



Heathrow Performance Report

Service Quality Rebate and Bonus - November 2021

Operational Planning

Printed: 17 December 2021

Heathrow
Making every journey better

Heathrow Performance Report November 2021

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.54	4.55		4.34	
Cleanliness* Overall cleanliness of the terminal	4.48	4.40		4.41	
Wayfinding* Ease of finding your way around the airport	4.43	4.40		4.37	
Flight information* Accuracy and ease of finding flight information	4.59	4.53	Non - Operational	4.53	
Wi-Fi* Ease of using WiFi	4.23	4.24	Non - Operational	4.19	
Security* Passenger satisfaction	4.42	4.41		4.33	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.66%	95.42%		95.49%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.66%	99.80%		99.52%	
Staff search ** Based on 15min time periods measured	99.80%	98.47%	100%	97.60%	
Transfer Search Based on 15min time periods measured	99.71%	96.19%	Non - Operational	97.56%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	98.26%	99.44%	100%	97.78%	99.45%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.65%	99.57%	99.98%	99.30%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.56%	99.42%	99.92%	99.72%
Stands Availability of stands	99.89%	99.76%	83.29%	99.85%
FEGP Availability of Fixed Electrical Ground Power	99.99%	100.00%	100%	99.99%
Jetties Availability of Air-Bridges	99.95%	99.84%	Non - Operational	99.93%
PCA Availability of Pre-conditioned Air	100.00%	100%		100%
SEGs	99.99%	99.99%	100%	100.00%
Pier Service % Pier served passengers	99.94%	99.96%		
Arrivals Reclaims Bag reclaim belts availability	99.41%	99.70%	100%	99.87%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.66%
TTS - Two cars Track Transit System - % time two cars available				98.18%

Financial Report- Bonus and Rebates

	Rebates:					Estimated Rebate	Estimated Rebate	Total Failures
	Nov - 2021				YTD			
	T2	T3	T4	T5	Campus			
Departure lounge seat availability						£ -	£ -	0
Cleanliness						£ -	£ -	0
Wayfinding						£ -	£ -	0
Flight information						£ -	£ -	0
CSA Queues - Both	✓			✓		£ -	£ 370,287.47	1
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						£ -	£ 370,287.47	1

	Bonuses:								
	Lower Threshold	Upper Threshold	Nov - 2021				YTD		Total Pass
T2			T3	T4	T5	Estimated Bonus	Estimated Bonus		
4.10	4.50	4.54	4.55		4.34	£ 72,941	£ 945,200	11	
4.20	4.50	4.48	4.40	Non - Operational	4.41	£ 85,098	£ 1,069,808	11	
4.20	4.50	4.43	4.40		4.37	£ 68,889	£ 713,205	11	
4.40	4.70	4.59	4.53		4.53	£ 52,680	£ 530,852	11	
					Total	£ 279,609	£ 3,259,064	44	

Bonus: All business units must exceed Lower Threshold.

Rebate: Heathrow has escalated the rebate displayed for Security T5 July 2021 to the CAA for review.

Financial year is from January 2021 - December 2021

*SQRB calculation is based on an 5x month moving average for these metrics for T3

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.

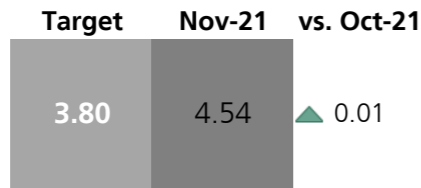
Terminal 2 Performance Report November 2021

Classification: Internal

0

Passenger Experience and Service Level Performance

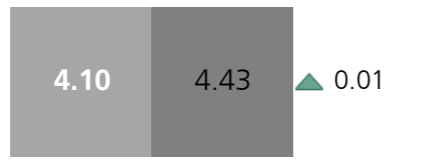
Departure lounge seat availability*
Ease of finding a seat



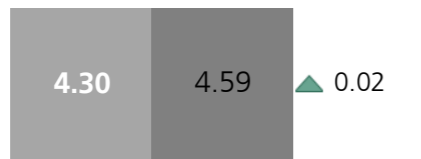
Cleanliness*
Overall cleanliness of the terminal



