



# Heathrow Performance Report

Service Quality Rebate and Bonus - February 2021

Operational Planning  
Printed: 16 March 2021

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report February 2021

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.54	4.43	4.18	4.37	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.46	4.21	4.22	4.42	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.38	4.32	4.28	4.34	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.54	4.51	4.23	4.50	
<b>Wi-Fi*</b> Ease of using WiFi	4.16	Non - Operational		4.17	
<b>Security*</b> Passenger satisfaction	4.38	4.38	4.20	4.31	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	98.67%			98.34%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.94%			99.56%	
<b>Staff search **</b> Based on 15min time periods measured	99.84%	99.38%	100%	100%	
<b>Transfer Search</b> Based on 15min time periods measured	100%	Non - Operational		99.64%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	99.06%	98.79%	100%	99.63%	99.80%

## 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
- TTS - Two cars**  
Track Transit System - % time two cars available

	T2	T3	T4	T5
<b>PSE (General)</b>	99.76%	100%	100%	99.78%
<b>PSE (Priority)</b>	99.61%	100%	100%	99.84%
<b>Stands</b>	99.79%	100%	97.81%	99.69%
<b>FEGP</b>	99.99%	100%	100%	99.99%
<b>Jetties</b>	99.98%	100%	100%	99.98%
<b>PCA</b>	100%	100%	Non - Operational	
<b>SEGs</b>	99.99%	100%	100%	99.97%
<b>Pier Service</b>	99.90%			
<b>Arrivals Reclaims</b>	99.80%	100%	100%	99.90%
<b>TTS - One car</b>				100%
<b>TTS - Two cars</b>				99.71%

## Financial Report- Bonus and Rebates

	Rebates:					Campus	Estimated Rebate	Estimated Rebate	Total Failures
	Feb - 2021				YTD				
	T2	T3	T4	T5					
<b>Departure lounge seat availability</b>						£	-	£	0
Cleanliness						£	-	£	0
<b>Wayfinding</b>						£	-	£	0
Flight information						£	-	£	0
<b>CSA Queues - Both</b>	✓			✓		£	-	£	0
Staff Search						£	-	£	0
<b>Transfer search</b>	✓	✓	✓			£	-	£	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£	-	£	0
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓		£	-	£	0
Stands	✓	✓	✓	✓		£	-	£	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>					✓	£	-	£	0
<b>Aerodrome Congestion</b>					✓	£	-	£	0
<b>TTS - % Both</b>					✓	£	-	£	0
<b>Total</b>						£	-	£	0

	Lower Threshold	Upper Threshold	Bonuses:				Estimated Bonus	Estimated Bonus	Total Pass
			Feb - 2021						
			T2	T3	T4	T5			
	4.10	4.50	4.54	4.43	4.18	4.37	£ 82,059	£ 133,726	2
	4.20	4.50	4.46	4.21	4.22	4.42	£ 89,151	£ 162,092	2
	4.20	4.50	4.38	Non - Operational		4.34	£ 56,732	£ 105,360	2
	4.40	4.70	4.54	4.51	4.23	4.50	£ 40,523	£ 52,680	2
<b>Total</b>							£ 268,465	£ 453,858	8

**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 2021 - December 2021

\*SQRB calculation is based on a 1x month moving average for these metrics for T3 and T4 and on an 8x 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.**

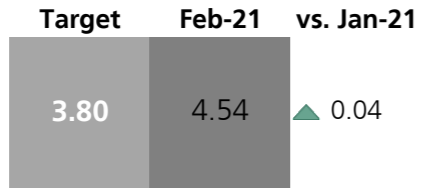
# Terminal 2 Performance Report February 2021

Classification: Internal

0

## Passenger Experience and Service Level Performance

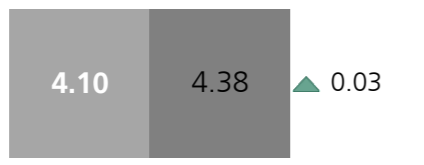
**Departure lounge seat availability\***  
Ease of finding a seat



