



# Heathrow Performance Report

Service Quality Rebate and Bonus - November 2020

Operational Planning

Printed: 16 December 2020

**Heathrow**  
Making every journey better

# Heathrow Performance Report November 2020

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.43	4.29	4.29	4.19	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.41	4.21	4.33	4.34	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.34	4.28	4.34	4.29	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.45	4.43	4.41	4.42	
<b>Wi-Fi*</b> Ease of using WiFi	4.17	4.24	4.38	4.21	
<b>Security*</b> Passenger satisfaction	4.32	4.29	4.28	4.25	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	93.61%			96.86%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	98.95%			99.55%	
<b>Staff search **</b> Based on 15min time periods measured	99.80%	100%	100%	98.93%	
<b>Transfer Search</b> Based on 15min time periods measured	99.95%			99.85%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	96.99%	92.61%	100%	97.51%	92.70%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.19%	99.97%	99.98%	99.60%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.14%	100%	99.94%	99.80%
<b>Stands</b> Availability of stands	99.77%	99.67%	84.35%	99.86%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.99%	99.99%	100%	100%
<b>Jetties</b> Availability of Air-Bridges	99.90%	99.99%	100%	99.99%
<b>PCA</b> Availability of Pre-conditioned Air	99.99%	100%	Non - Operational	100%
<b>SEGs</b>	99.98%	100%	100%	100%
<b>Pier Service</b> % Pier served passengers	98.07%			
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.82%	100%	100%	99.99%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				100%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.84%

## Financial Report- Bonus and Rebates

	Rebates:					Estimated Rebate	Estimated Rebate	Total Failures
	Nov - 2020							
	T2	T3	T4	T5	Campus			
<b>Departure lounge seat availability</b>						£ -	£ -	0
Cleanliness						£ -	£ -	0
<b>Wayfinding</b>						£ -	£ -	0
Flight information						£ -	£ -	0
<b>CSA Queues - Both</b>	X			✓		£ -	£ -	0
Staff Search						£ -	£ -	0
<b>Transfer search</b>	✓	✓	✓			£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	X	✓		£ -	£ -	0
<b>FEGP</b>	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
<b>Pre-conditioned air</b>	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
<b>Pier Service</b>	✓	✓	✓	✓		£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
<b>Control Posts Search</b>					X	£ -	£ -	0
<b>Aerodrome Congestion</b>					✓	£ -	£ -	0
<b>TTS - % Both</b>					✓	£ -	£ -	0
<b>Total</b>						£ -	£ -	0

	Bonuses:		Nov - 2020					YTD	
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.43	4.29	4.29	4.19	£ -	£ -	0
	4.20	4.50	4.41	4.21	4.33	4.34	£ -	£ -	0
	4.20	4.50	4.34	Non - Operational	4.28	4.34	£ -	£ 226,624	2
	4.40	4.70	4.45	4.43	4.41	4.42	£ -	£ -	0
<b>Total</b>							£ -	£ 226,624	2

**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 2020 - December 2020

\*SQRB calculation is based on a 4x month moving average for these metrics for T3 and T4 and 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.**



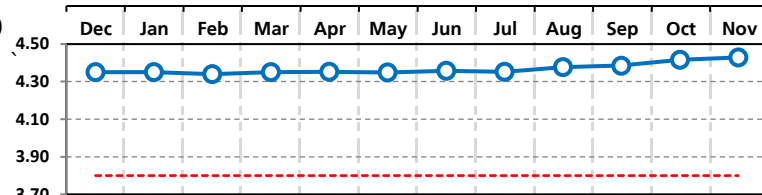
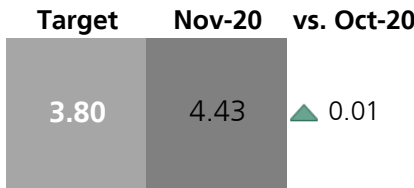
# Terminal 2 Performance Report November 2020

Classification: Internal

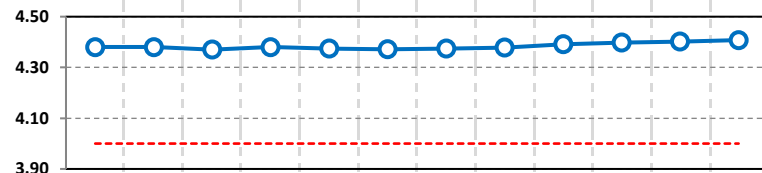
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## Passenger Experience and Service Level Performance