Wayfinding*
Ease of finding your way around the airport



Flight information*
Accuracy and ease of finding flight information



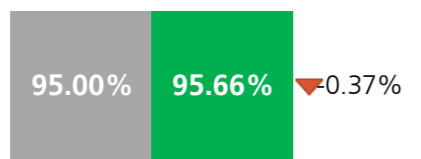
Wi-Fi*
Ease of using WiFi



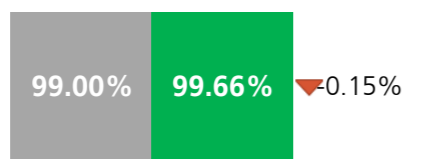
Security*
Passenger satisfaction



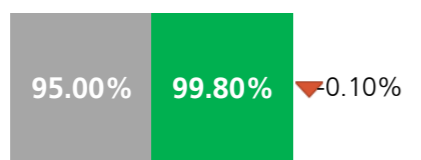
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



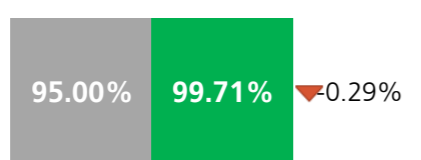
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



Transfer Search
Based on 15min time periods measured



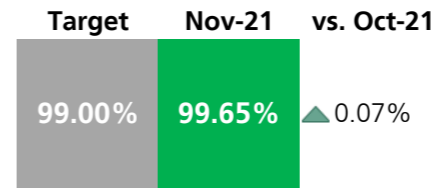
Notes:

*SQRB calculation is based on an 5x month moving average for these metrics for T3

Service Level Performance

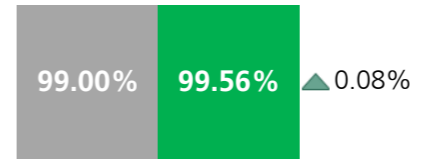
PSE (General)

Availability of Passenger Sensitive Equipment (General)



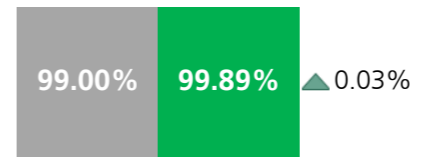
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