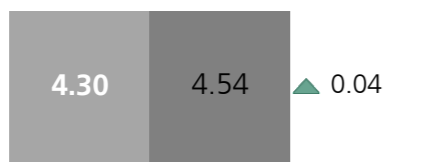
**Cleanliness\***  
Overall cleanliness of the terminal



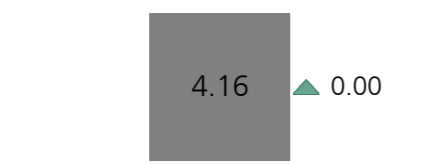
**Wayfinding\***  
Ease of finding your way around the airport



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



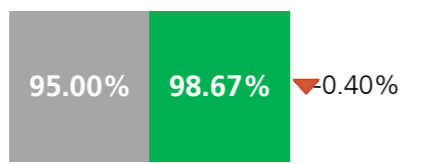
**Wi-Fi\***  
Ease of using WiFi



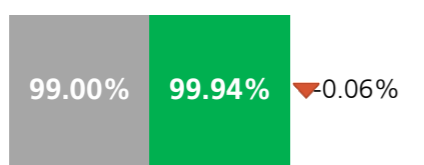
**Security\***  
Passenger satisfaction



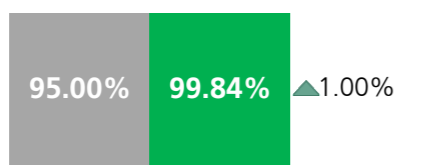
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



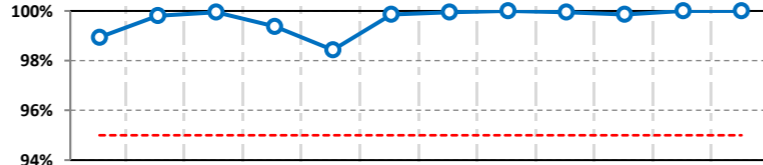
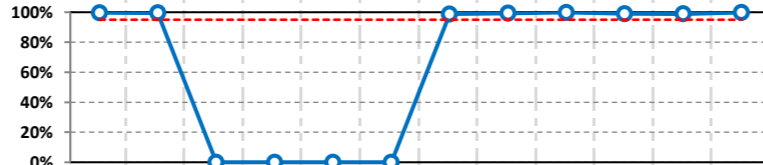
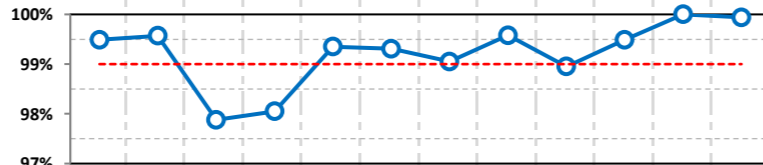
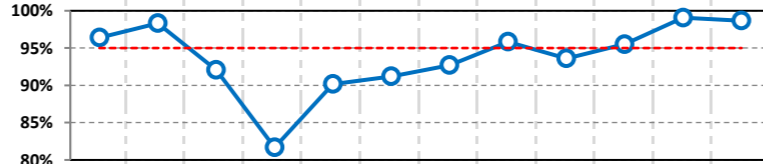
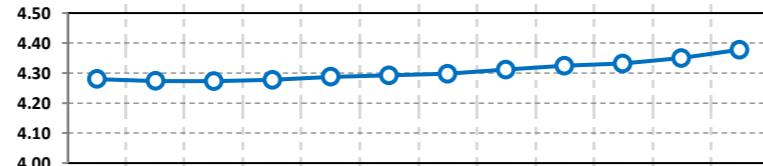
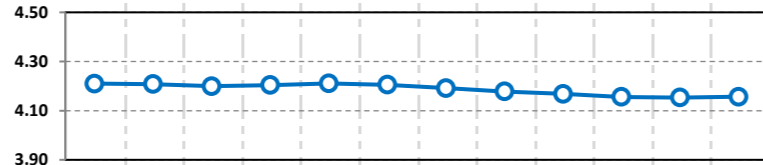
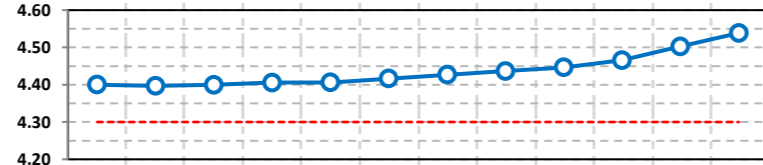
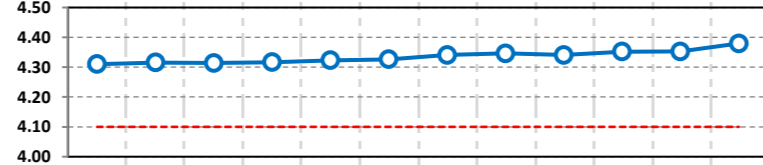
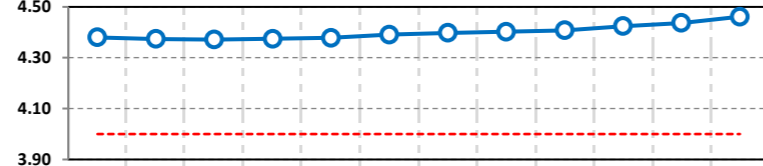
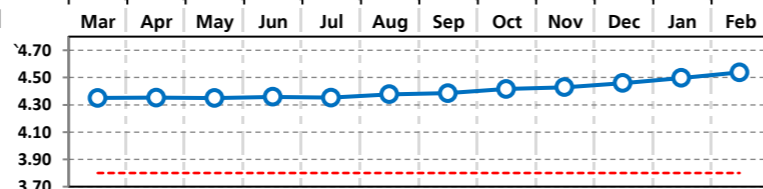
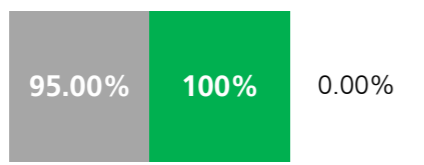
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