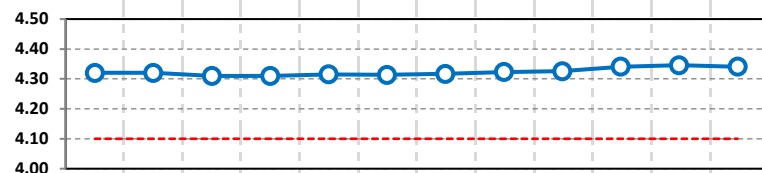
**Departure lounge seat availability\***  
Ease of finding a seat



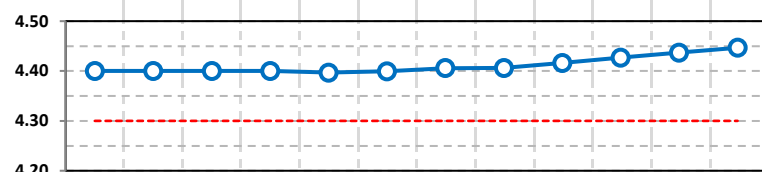
**Cleanliness\***  
Overall cleanliness of the terminal



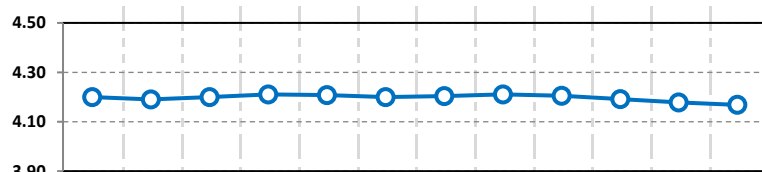
**Wayfinding\***  
Ease of finding your way around the airport



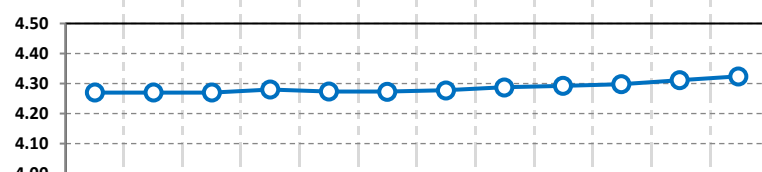
**Flight information\***  
Accuracy and ease of finding flight information



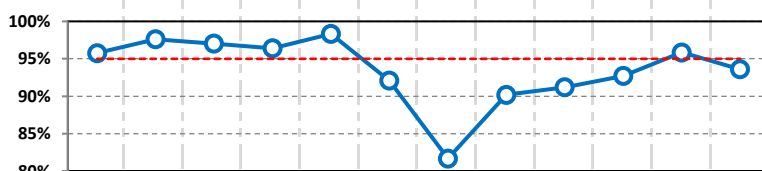
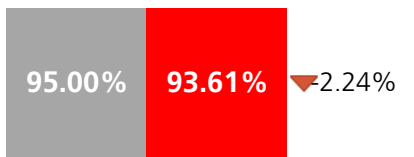
**Wi-Fi\***  
Ease of using WiFi



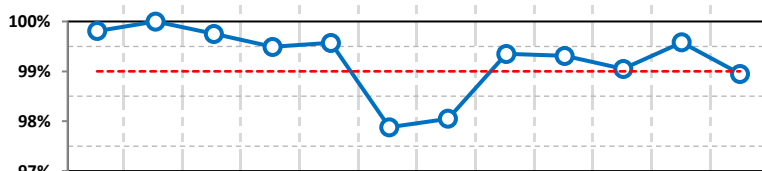
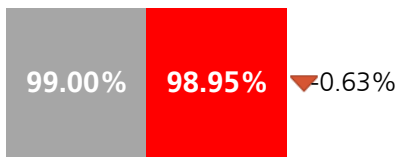
**Security\***  
Passenger satisfaction



