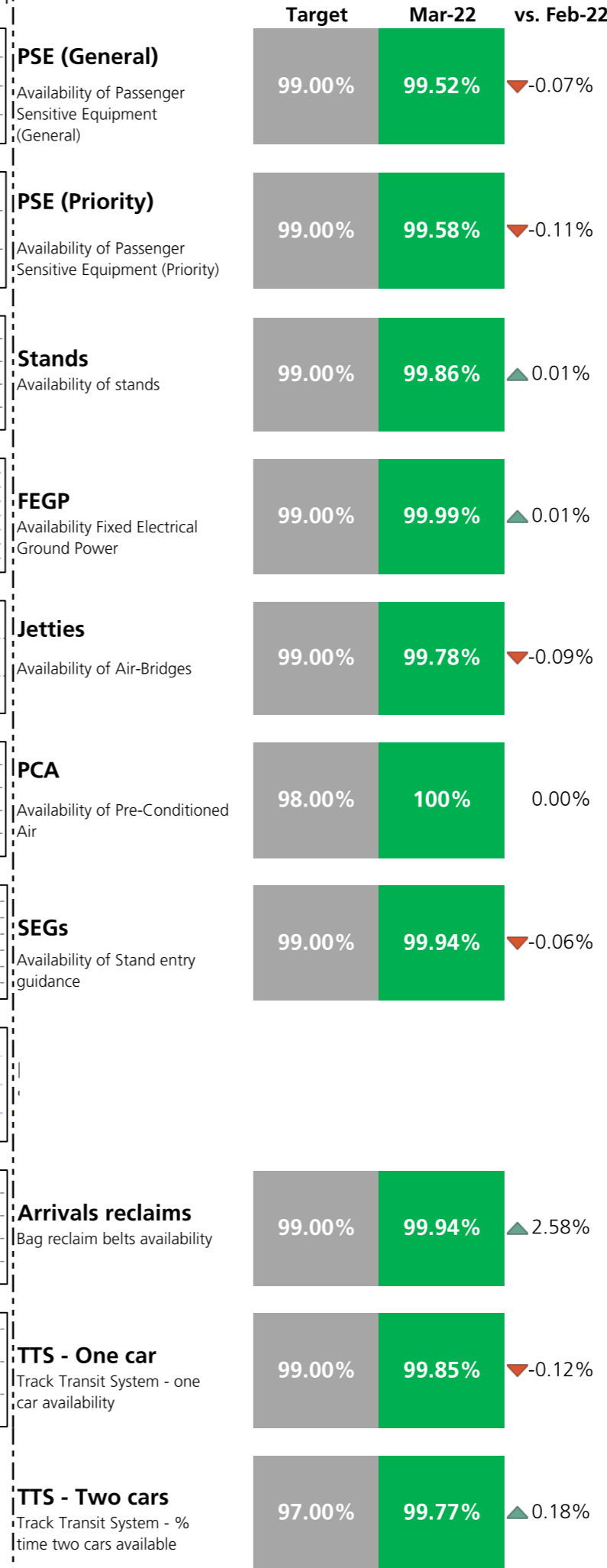
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

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.

	Mar - 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	£ 1,124,738.00	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	✔	£ -	£ -	0
		£ 1,124,738.00	£ 1,124,738.00	1

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Mar - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.30	£ 201,871.21	£ 669,521.96	3	
Cleanliness	MAA	4.20	4.50	4.38	£ 154,972	£ 516,110	3	
Wayfinding	MAA	4.20	4.50	4.34	£ 192,178	£ 621,165	3	
Flight information	MAA	4.40	4.70	4.49	£ 129,209	£ 450,734	3	
					£ 678,231	£ 2,257,531	12	

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