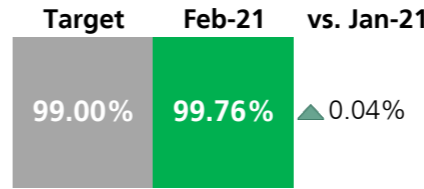
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

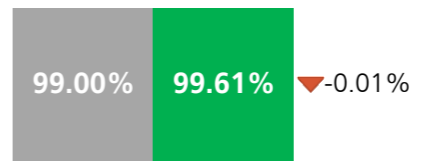
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



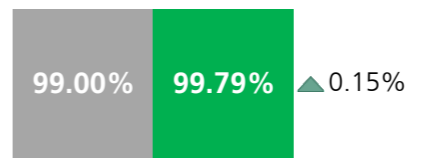
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



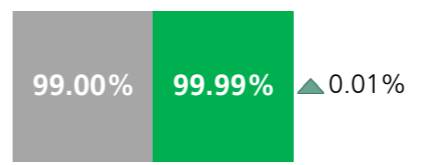
**Stands**

Availability of stands



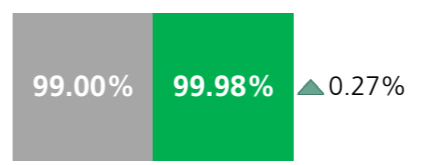
**FEGP**

Availability Fixed Electrical Ground Power



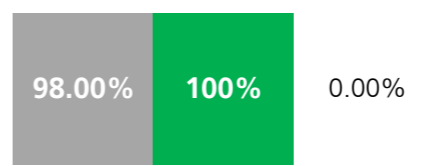
**Jetties**

Availability of Air-Bridges



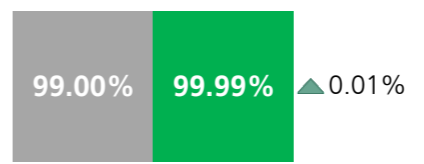
