



# Heathrow Performance Report

Service Quality Rebate and Bonus - January 2021

Operational Planning

Printed: 16 February 2021

**Heathrow**  
Making every journey better

# Heathrow Performance Report January 2021

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.50	4.37	4.31	4.27	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.44	4.21	4.33	4.38	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.35	4.28	4.34	4.32	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.50	4.46	4.35	4.43	
<b>Wi-Fi*</b> Ease of using WiFi	4.15	4.26	4.35	4.19	
<b>Security*</b> Passenger satisfaction	4.35	4.32	4.25	4.27	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	99.07%			98.20%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	100.00%			99.65%	
<b>Staff search **</b> Based on 15min time periods measured	98.84%	100%	100%	99.89%	
<b>Transfer Search</b> Based on 15min time periods measured	100%	Non - Operational		99.44%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	99.27%	98.12%	100%	99.36%	99.08%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.72%	99.96%	99.83%	99.72%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.62%	99.95%	100%	99.79%
<b>Stands</b> Availability of stands	99.64%	99.47%	99.77%	99.77%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.98%	99.96%	100%	99.99%
<b>Jetties</b> Availability of Air-Bridges	99.71%	100%	100%	99.96%
<b>PCA</b> Availability of Pre-conditioned Air	100%	100%	Non - Operational	100%
<b>SEGs</b>	99.98%	100%	100%	99.97%
<b>Pier Service</b> % Pier served passengers	99.00%			
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.84%	100%	100%	99.95%
<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				99.70%

## Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Jan - 2021					Estimated Rebate	Estimated Rebate	Total Failures
	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>	✓			✓		£ -	£ -	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

	Bonuses:		Jan - 2021					YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass	
	4.10	4.50	4.50	4.37	4.31	4.27	£ -	£ -	0	
	4.20	4.50	4.44	4.21	4.33	4.38	£ -	£ -	0	
	4.20	4.50	4.35	Non - Operational	4.32	4.32	£ -	£ -	0	
	4.40	4.70	4.50	4.28	4.34	4.43	£ -	£ -	0	
<b>Total</b>							£ -	£ -	0	

**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 2x 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.**

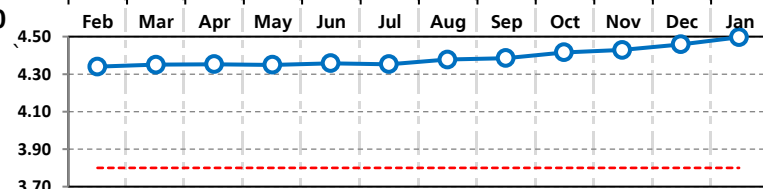
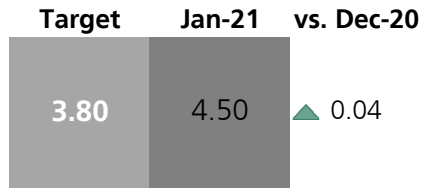
# Terminal 2 Performance Report January 2021

Classification: Internal

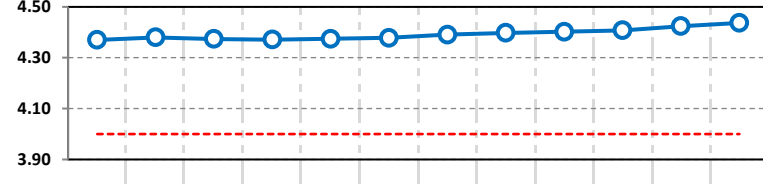
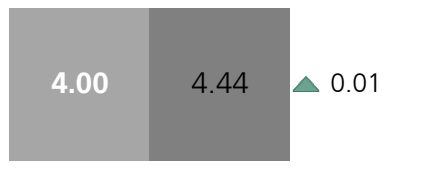
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## Passenger Experience and Service Level Performance