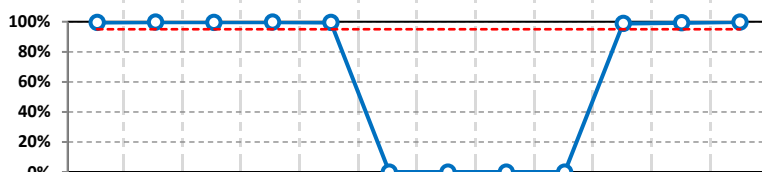
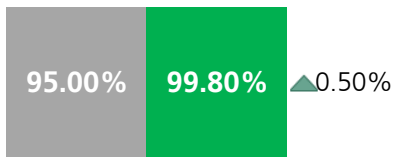
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



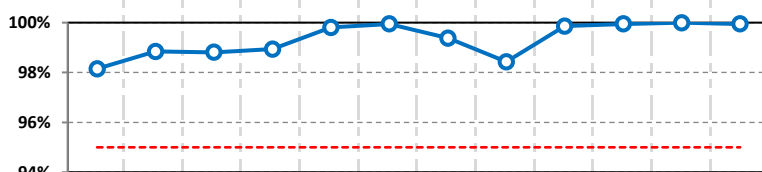
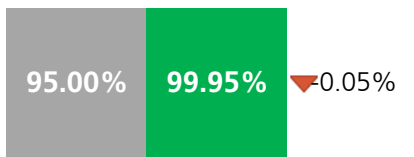
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured



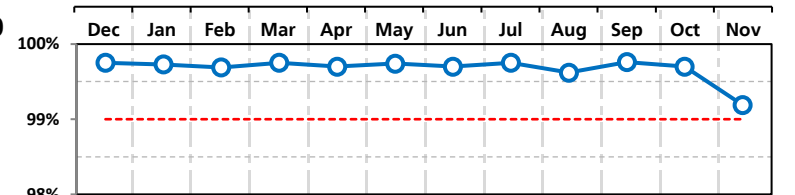
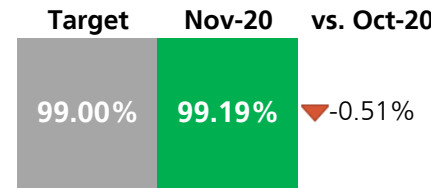
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

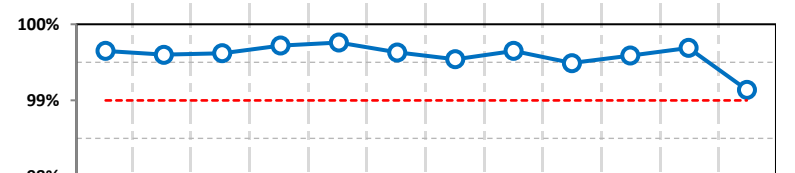
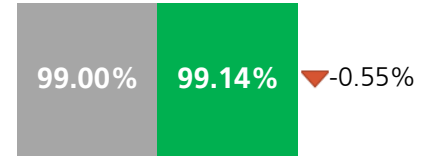
### PSE (General)

Availability of Passenger Sensitive Equipment (General)



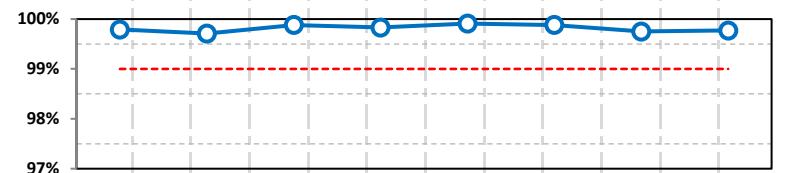
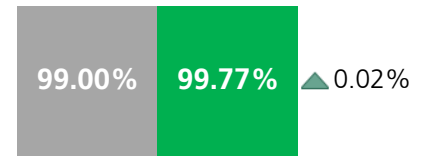
### PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



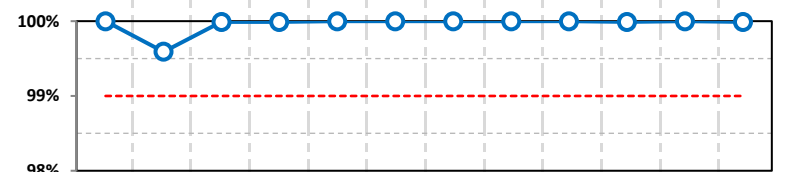
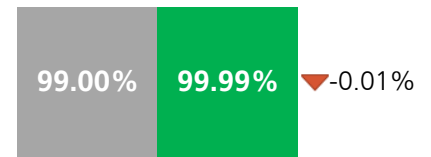
### Stands

