

# Heathrow Performance Report

Service Quality Rebate and Bonus - July 2021

Date Range

01/08/2020

31/07/2021



Heathrow

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.49	4.62	00.00%	4.34	
Cleanliness* Overall cleanliness of the terminal	4.46	4.56	00.00%	4.40	
Wayfinding* Ease of finding your way around the airport	4.46	4.46	00.00%	4.39	
Flight information* Accuracy and ease of finding flight information	4.61	4.54	00.00%	4.50	
Wi-Fi* Ease of using WiFi	4.23	4.28	Non-Ops	4.15	
Security* Passenger satisfaction	4.41	4.53	00.00%	4.35	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	96.12%	99.30%	100%	95.36%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.76%	100%	100%	98.68%	
Staff Search ** Based on 15min time periods measured	99.43%	100%	99.90%	99.90%	
Transfer Search Based on 15min time periods measured	99.72%	100%	100% Non-Ops	97.97%	
	CTA	Cargo	Eastside	T5	Southside
Control Post Security Search Based on 15min time periods measured	99.08%	99.25%	100%	99.52%	99.24%

## Service Level Performance

	T2	T3	T4	T5
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.79%	99.72%	99.95%	99.67%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.69%	99.83%	99.95%	99.32%
Stands Availability of stands	99.70%	99.72%	99.40%	99.88%
FEGP Availability Fixed Electrical Ground Power	100%	100%	100%	99.99%
Jetties Availability of Air-Bridges	99.94%	100%	100%	99.55%
PCA Availability of Pre-Conditioned Air	100%	100%	00.00% Non-Ops	100%
SEGs Availability of Stand Entry Guidance	99.99%	99.94%	99.99%	99.86%
Pier Service % Pier served passengers	99.93%	100%	00.00%	
Arrivals Reclaims Bag reclaim belts availability	99.72%	100%	100%	99.95%
Aerodrome congestion Based on 15min time periods measured				
TTS - One car Track Transit System - one car availability				99.41%
TTS - Two cars Track Transit System - % time two cars available				99.23%

### Rebates:

	T2	T3	T4	T5	Campus	Estimated Rebate	YTD Estimated Rebate	YTD Number of Failures
Departure lounge seat availability	✓	✓	✓	✓		£0.00	£0.00	0
Cleanliness	✓	✓	✓	✓		£0.00	£0.00	0
Wayfinding	✓	✓	✓	✓		£0.00	£0.00	0
Flight information	✓	✓	✓	✓		£0.00	£0.00	0
CSA Queues - Both	✓	✓	✓	✗		£370,287.00	£370,287.00	1
Staff search	✓	✓	✓	✓		£0.00	£0.00	0
Transfer search	✓	✓	✓	✓		£0.00	£0.00	0
PSE (General)	✓	✓	✓	✓		£0.00	£0.00	0
PSE (Priority)	✓	✓	✓	✓		£0.00	£0.00	0
Stands	✓	✓	✓	✓		£0.00	£0.00	0
FEGP	✓	✓	✓	✓		£0.00	£0.00	0
Jetties	✓	✓	✓	✓		£0.00	£0.00	0
PCA	✓	✓	✓	✓		£0.00	£0.00	0
SEGs	✓	✓	✓	✓		£0.00	£0.00	0
Pier service	✓	✓	✓	✓		£0.00	£0.00	0
Arrivals Reclaims	✓	✓	✓	✓		£0.00	£0.00	0
Control Posts Search				✓	✓	£0.00	£0.00	0
TTS - % Both				✓	✓	£0.00	£0.00	0
						<b>£370,287.00</b>	<b>£370,287.00</b>	<b>1</b>

### Bonuses:

Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	YTD Estimated Bonus	YTD Number of Bonus
4.10	4.50	4.49	4.62	Non-Ops	4.34	£97,255.25	£623,041.48	7
4.20	4.50	4.46	4.56	Non-Ops	4.40	£105,359.86	£692,943.69	7
4.20	4.50	4.46	4.46	-	4.39	£68,889.14	£429,544.04	7
4.40	4.50	4.61	4.54	-	4.50	£52,679.93	£307,974.97	7
						<b>£324,184.18</b>	<b>£2,053,504.18</b>	<b>28</b>