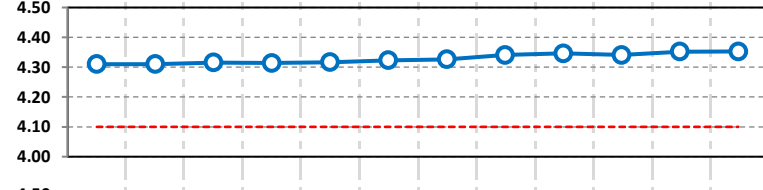
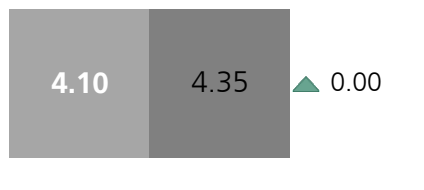
**Departure lounge seat availability\***  
Ease of finding a seat



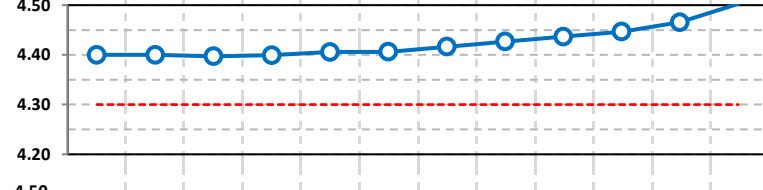
**Cleanliness\***  
Overall cleanliness of the terminal



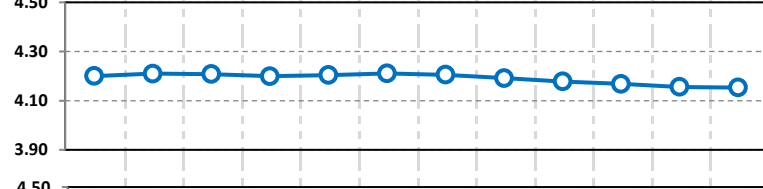
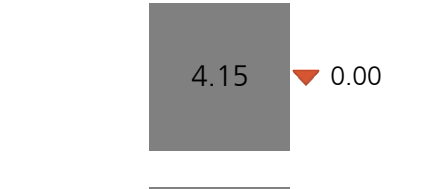
**Wayfinding\***  
Ease of finding your way around the airport



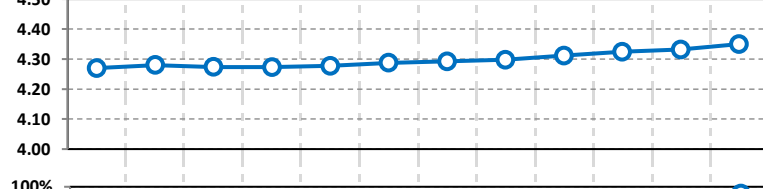
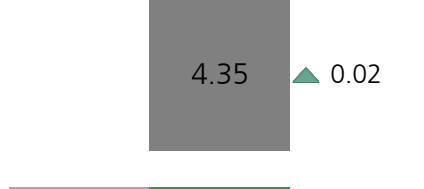
**Flight information\***  
Accuracy and ease of finding flight information



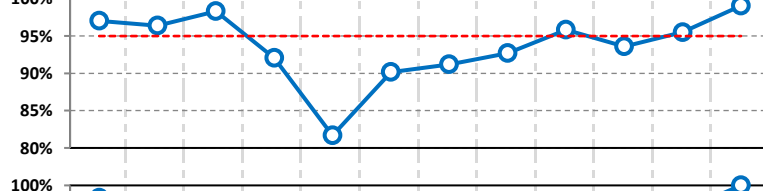
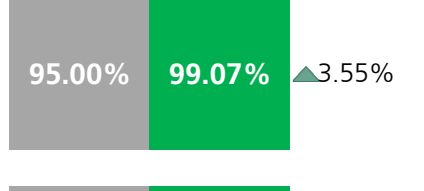
**Wi-Fi\***  
Ease of using WiFi



