



Heathrow Performance Report

Service Quality Rebate and Bonus - March 2021

Operational Planning
Printed: 21 April 2021

Heathrow
Making every journey better

Heathrow Performance Report March 2021

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.52			4.41	
Cleanliness* Overall cleanliness of the terminal	4.47			4.45	
Wayfinding* Ease of finding your way around the airport	4.38			4.35	
Flight information* Accuracy and ease of finding flight information	4.55			4.52	
Wi-Fi* Ease of using WiFi	4.14	Non - Operational		4.17	
Security* Passenger satisfaction	4.39			4.32	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	97.78%			98.24%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.72%			99.35%	
Staff search ** Based on 15min time periods measured	99.85%	99.21%	100%	99.74%	
Transfer Search Based on 15min time periods measured	99.86%	Non - Operational		99.66%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	99.50%	99.08%	100%	99.75%	99.91%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.71%	99.72%	99.97%	99.73%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.63%	98.00%	100%	99.77%
Stands Availability of stands	99.81%	99.84%	100%	99.88%
FEGP Availability of Fixed Electrical Ground Power	99.99%	99.97%	100%	99.99%
Jetties Availability of Air-Bridges	99.86%	99.77%	100%	99.97%
PCA Availability of Pre-conditioned Air	100%	100%	Non - Operational	
SEGs	100%	100%	100%	99.98%
Pier Service % Pier served passengers	99.97%			
Arrivals Reclaims Bag reclaim belts availability	99.58%	100%	100%	99.91%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				100%
TTS - Two cars Track Transit System - % time two cars available				99.39%

Financial Report- Bonus and Rebates

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

	Bonuses:		Mar - 2021				Estimated Bonus	Estimated Bonus	Total Pass
	Lower Threshold	Upper Threshold	T2	T3	T4	T5			
	4.10	4.50	4.52			4.41	£ 94,216	£ 227,942	3
	4.20	4.50	4.47	Non - Operational		4.45	£ 101,308	£ 263,400	3
	4.20	4.50	4.38			4.35	£ 60,785	£ 166,144	3
	4.40	4.70	4.55			4.52	£ 48,628	£ 101,308	3
Total							£ 304,936	£ 758,794	12

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 an 8x month moving average for these metrics for T2 and T5

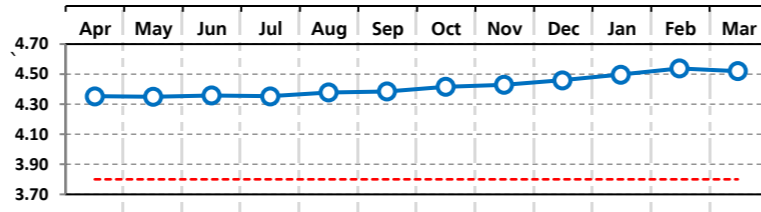
Credit Notes:
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month. **Rebates and bonuses are exempt and therefore not payable at this time.**

Terminal 2 Performance Report March 2021

Passenger Experience and Service Level Performance

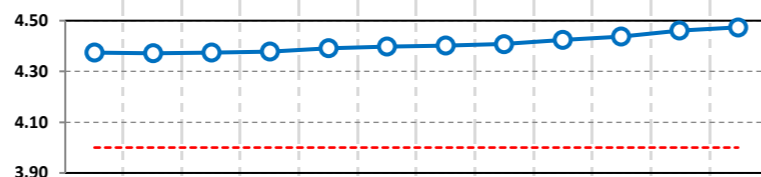
Departure lounge seat availability*
Ease of finding a seat

Target	Mar-21	vs. Feb-21
3.80	4.52	▼ -0.02



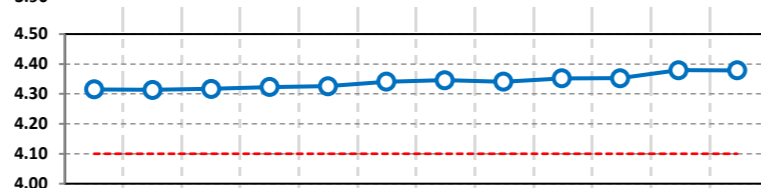
Cleanliness*
Overall cleanliness of the terminal