### 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.

### N.B:

**Bonus:** HAL is still involved in ongoing discussions with the airline community in regards to a possible alleviation for the rebate triggered by T5 Security performance in July

All business units must exceed Lower Threshold

Financial year is from January-December

### Notes:

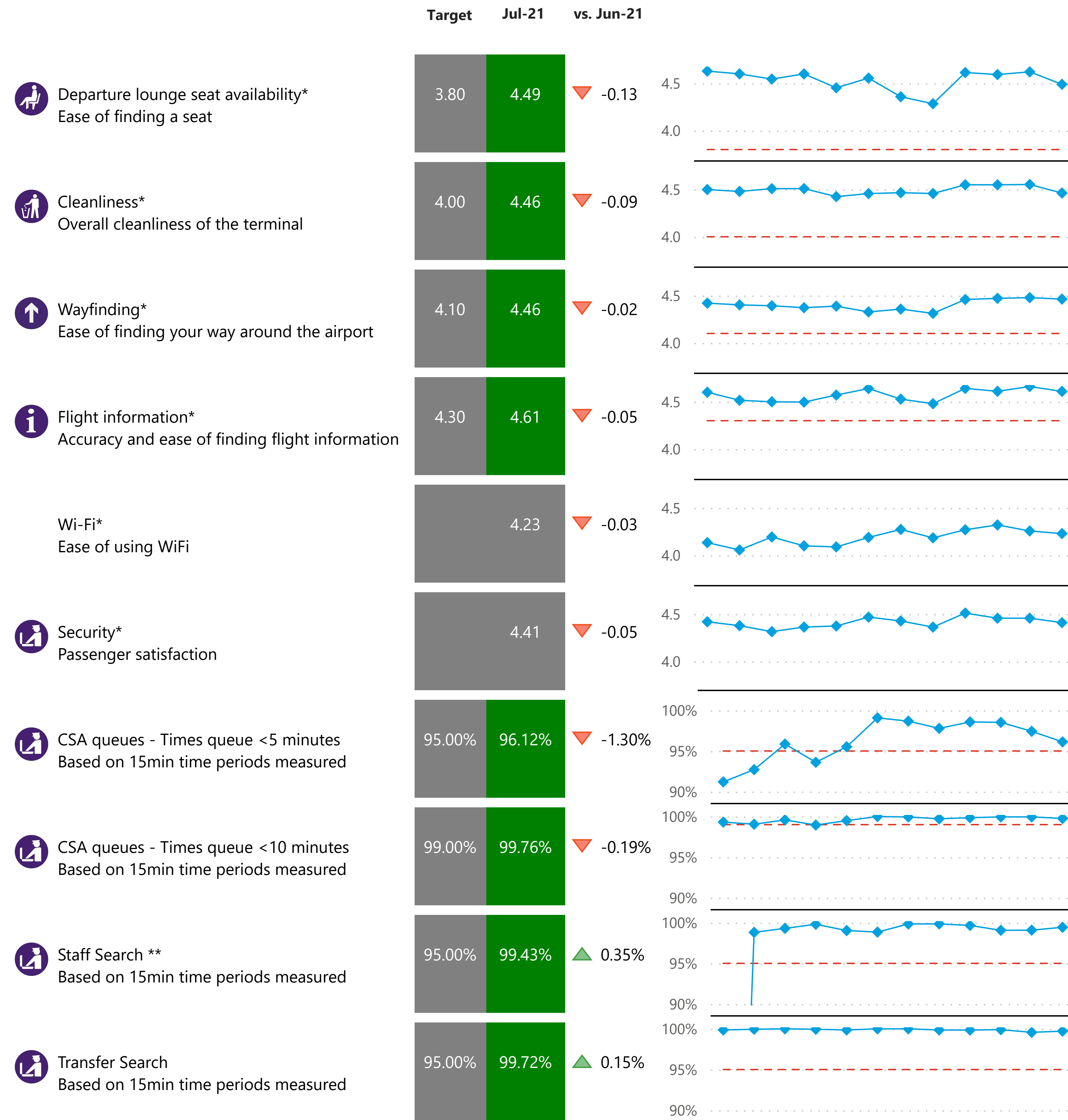
\* SQRB calculation is based on a 12x month moving average for these metrics for T2 and T5, and 1x month for T3