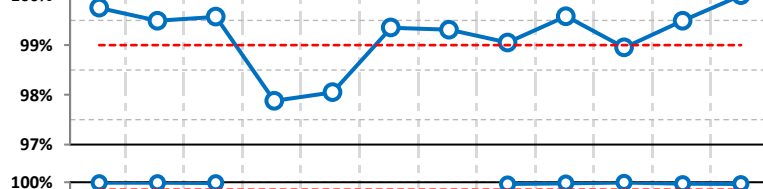
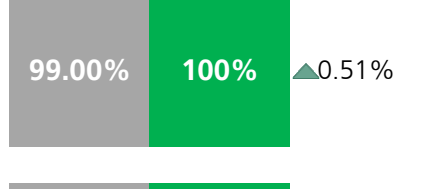
**Security\***  
Passenger satisfaction



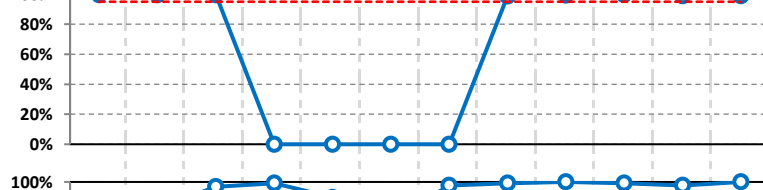
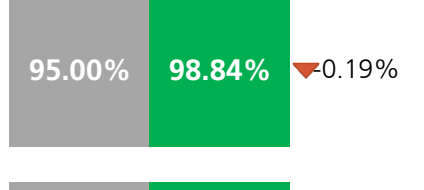
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



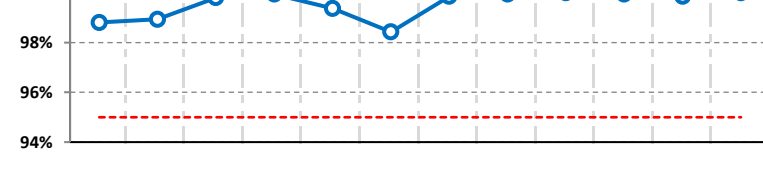
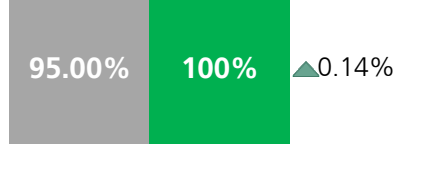
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



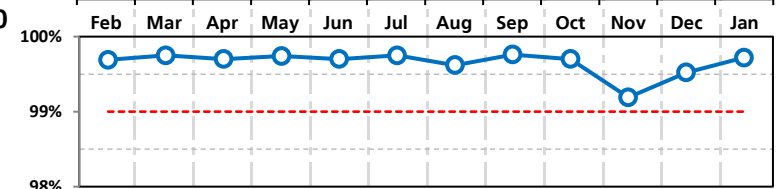
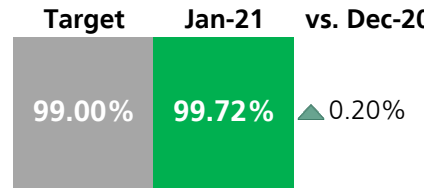
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

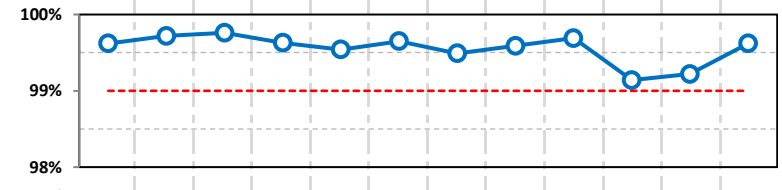
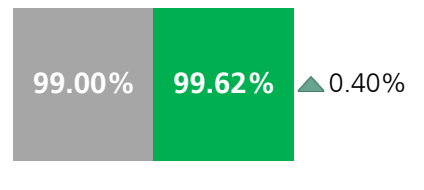
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