**PCA**

Availability of Pre-Conditioned Air



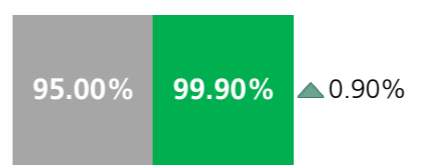
**SEGS**

Availability of Stand entry guidance



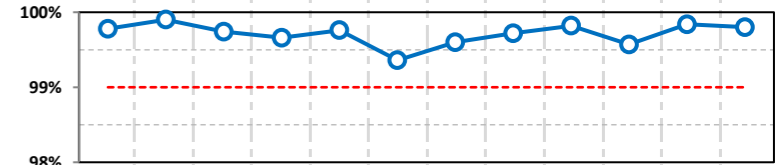
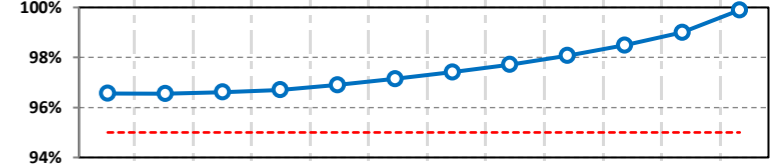
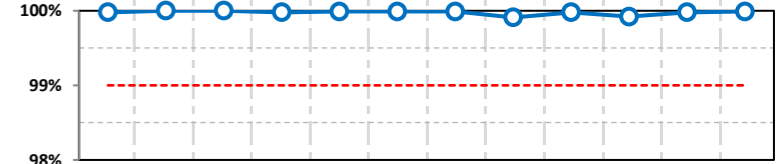
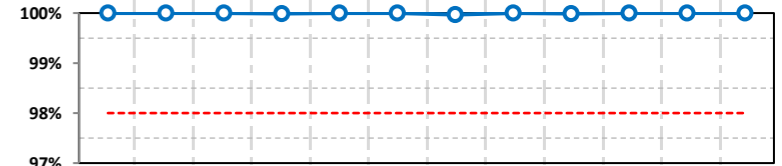
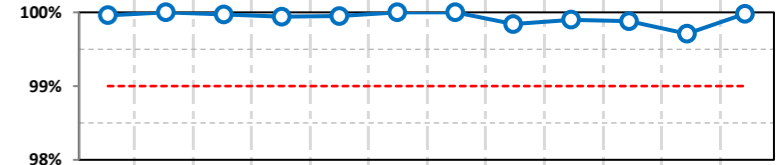
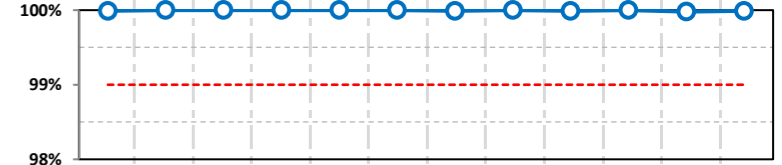
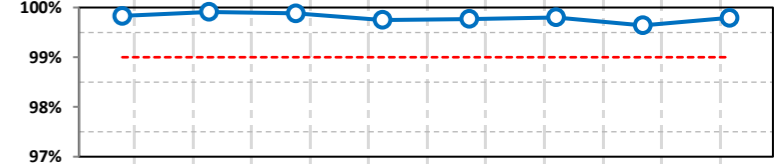
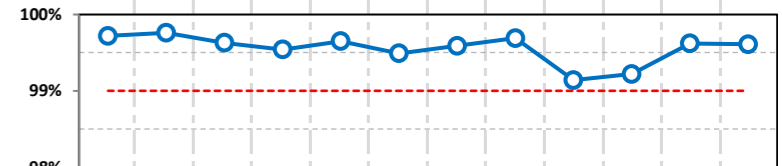
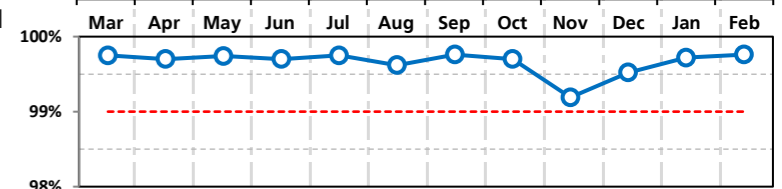
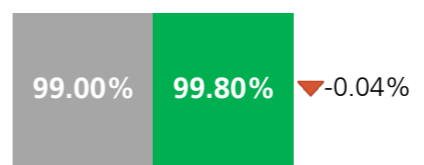
**Pier Service**