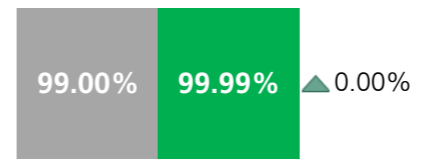
Stands

Availability of stands



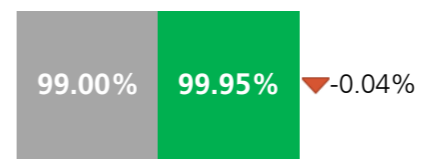
FEGP

Availability Fixed Electrical Ground Power



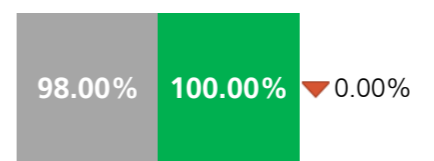
Jetties

Availability of Air-Bridges



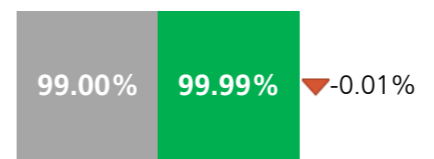
PCA

Availability of Pre-Conditioned Air



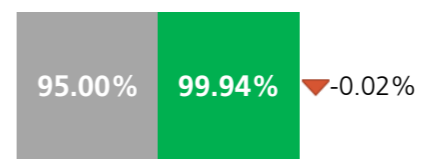
SEGs

Availability of Stand entry guidance



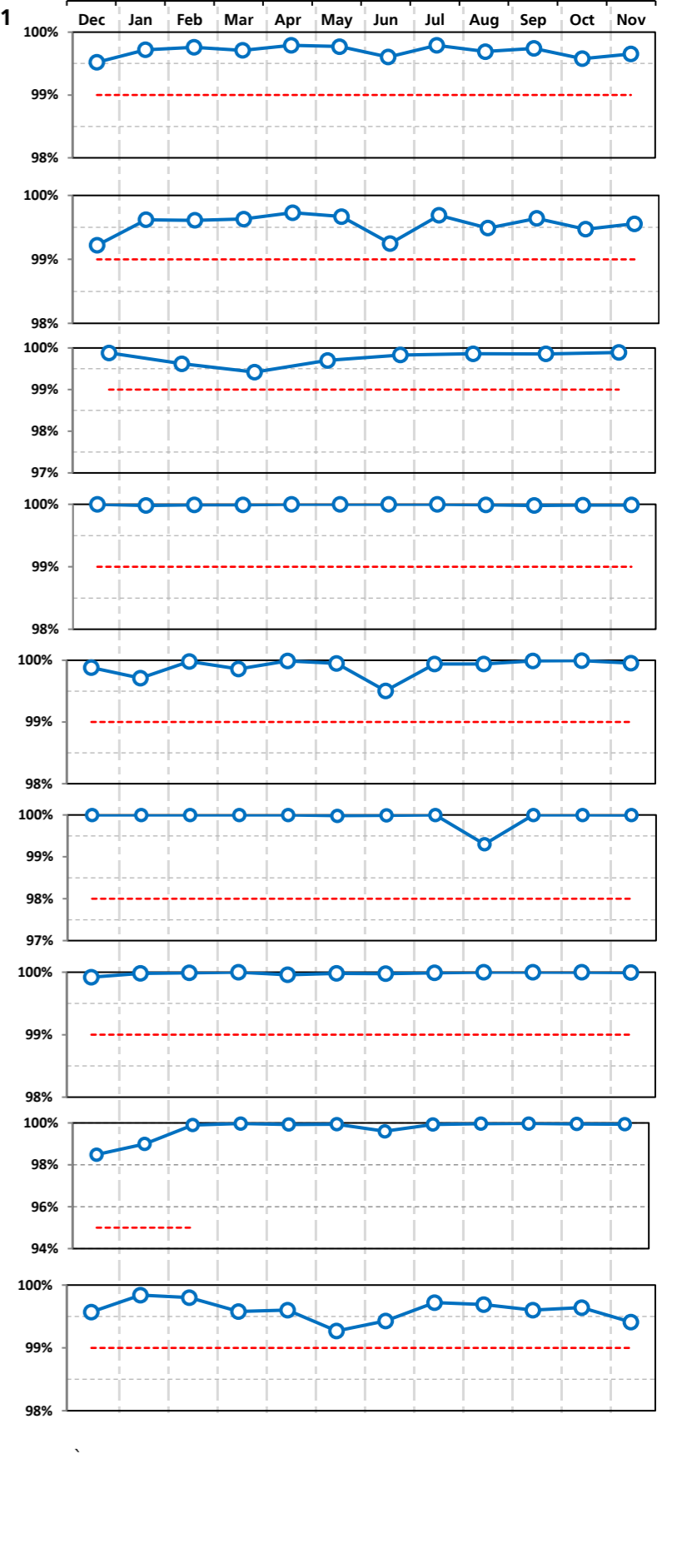
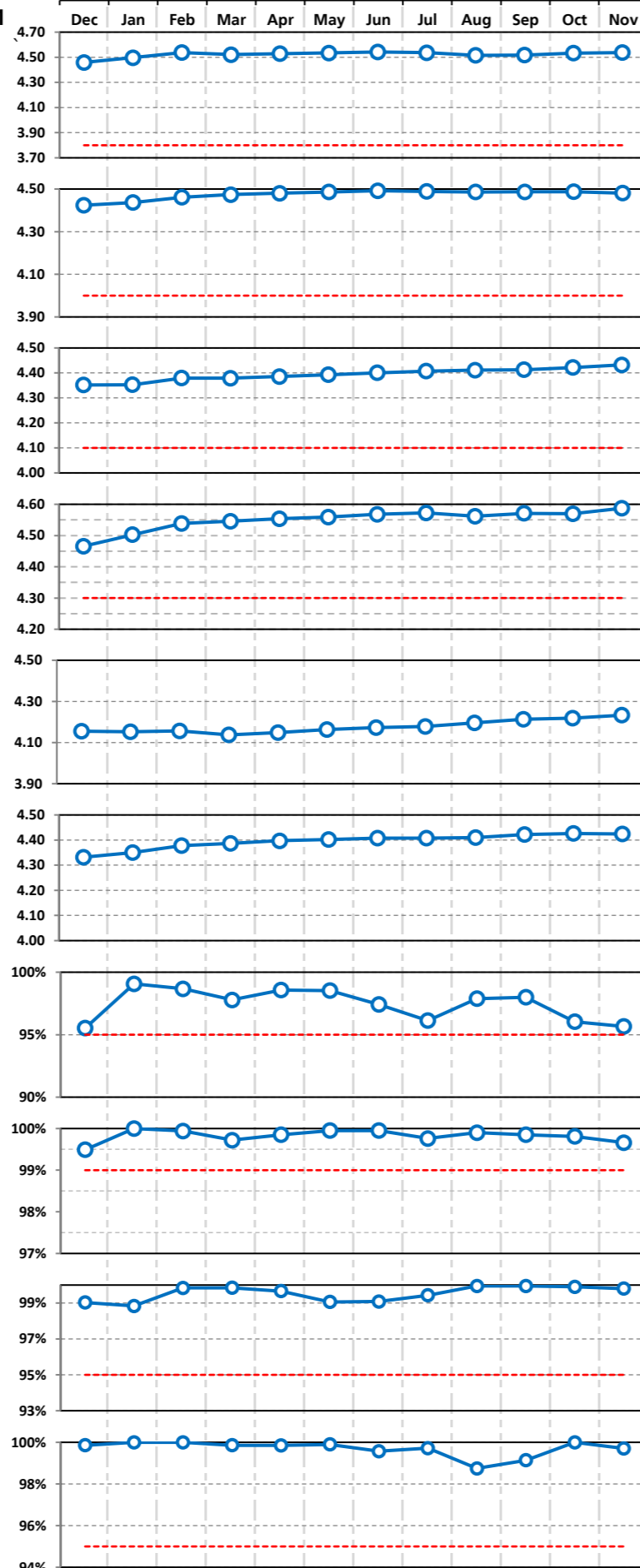
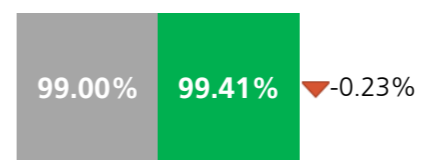
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Terminal 2 Performance Report November 2021