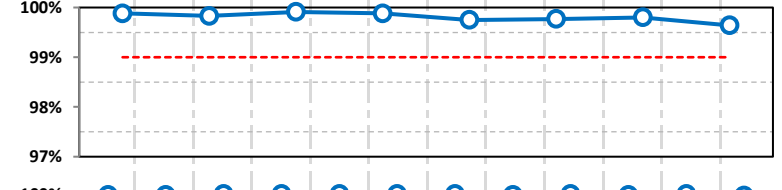
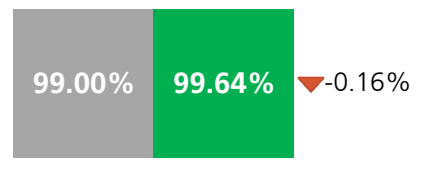
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



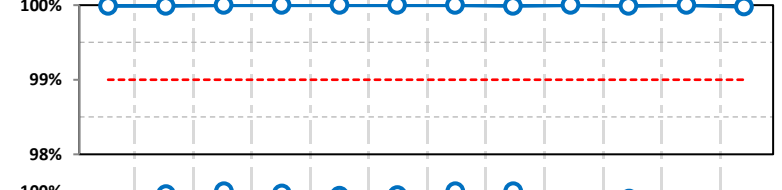
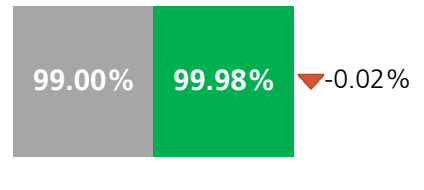
**Stands**

Availability of stands



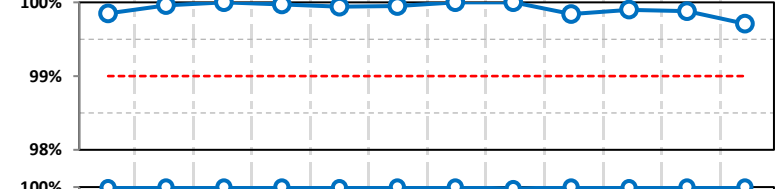
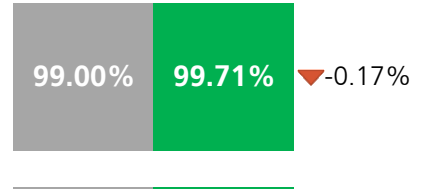
**FEGP**

Availability Fixed Electrical Ground Power



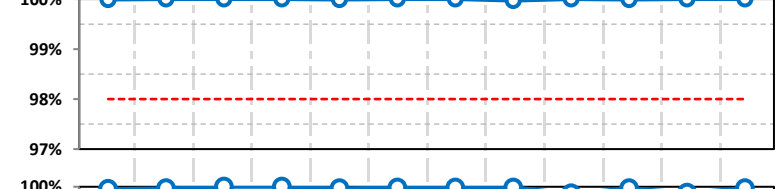
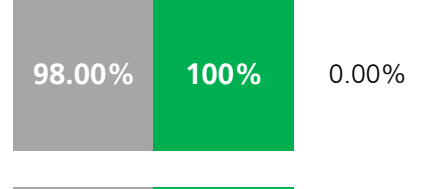
**Jetties**

Availability of Air-Bridges



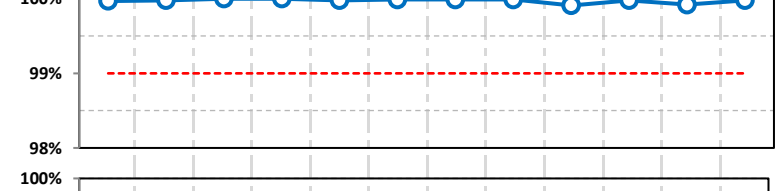
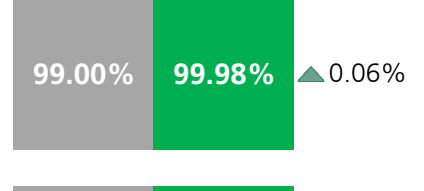
**PCA**