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**  
\*SQRB calculation is based on a 1x 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 February 2021

## Financial Report - Bonus and Rebates

## Rebates:

	Target Achieved	Feb - 2021	Year-to-Date	
		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>	✓	£ -	£ -	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:

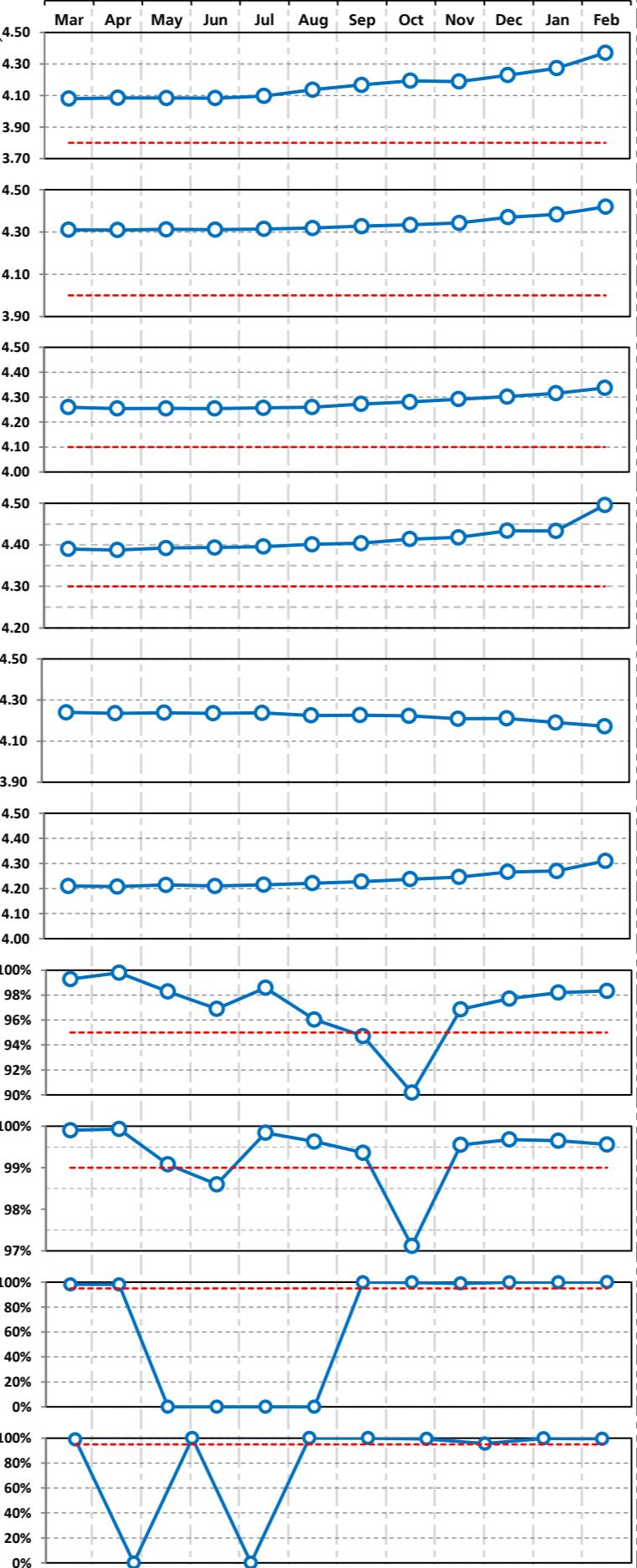
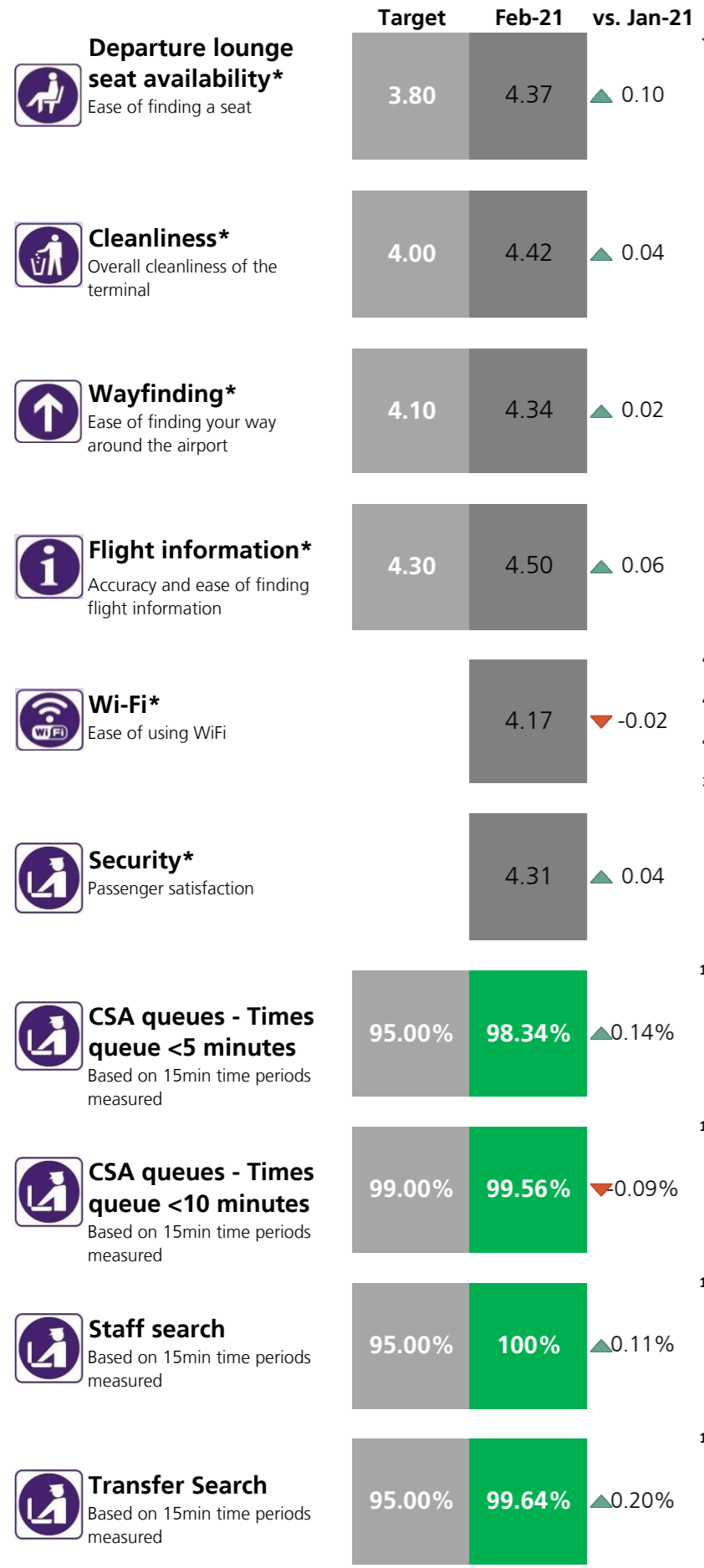
	Measure	Lower Threshold	Upper Threshold	Actual	Feb - 2021	Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.54	£ 82,059	£ 133,725.98	2
Cleanliness	MAA	4.20	4.50	4.46	£ 89,151	£ 162,092	2
<b>Wayfinding</b>	MAA	4.20	4.50	4.38	£ 56,732	£ 105,360	2
Flight information	MAA	4.40	4.70	4.54	£ 40,523	£ 52,680	2
					£ 268,465	£ 453,858	8