Financial Report - Bonus and Rebates

Rebates:

	Nov - 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	Nov - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.54	£ 72,941	£ 945,199.51	11	
Cleanliness	MAA	4.20	4.50	4.48	£ 85,098	£ 1,069,808	11	
Wayfinding	MAA	4.20	4.50	4.43	£ 68,889	£ 713,205	11	
Flight information	MAA	4.40	4.70	4.59	£ 52,680	£ 530,852	11	
					£ 279,609	£ 3,259,064	44	

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

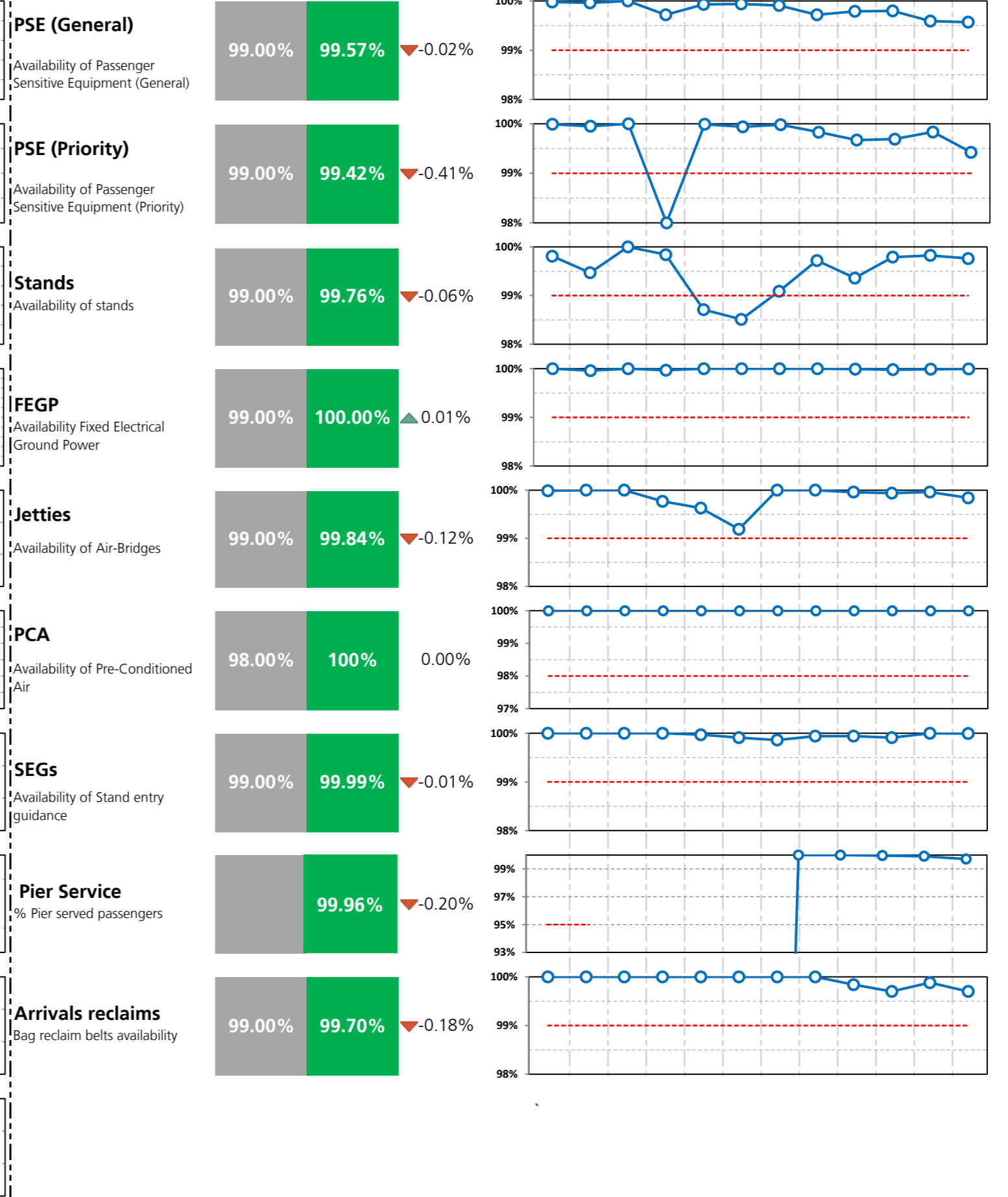
Terminal 3 Performance Report November 2021