Availability of Pre-Conditioned Air



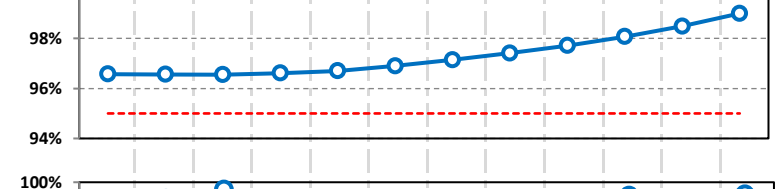
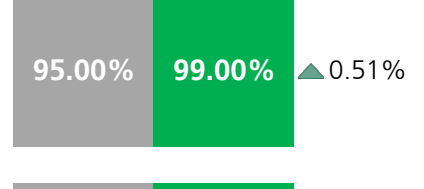
**SEGS**

Availability of Stand entry guidance



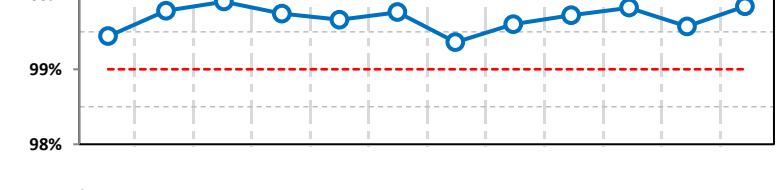
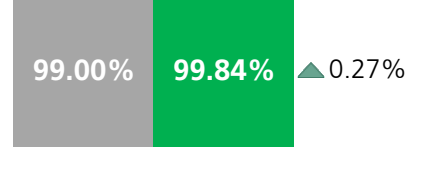
**Pier Service**

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**

\*SQRB calculation is based on a 2x 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 January 2021

## Financial Report - Bonus and Rebates

## Rebates:

	Jan - 2021		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>	✓	£ -	£ -	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	Jan - 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	4.50	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.44	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.35	£ -	£ -	0	
Flight information	MAA	4.40	4.70	4.50	£ -	£ -	0	
					£ -	£ -	0	