Target	Mar-21	vs. Feb-21
4.00	4.47	▲ 0.01



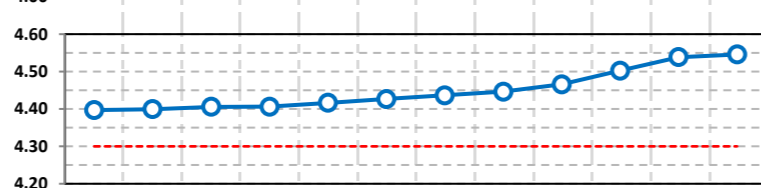
Wayfinding*
Ease of finding your way around the airport

Target	Mar-21	vs. Feb-21
4.10	4.38	▼ 0.00



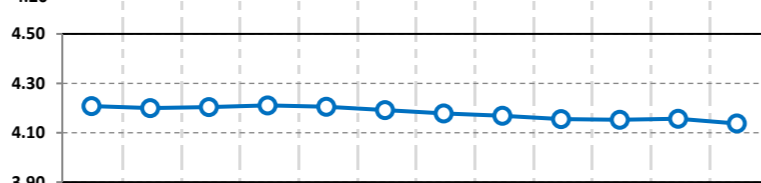
Flight information*
Accuracy and ease of finding flight information

Target	Mar-21	vs. Feb-21
4.30	4.55	▲ 0.01



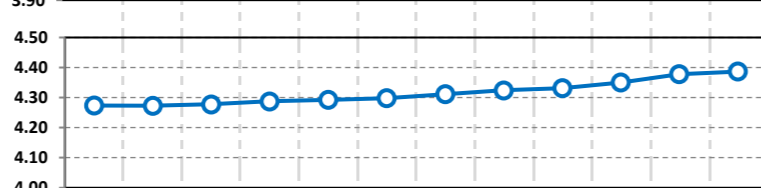
Wi-Fi*
Ease of using WiFi

Target	Mar-21	vs. Feb-21
	4.14	▼ -0.02



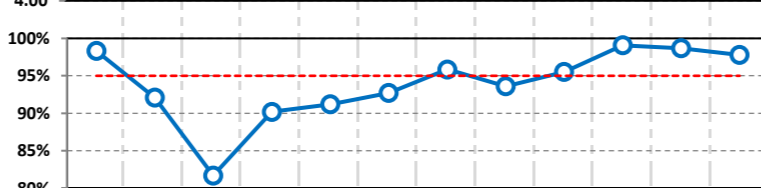
Security*
Passenger satisfaction

Target	Mar-21	vs. Feb-21
	4.39	▲ 0.01



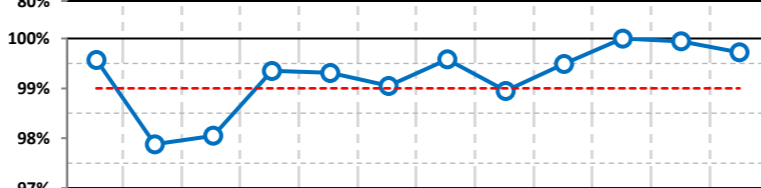
CSA queues - Times queue <5 minutes
Based on 15min time periods measured

Target	Mar-21	vs. Feb-21
95.00%	97.78%	▼ -0.89%



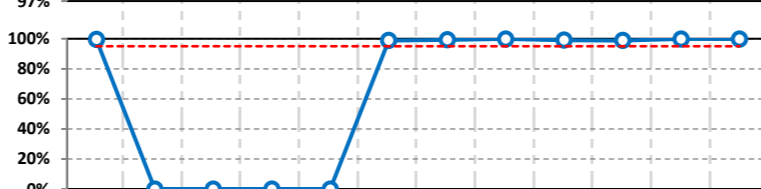
CSA queues - Times queue <10 minutes
Based on 15min time periods measured