Availability of stands



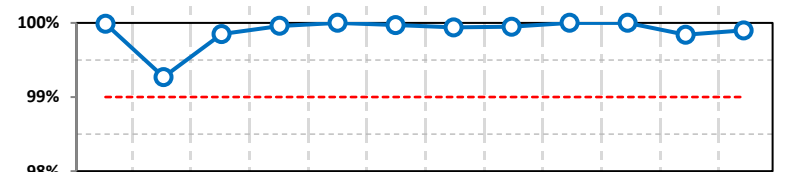
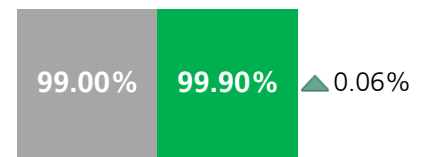
### FEGP

Availability Fixed Electrical Ground Power



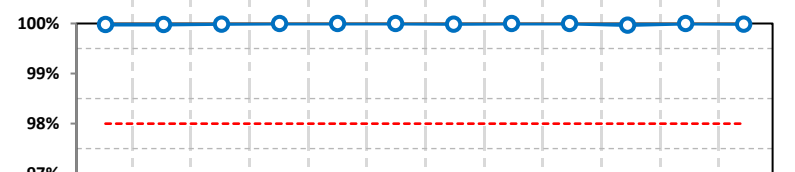
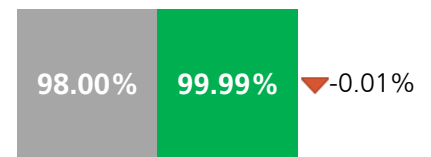
### Jetties

Availability of Air-Bridges



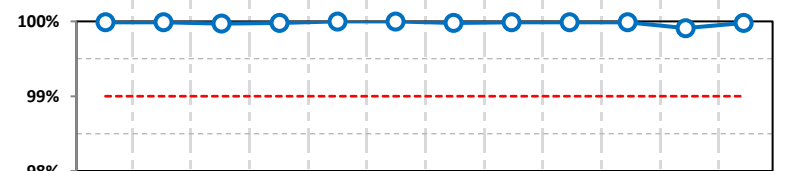
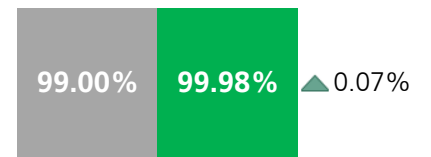
### PCA

Availability of Pre-Conditioned Air



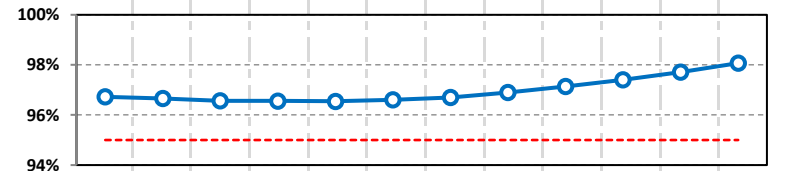
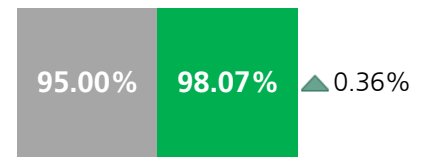
### SEGS

Availability of Stand entry guidance



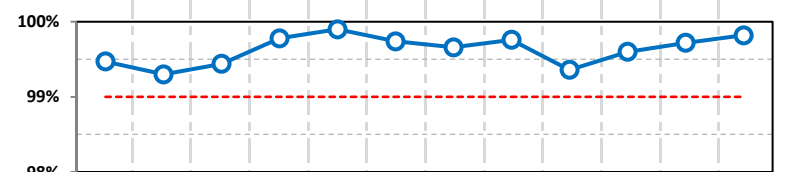
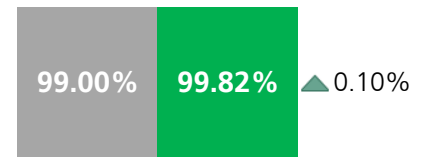
### Pier Service

% Pier served passengers



### Arrivals reclaims

Bag reclaim belts availability



**Notes:**

\*SQRB calculation is based on a 4x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