## 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.

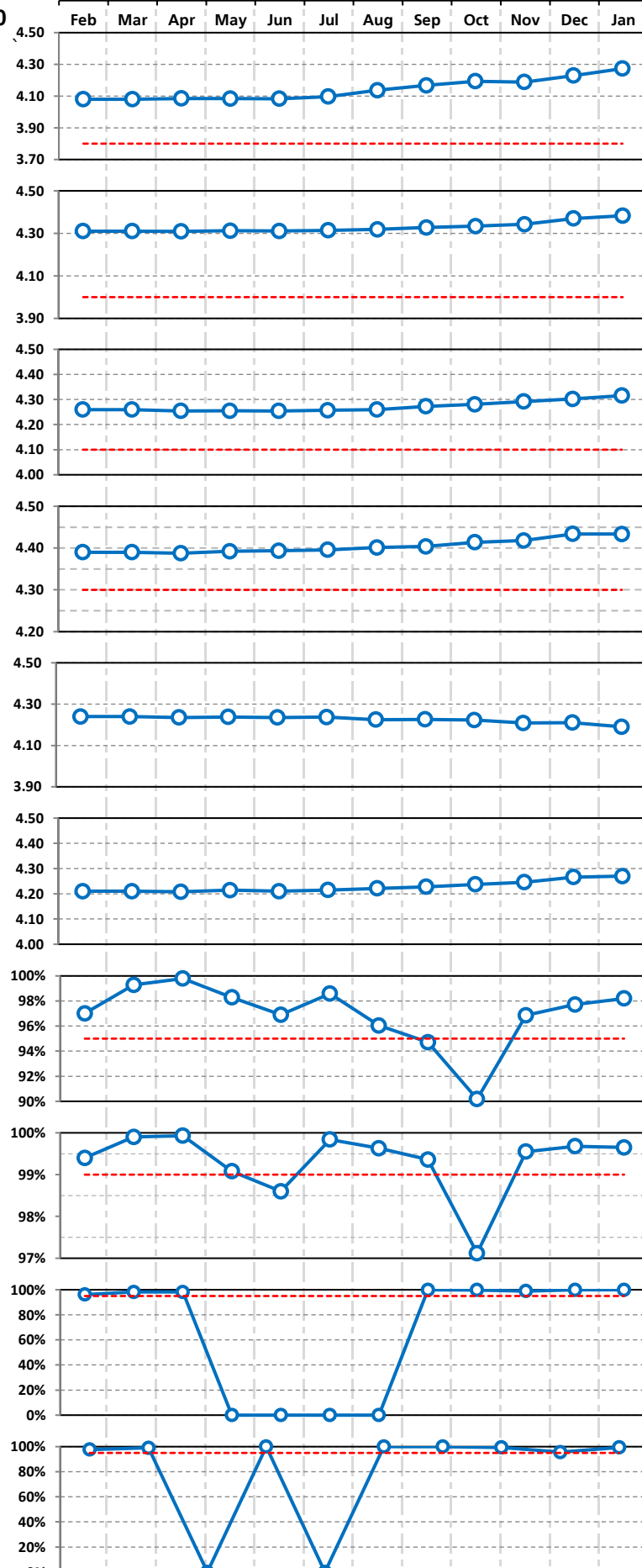