Target	Mar-21	vs. Feb-21
99.00%	99.72%	▼ -0.22%



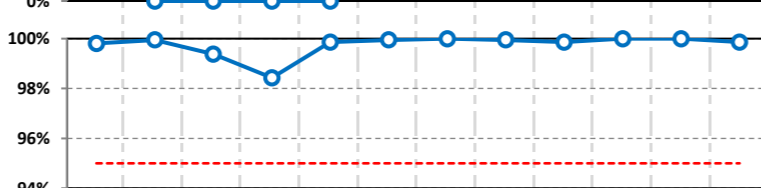
Staff search
Based on 15min time periods measured

Target	Mar-21	vs. Feb-21
95.00%	99.85%	▲ -0.01%



Transfer Search
Based on 15min time periods measured

Target	Mar-21	vs. Feb-21
95.00%	99.86%	▼ -0.14%

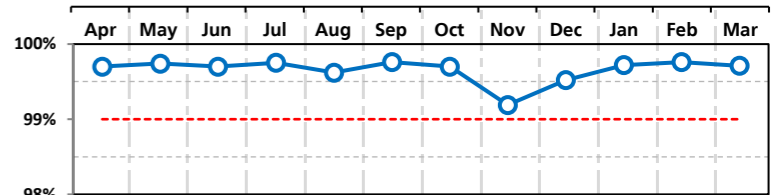


Service Level Performance

PSE (General)

Availability of Passenger Sensitive Equipment (General)

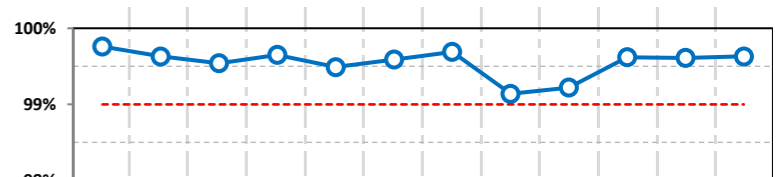
Target	Mar-21	vs. Feb-21
99.00%	99.71%	▼ -0.05%



PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)

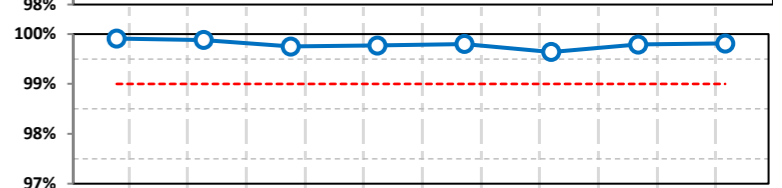
Target	Mar-21	vs. Feb-21
99.00%	99.63%	▲ 0.02%



Stands

Availability of stands

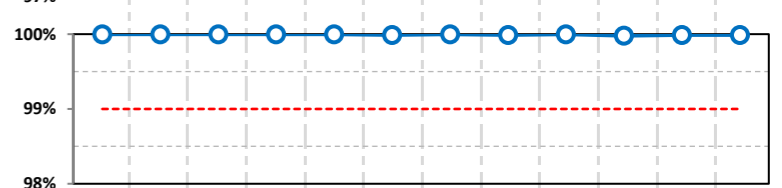
Target	Mar-21	vs. Feb-21
99.00%	99.81%	▲ 0.02%



FEGP

Availability Fixed Electrical Ground Power

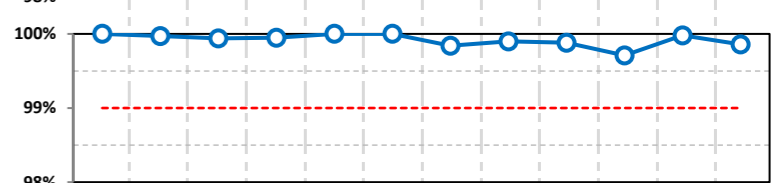
Target	Mar-21	vs. Feb-21
99.00%	99.99%	0.00%