Classification: Internal

0

Passenger Experience and Service Level Performance

Service Level Performance



Notes:

*SQRB calculation is based on an 5x month moving average for these metrics for T3

Terminal 3 Performance Report November 2021

Classification: Internal

Financial Report - Bonus and Rebates

Rebates:

	Nov - 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	Nov - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.55	£ 72,941.44	£ 945,199.51	11	
Cleanliness	MAA	4.20	4.50	4.40	£ 85,098.35	£ 1,069,808	11	
Wayfinding	MAA	4.20	4.50	4.40	£ 68,889	£ 713,205	11	
Flight information	MAA	4.40	4.70	4.53	£ 52,679.93	£ 530,852	11	
					£ 279,609	£ 3,259,064	44	

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

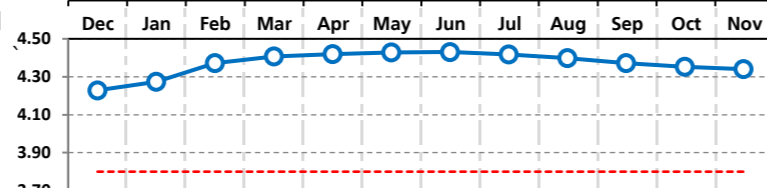
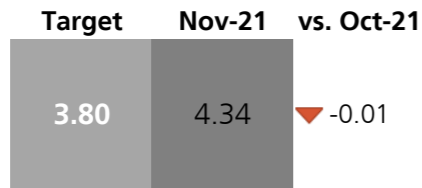
Terminal 5 Performance Report November 2021

Classification: Internal

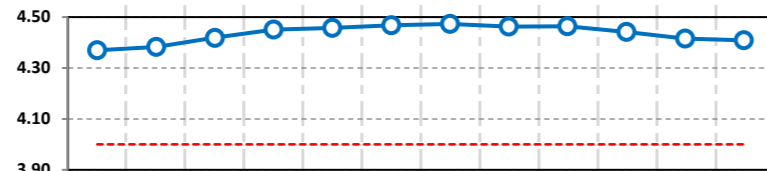
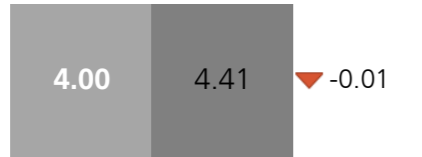
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Passenger Experience and Service Level Performance