# Terminal 2 Performance Report July 2021

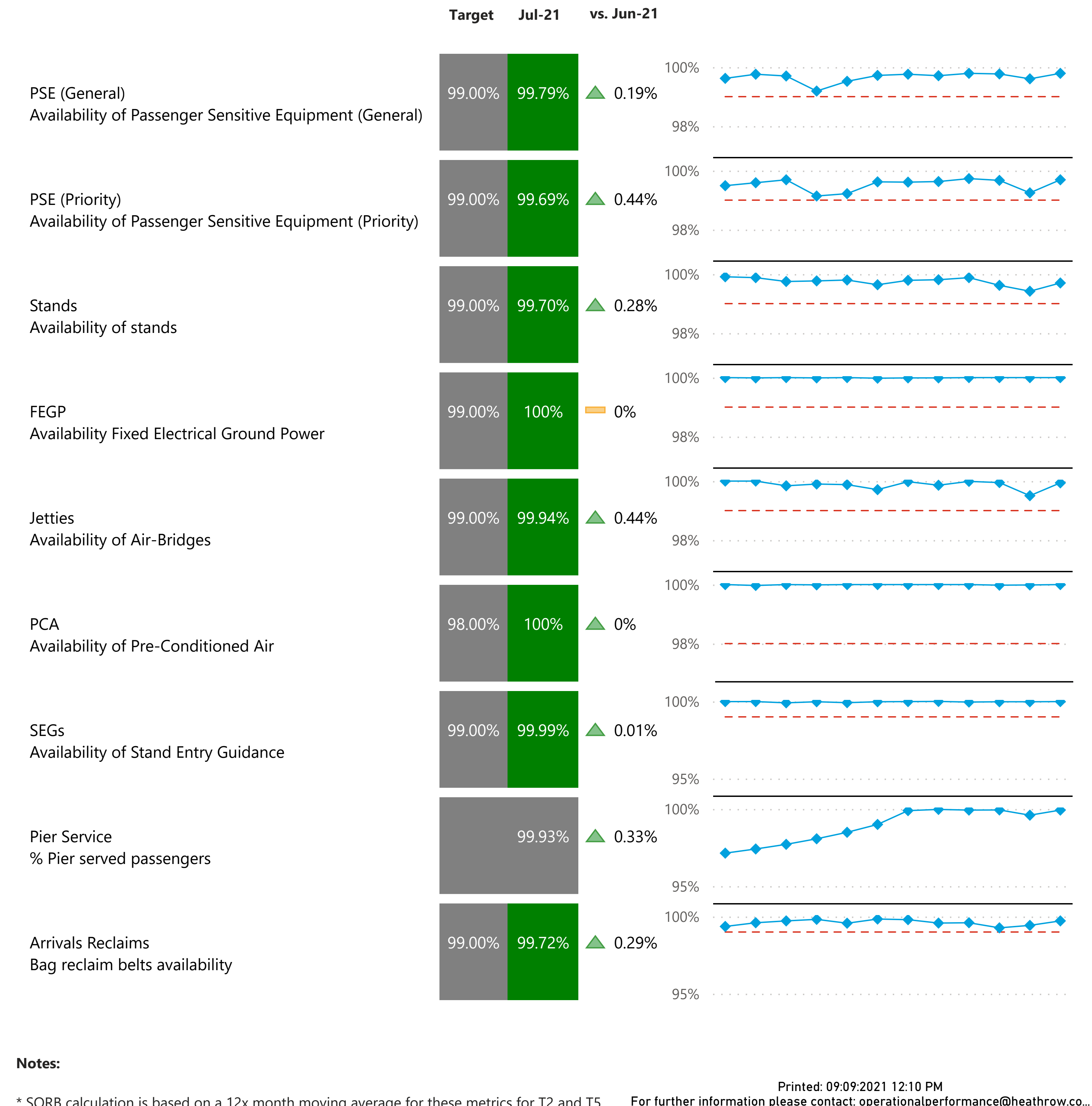
Classification: Internal



## Passenger Experience and Service Level Performance



## Service Level Performance



### Notes:

\* SQRB calculation is based on a 12x month moving average for these metrics for T2 and T5

For further information please contact: [operationalperformance@heathrow.co...](mailto:operationalperformance@heathrow.co...)