## Credit Notes:

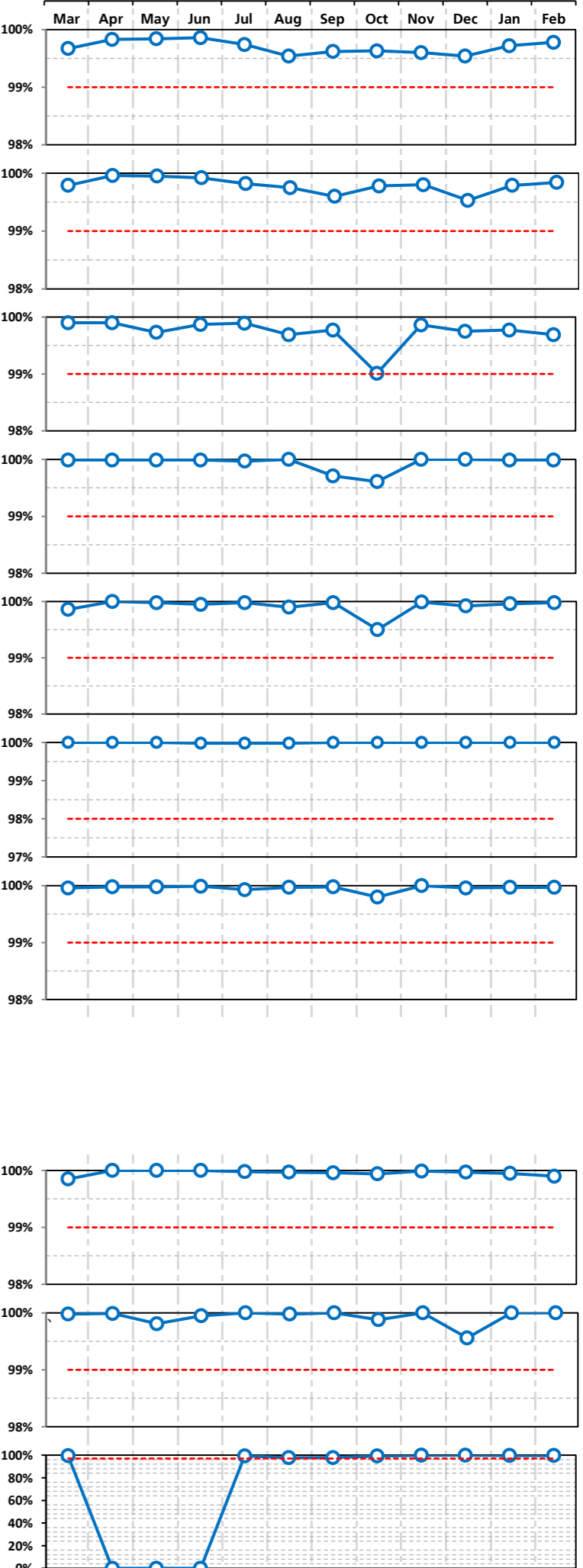
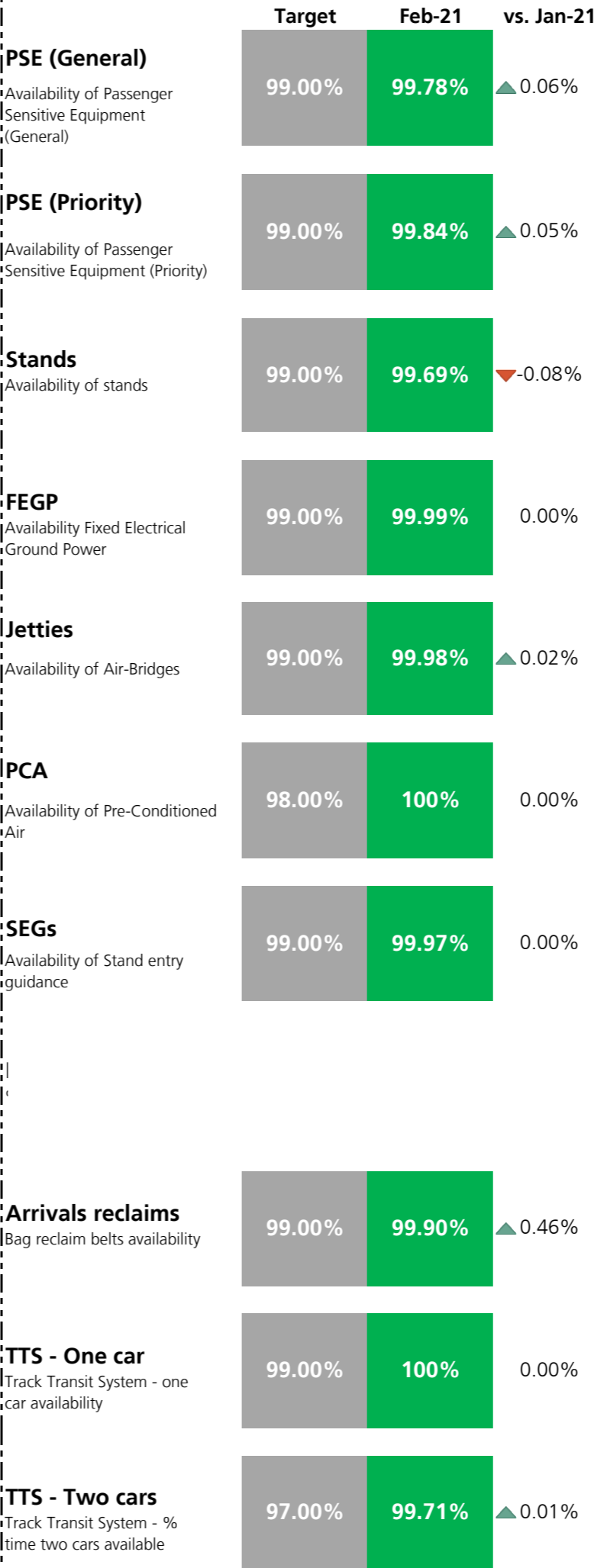
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2021 - December 2021

## Passenger Experience and Service Level Performance



## Service Level Performance



**Notes:**

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## Financial Report - Bonus and Rebates

**Rebates:**

	Feb - 2021		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	<b>0</b>
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	<b>0</b>
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	<b>0</b>
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	<b>0</b>
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	<b>0</b>
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	<b>0</b>
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	<b>0</b>
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>				
Arrivals reclaims	✓	£ -	£ -	0
<b>TTS - % Both</b>	✓	£ -	£ -	<b>0</b>
		£ -	£ -	0

**Bonuses:**

	Measure	Lower Threshold	Upper Threshold	Actual	Feb - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	<b>MAA</b>	<b>4.10</b>	<b>4.50</b>	4.37	£ 82,059.12	£ 133,725.98	<b>2</b>	
Cleanliness	MAA	4.20	4.50	4.42	£ 89,150.65	£ 162,092	2	
<b>Wayfinding</b>	<b>MAA</b>	<b>4.20</b>	<b>4.50</b>	4.34	£ 56,732	£ 105,360	<b>2</b>	
Flight information	MAA	4.40	4.70	4.50	£ 40,523.02	£ 52,680	2	
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**Credit Notes:**

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Financial year is from January 2021 - December 2021

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*Making every journey better*