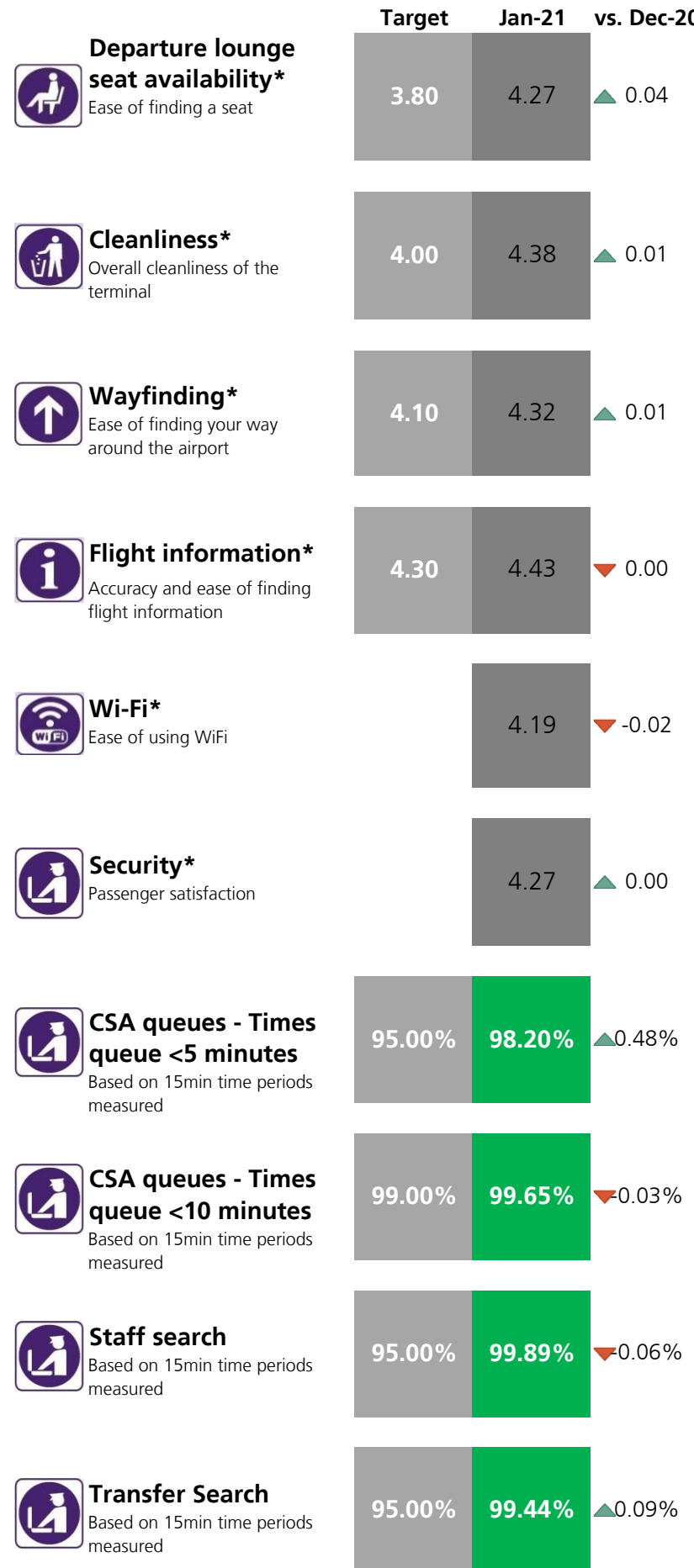
Financial year is from January 2021 - December 2021