## Terminal 2 Performance Report July 2021

## Financial Report - Bonus and Rebates

## Rebates:

	Jul-21		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Departure lounge seat availability	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Flight information	✓	£0.00	£0.00	0
CSA Queues - Both	✓	£0.00	£0.00	0
Staff search	✓	£0.00	£0.00	0
Transfer search	✓	£0.00	£0.00	0
PSE (General)	✓	£0.00	£0.00	0
PSE (Priority)	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEGs	✓	£0.00	£0.00	0
Pier service	✓	£0.00	£0.00	0
Arrivals Reclaims	✓	£0.00	£0.00	0

## Bonuses:

	Measure	Jul-21			Year-to-Date		
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.49	£97,255.25	£623,041.48	7
Cleanliness	MAA	4.20	4.50	4.46	£105,359.86	£692,943.69	7
Wayfinding	MAA	4.20	4.50	4.46	£68,889.14	£429,544.04	7
Flight information	MAA	4.40	4.50	4.61	£52,679.93	£307,974.97	7
					<b>£324,184.18</b>	<b>£2,053,504.18</b>	<b>28</b>

## 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.

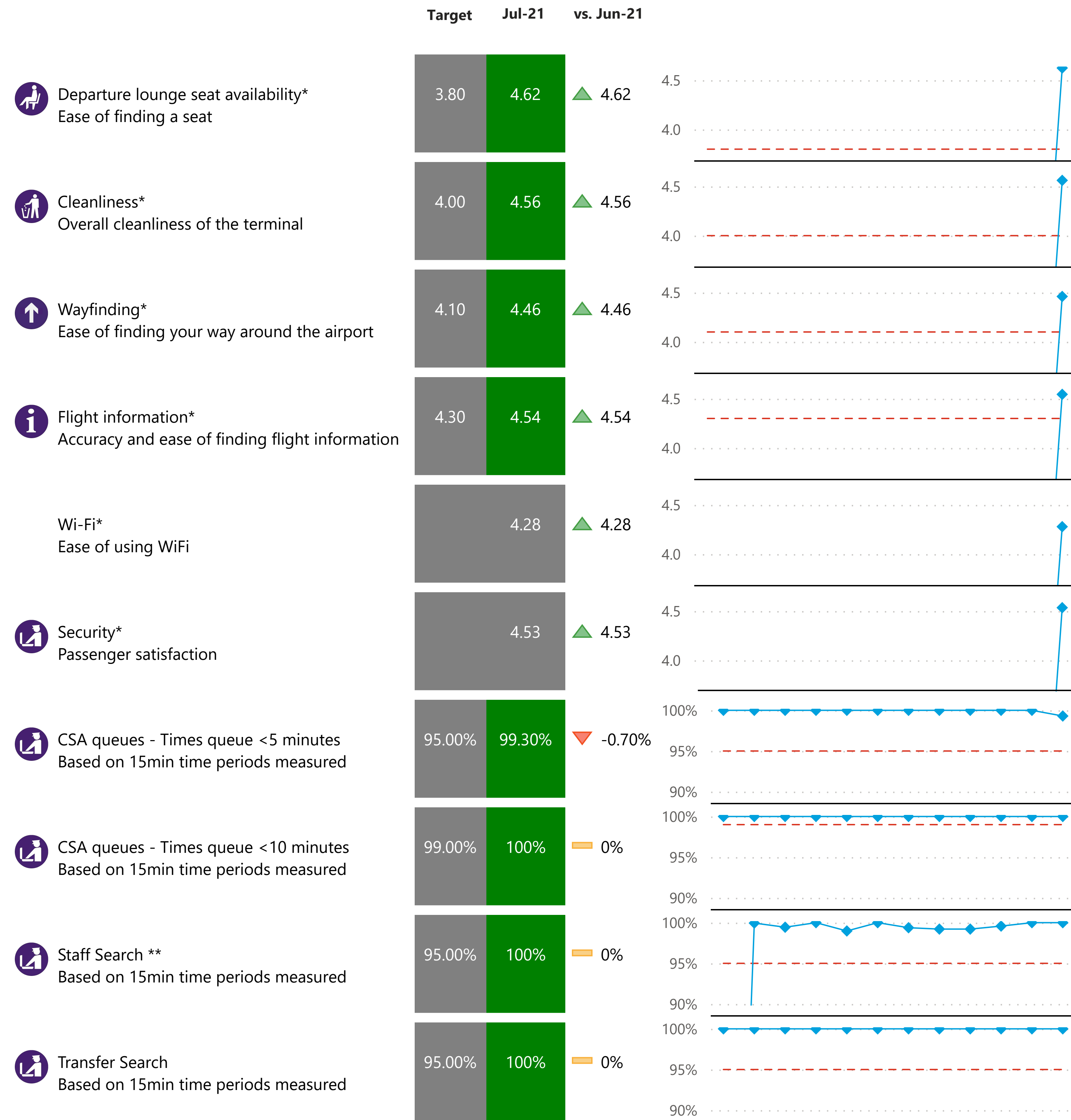
Financial year is from January-December

# Terminal 3 Performance Report July 2021

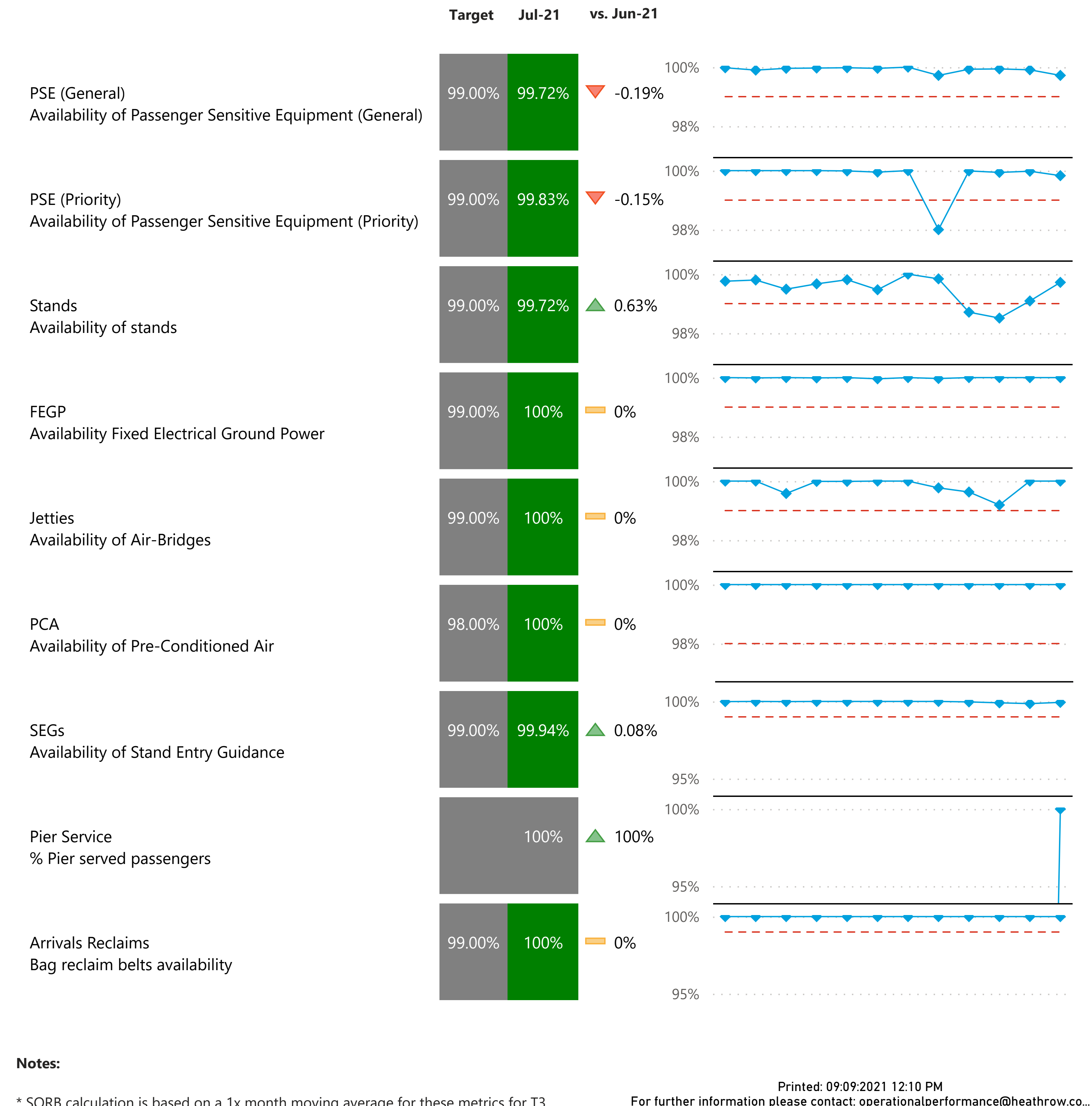
Classification: Internal



## Passenger Experience and Service Level Performance



## Service Level Performance



### Notes:

\* SQRB calculation is based on a 1x month moving average for these metrics for T3

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For further information please contact: [operationalperformance@heathrow.co...](mailto:operationalperformance@heathrow.co...)

## Terminal 3 Performance Report July 2021

## Financial Report - Bonus and Rebates

## Rebates:

	Jul-21		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Departure lounge seat availability	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Flight information	✓	£0.00	£0.00	0
CSA Queues - Both	✓	£0.00	£0.00	0
Staff search	✓	£0.00	£0.00	0
Transfer search	✓	£0.00	£0.00	0
PSE (General)	✓	£0.00	£0.00	0
PSE (Priority)	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEGs	✓	£0.00	£0.00	0
Pier service	✓	£0.00	£0.00	0
Arrivals Reclaims	✓	£0.00	£0.00	0

## Bonuses:

	Measure	Jul-21			Year-to-Date		
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.62	£97,255.25	£623,041.48	7
Cleanliness	MAA	4.20	4.50	4.56	£105,359.86	£692,943.69	7
Wayfinding	MAA	4.20	4.50	4.46	£68,889.14	£429,544.04	7
Flight information	MAA	4.40	4.50	4.54	£52,679.93	£307,974.97	7
					<b>£324,184.18</b>	<b>£2,053,504.18</b>	<b>28</b>