## Terminal 2 Performance Report November 2020

## Financial Report - Bonus and Rebates

## Rebates:

	Nov - 2020		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	0
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	0
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	X	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Nov - 2020		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.43	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.41	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.34	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.45	£ -	£ -	0	
					£ -	£ 226,624	2	

## 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 2020 - December 2020

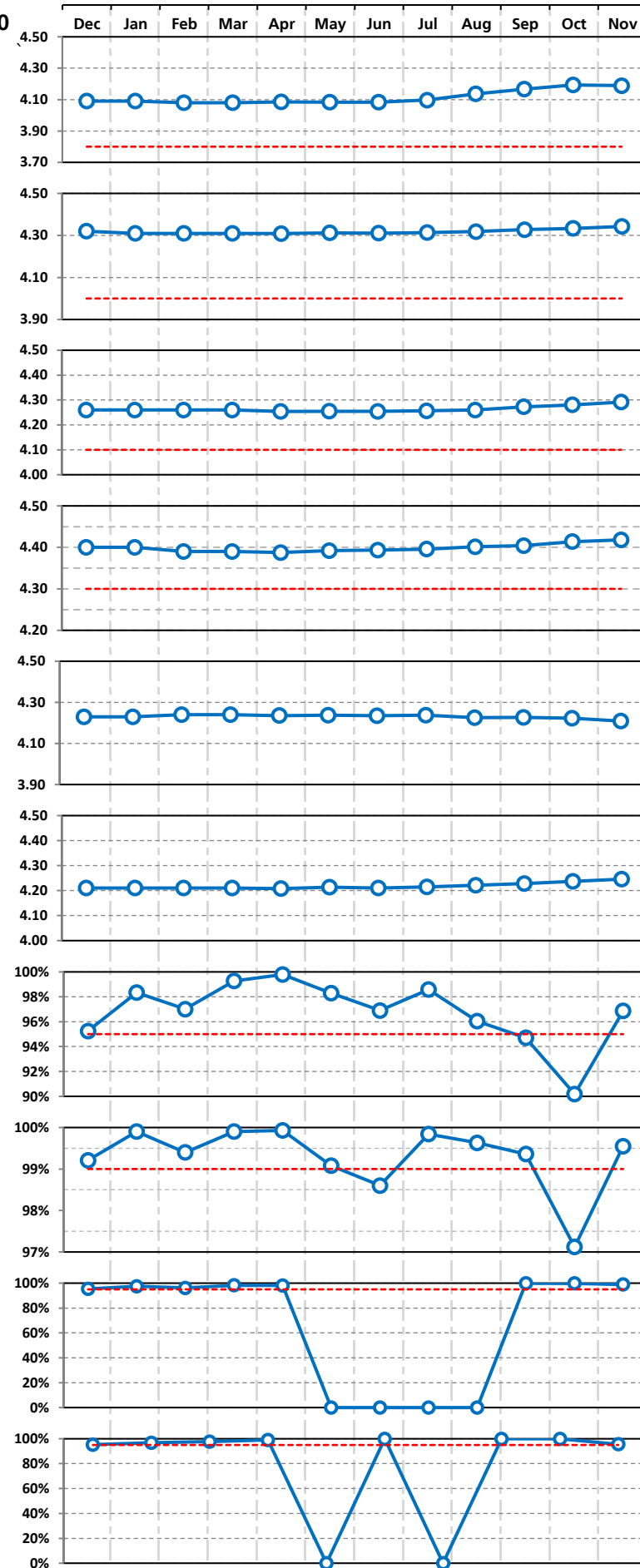
# Terminal 5 Performance Report November 2020