Jetties

Availability of Air-Bridges

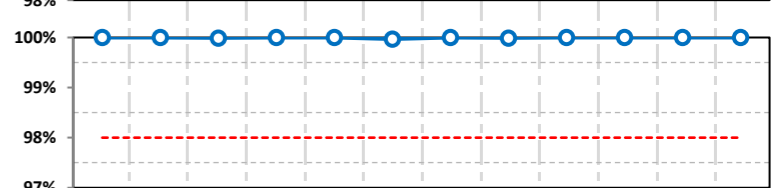
Target	Mar-21	vs. Feb-21
99.00%	99.86%	▼ -0.12%



PCA

Availability of Pre-Conditioned Air

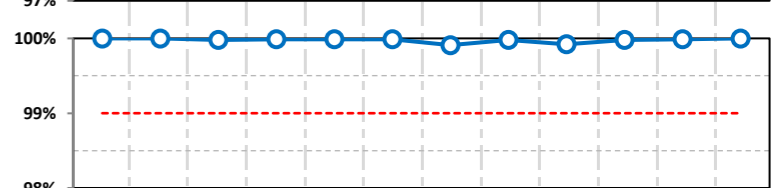
Target	Mar-21	vs. Feb-21
98.00%	100%	0.00%



SEGS

Availability of Stand entry guidance

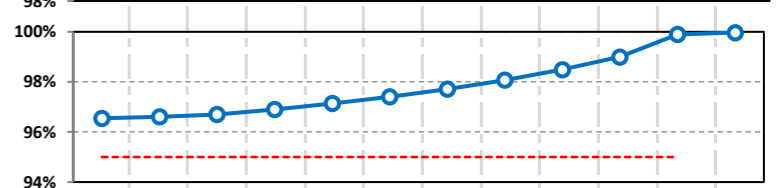
Target	Mar-21	vs. Feb-21
99.00%	100%	▲ 0.01%



Pier Service

% Pier served passengers

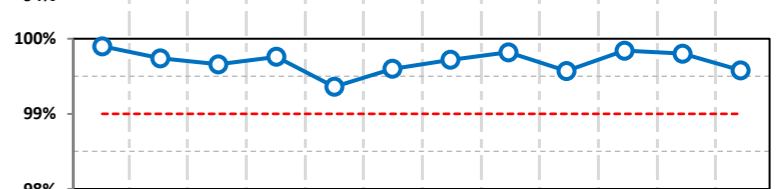
Target	Mar-21	vs. Feb-21
95.00%	99.97%	▲ 0.08%



Arrivals reclaims

Bag reclaim belts availability

Target	Mar-21	vs. Feb-21
99.00%	99.58%	▼ -0.22%



Notes:

*SQRB calculation is based on an 8x month moving average for these metrics for T2 and T5

Terminal 2 Performance Report March 2021

Financial Report - Bonus and Rebates

Rebates:

	Mar - 2021		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 - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.52	£ 94,216	£ 227,942.00	3	
Cleanliness	MAA	4.20	4.50	4.47	£ 101,308	£ 263,400	3	
Wayfinding	MAA	4.20	4.50	4.38	£ 60,785	£ 166,144	3	
Flight information	MAA	4.40	4.70	4.55	£ 48,628	£ 101,308	3	
					£ 304,936	£ 758,794	12	

Credit Notes:

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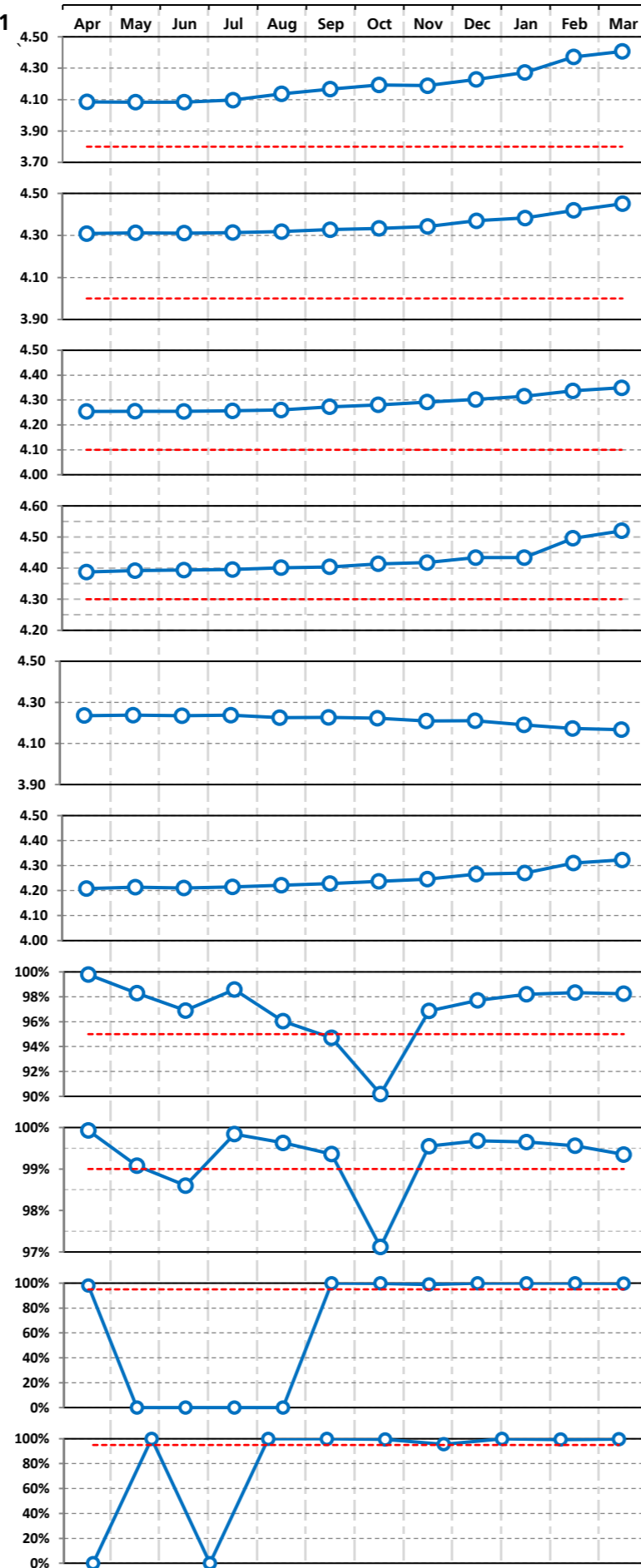
Financial year is from January 2021 - December 2021