## Credit Notes:

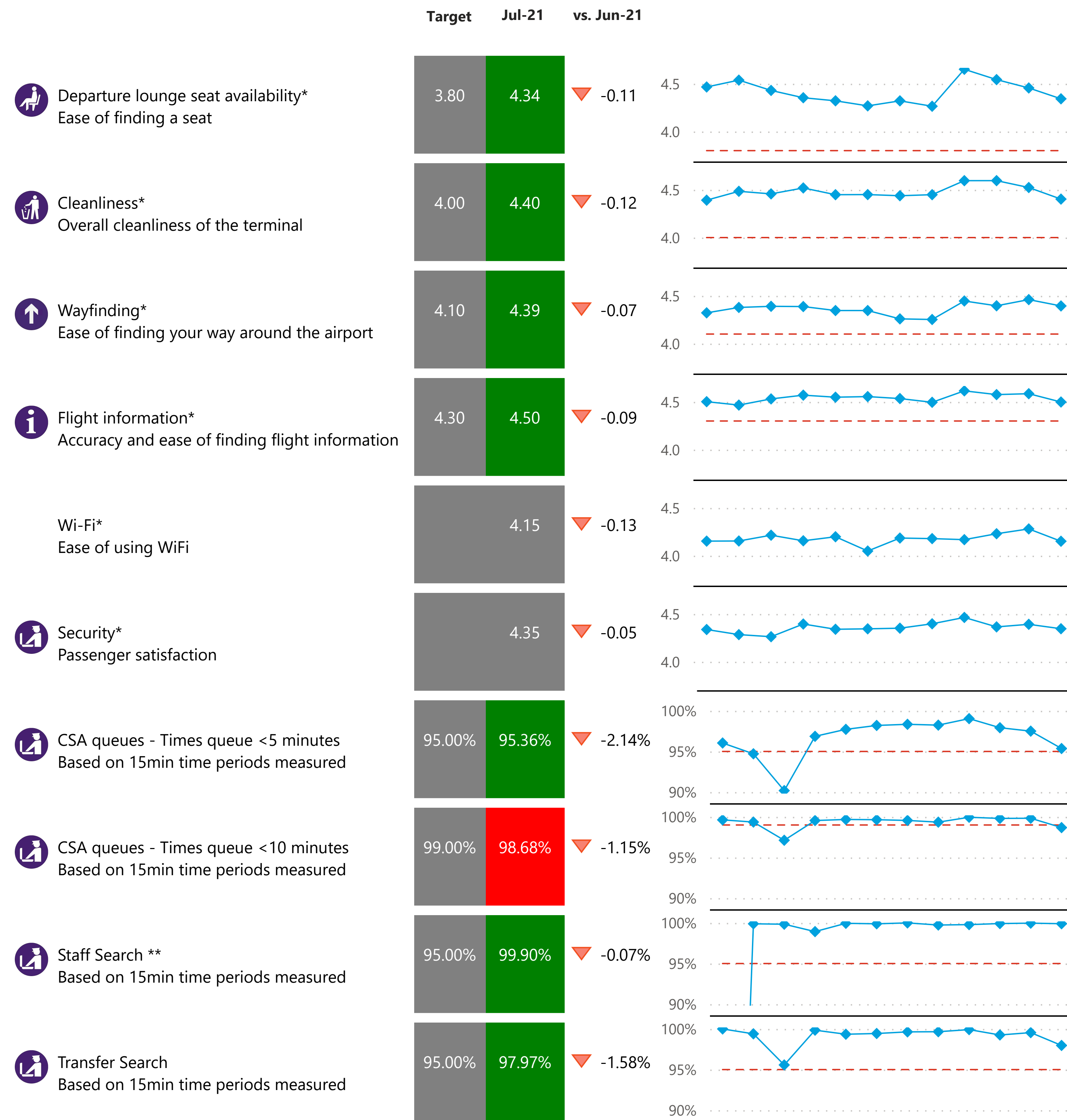
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January-December