Classification: Internal

0

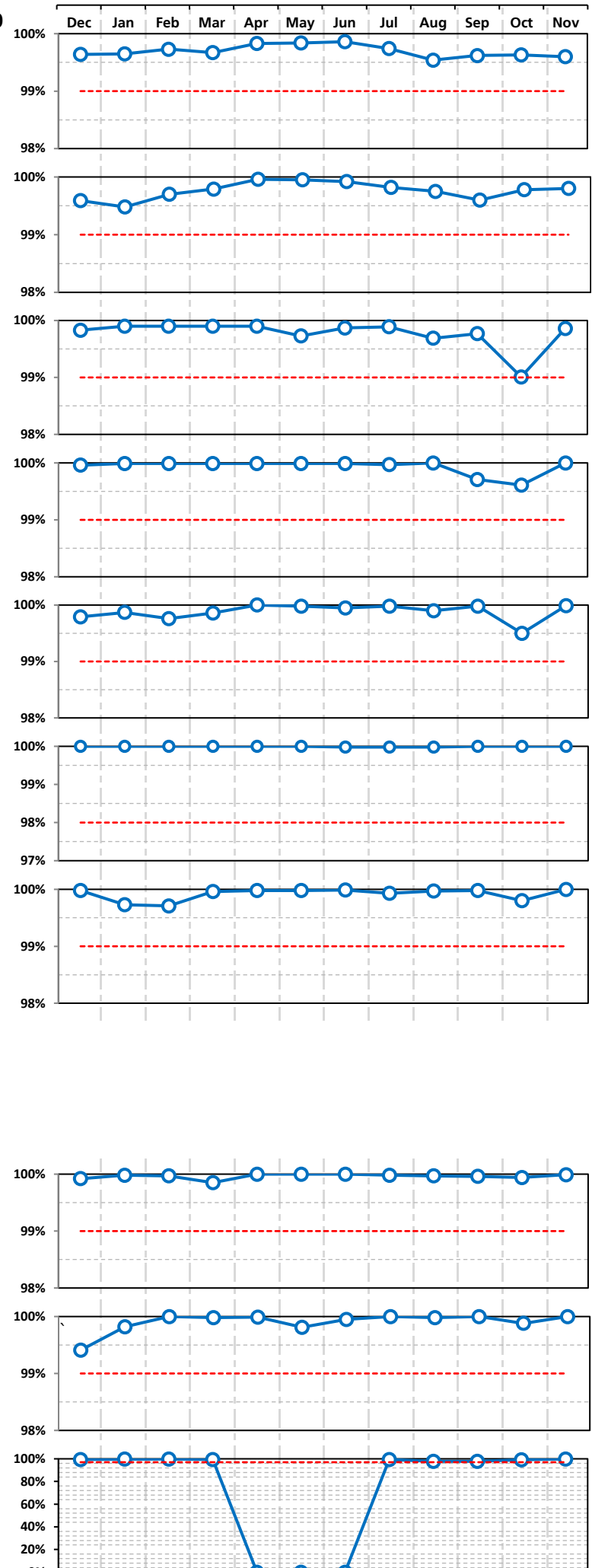
## Passenger Experience and Service Level Performance

	Target	Nov-20	vs. Oct-20
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.19	▼ 0.00
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.34	▲ 0.01
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.29	▲ 0.01
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.42	▲ 0.00
<b>Wi-Fi*</b> Ease of using WiFi		4.21	▼ -0.01
<b>Security*</b> Passenger satisfaction		4.25	▲ 0.01
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	96.86%	▲ 6.68%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.55%	▲ 2.43%
<b>Staff search</b> Based on 15min time periods measured	95.00%	98.93%	▼ 0.91%
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	99.85%	▲ 4.28%



## Service Level Performance

	Target	Nov-20	vs. Oct-20
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.60%	▼ -0.03%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.80%	▲ 0.02%
<b>Stands</b> Availability of stands	99.00%	99.86%	▲ 0.85%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.00%	100%	▲ 0.39%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.99%	▲ 0.49%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	100%	0.00%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	100%	▲ 0.20%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.99%	▲ 4.42%
<b>TTS - One car</b> Track Transit System - one car availability	99.00%	100%	▲ 0.12%
<b>TTS - Two cars</b> Track Transit System - % time two cars available	97.00%	99.84%	▲ 0.63%



**Notes:**

\*SQRB calculation is based on a 4x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

# Terminal 5 Performance Report November 2020

## Financial Report - Bonus and Rebates

Classification: Internal

### Rebates:

	Nov - 2020		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	0
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	0
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	X	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>				
Arrivals reclaims	✓	£ -	£ -	0
<b>TTS - % Both</b>	✓	£ -	£ -	0
		£ -	£ -	0

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Nov - 2020		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.19	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.34	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.29	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0	
					£ -	£ 226,624	2	

### 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 2020 - December 2020

# Heathrow

*Making every journey better*