# Terminal 5 Performance Report January 2021

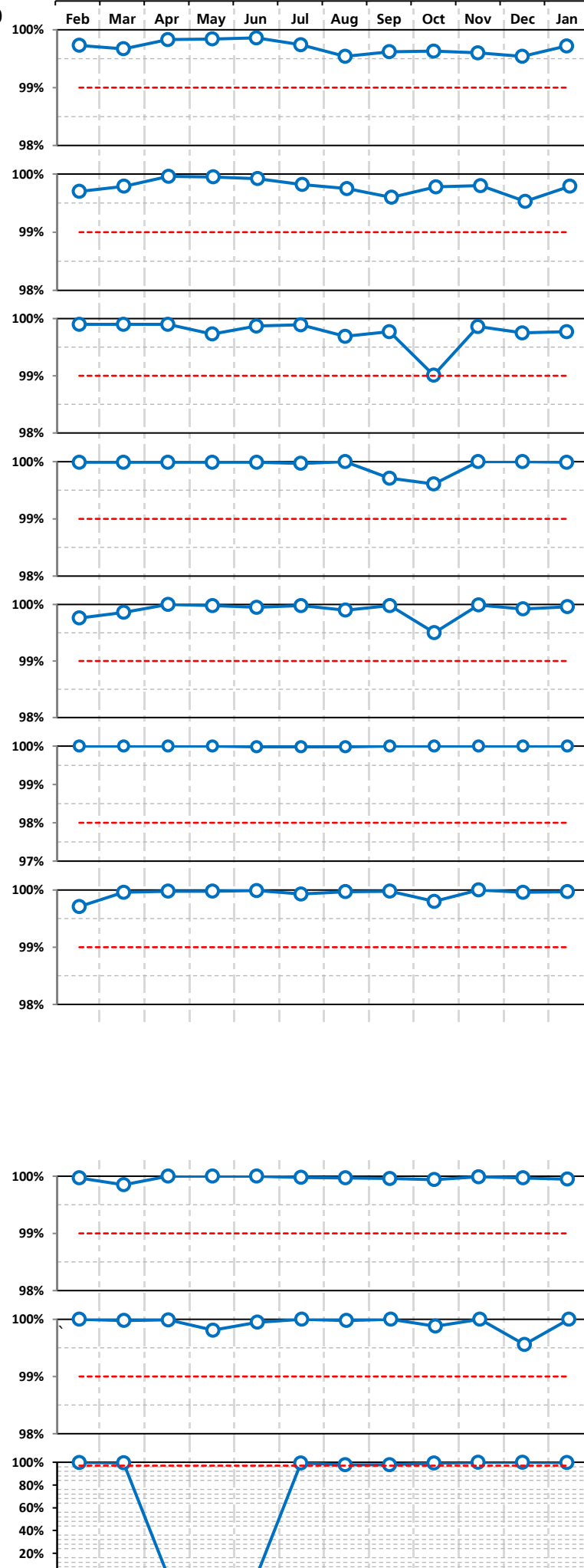
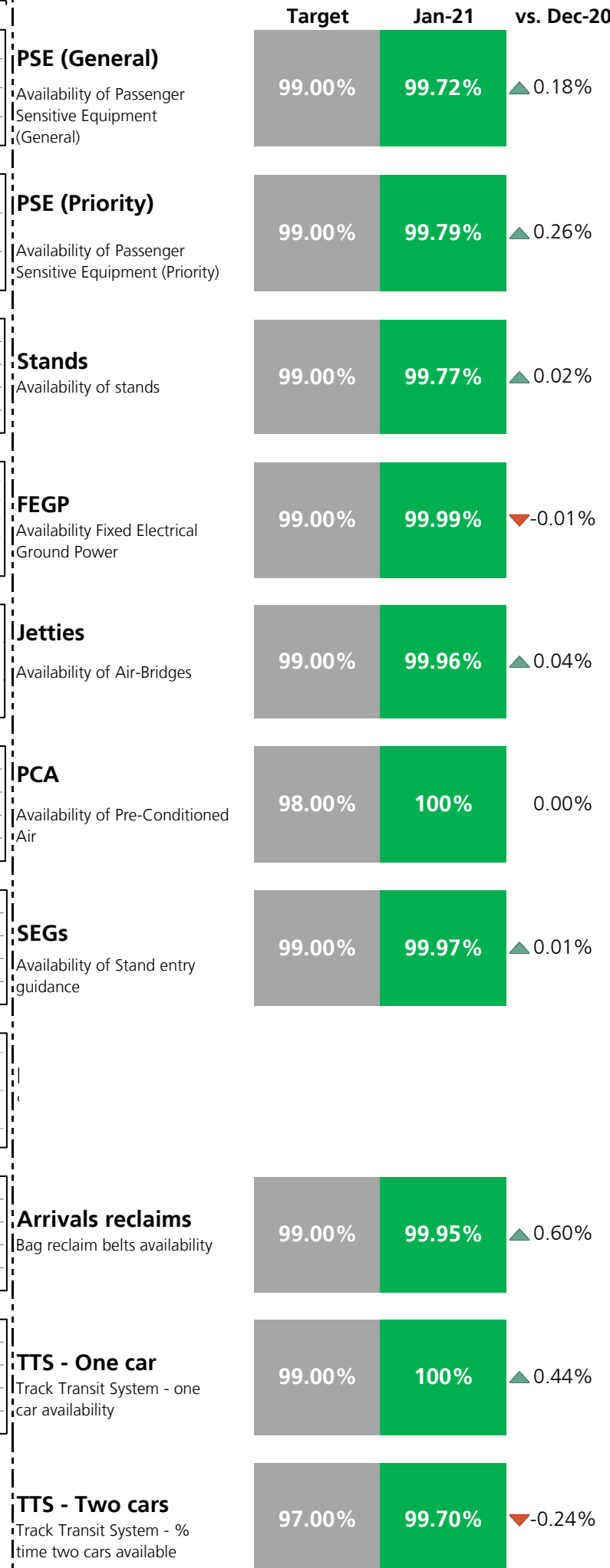
Classification: Internal

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## Passenger Experience and Service Level Performance



## Service Level Performance



**Notes:**  
\*SQRB calculation is based on a 2x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

## Financial Report - Bonus and Rebates

**Rebates:**

	Jan - 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	Jan - 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>	4.27	£ -	£ -	<b>0</b>	
Cleanliness	MAA	4.20	4.50	4.38	£ -	£ -	0	
<b>Wayfinding</b>	<b>MAA</b>	<b>4.20</b>	<b>4.50</b>	4.32	£ -	£ -	<b>0</b>	
Flight information	MAA	4.40	4.70	4.43	£ -	£ -	0	
					£ -	£ -	0	

**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

# Heathrow

*Making every journey better*