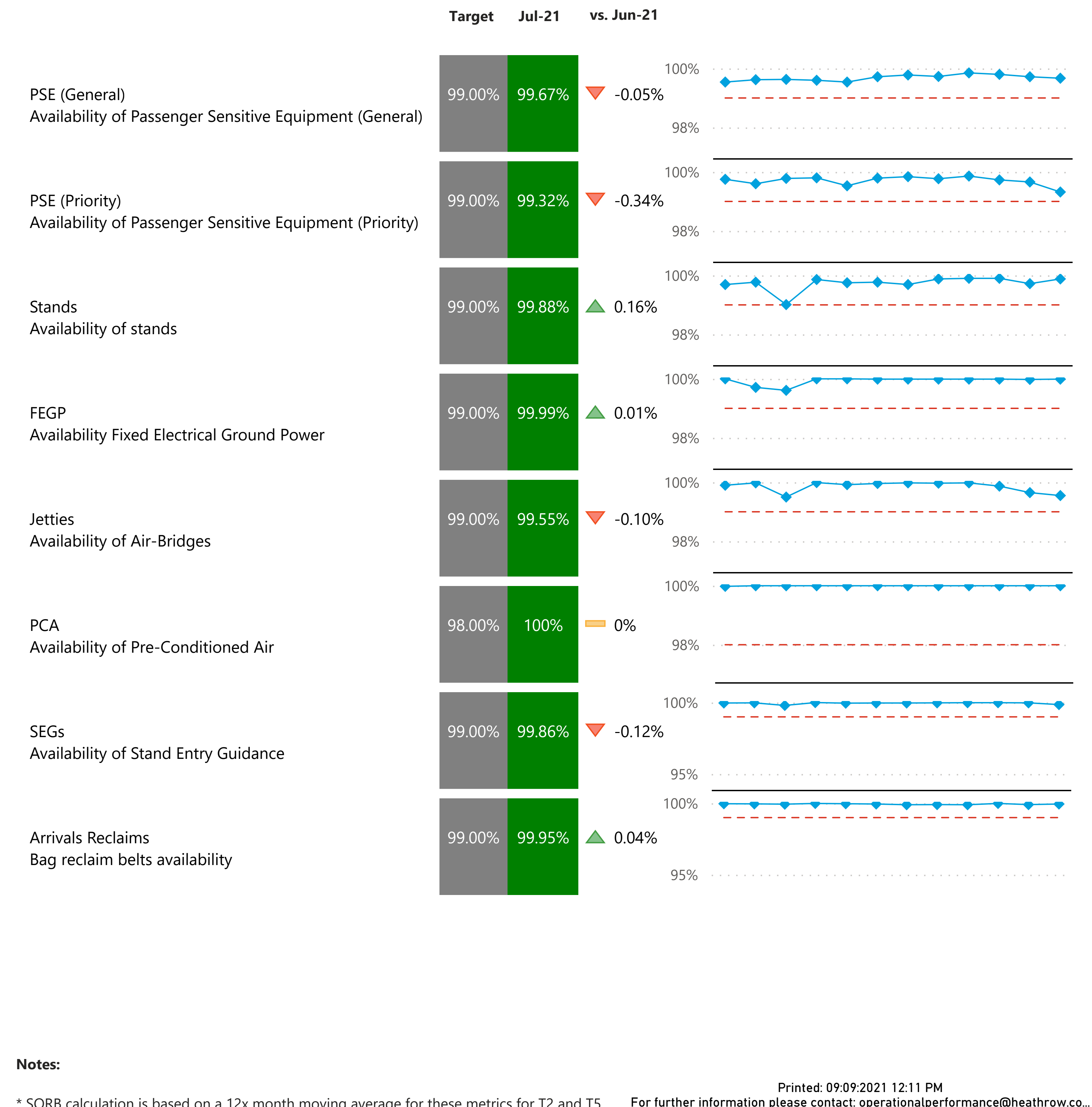
# Terminal 5 Performance Report July 2021

Classification: Internal

## Passenger Experience and Service Level Performance



## Service Level Performance



**Notes:**

\* SQRB calculation is based on a 12x month moving average for these metrics for T2 and T5

## Terminal 5 Performance Report July 2021

## Financial Report - Bonus and Rebates

## Rebates:

	Jul-21		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Departure lounge seat availability	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Flight information	✓	£0.00	£0.00	0
CSA Queues - Both	✗	£370,287.00	£370,287.00	1
Staff search	✓	£0.00	£0.00	0
Transfer search	✓	£0.00	£0.00	0
PSE (General)	✓	£0.00	£0.00	0
PSE (Priority)	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEGs	✓	£0.00	£0.00	0
Arrivals Reclaims	✓	£0.00	£0.00	0
TTS - % Both	✓	£0.00	£0.00	0

## Bonuses:

	Measure	Jul-21			Year-to-Date		
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.34	£97,255.25	£623,041.48	7
Cleanliness	MAA	4.20	4.50	4.40	£105,359.86	£692,943.69	7
Wayfinding	MAA	4.20	4.50	4.39	£68,889.14	£429,544.04	7
Flight information	MAA	4.40	4.50	4.50	£52,679.93	£307,974.97	7
					<b>£324,184.18</b>	<b>£2,053,504.18</b>	<b>28</b>

## N.B:

HAL is still involved in ongoing discussions with the airline community in regards to a possible alleviation for the rebate triggered by T5 Security performance in July

## 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-December



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