Terminal 5 Performance Report March 2021

Passenger Experience and Service Level Performance

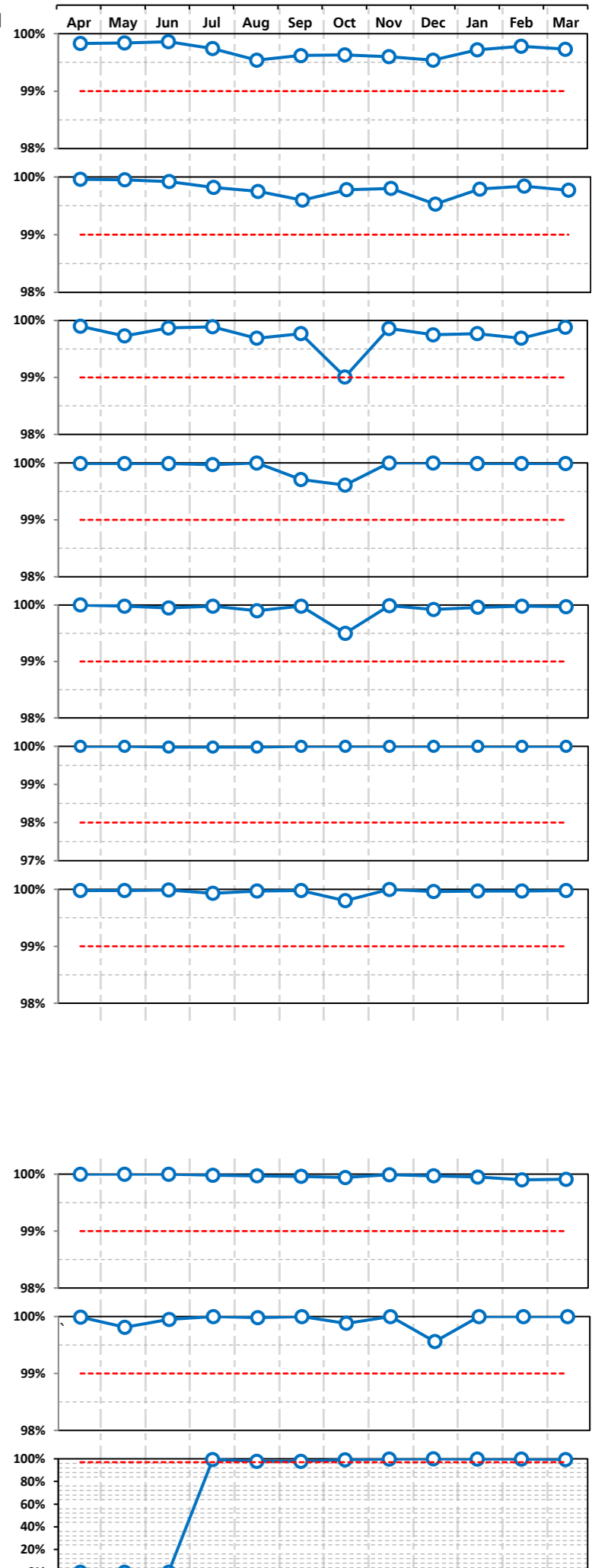
Metric	Target	Mar-21	vs. Feb-21
Departure lounge seat availability* Ease of finding a seat	3.80	4.41	▲ 0.04
Cleanliness* Overall cleanliness of the terminal	4.00	4.45	▲ 0.03
Wayfinding* Ease of finding your way around the airport	4.10	4.35	▲ 0.01
Flight information* Accuracy and ease of finding flight information	4.30	4.52	▲ 0.02
Wi-Fi* Ease of using WiFi		4.17	▼ -0.01
Security* Passenger satisfaction		4.32	▲ 0.01
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	98.24%	▼ -0.10%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.35%	▼ -0.21%
Staff search Based on 15min time periods measured	95.00%	99.74%	▼ -0.26%
Transfer Search Based on 15min time periods measured	95.00%	99.66%	▲ -0.02%

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



Service Level Performance

Metric	Target	Mar-21	vs. Feb-21
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.73%	▼ -0.05%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.77%	▼ -0.07%
Stands Availability of stands	99.00%	99.88%	▲ 0.19%
FEGP Availability Fixed Electrical Ground Power	99.00%	99.99%	0.00%
Jetties Availability of Air-Bridges	99.00%	99.97%	▼ -0.01%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.98%	▲ 0.01%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.91%	▲ 0.27%
TTS - One car Track Transit System - one car availability	99.00%	100%	0.00%
TTS - Two cars Track Transit System - % time two cars available	97.00%	99.39%	▼ -0.32%



Terminal 5 Performance Report March 2021

Financial Report - Bonus and Rebates

Rebates:

	Mar - 2021		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				
Arrivals reclaims	✓	£ -	£ -	0
TTS - % Both	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Mar - 2021		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.41	£ 94,216.03	£ 227,942.00	3
Cleanliness	MAA	4.20	4.50	4.45	£ 101,307.56	£ 263,400	3
Wayfinding	MAA	4.20	4.50	4.35	£ 60,785	£ 166,144	3
Flight information	MAA	4.40	4.70	4.52	£ 48,627.63	£ 101,308	3
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Credit Notes:

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Making every journey better