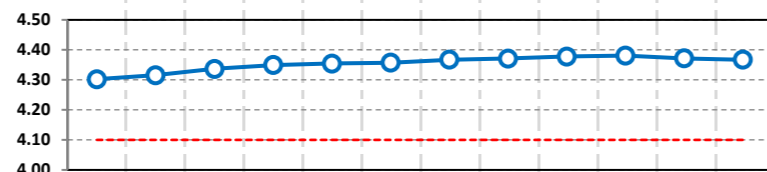
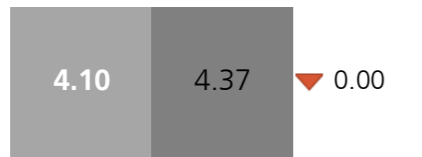
Departure lounge seat availability*
Ease of finding a seat



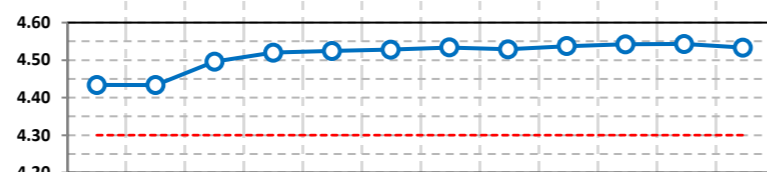
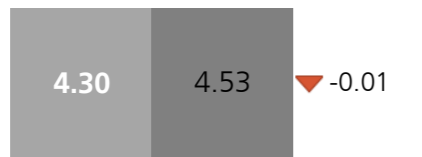
Cleanliness*
Overall cleanliness of the terminal



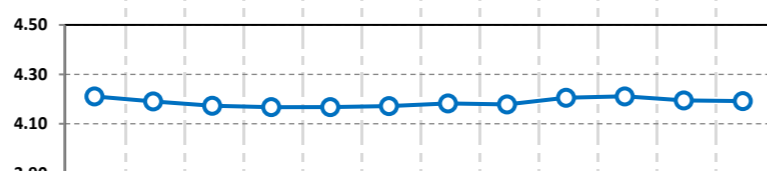
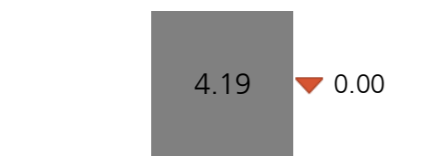
Wayfinding*
Ease of finding your way around the airport



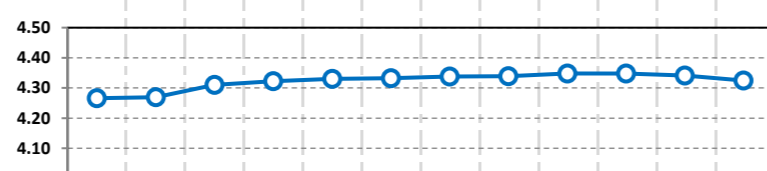
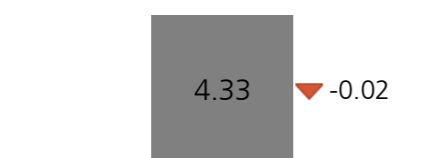
Flight information*
Accuracy and ease of finding flight information



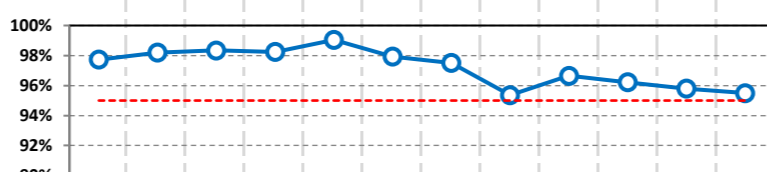
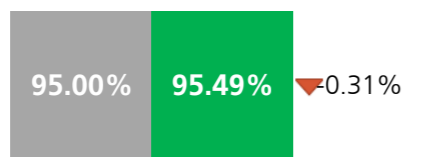
Wi-Fi*
Ease of using WiFi



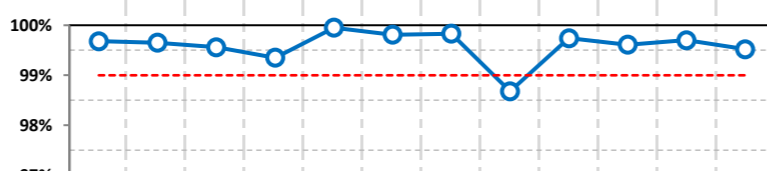
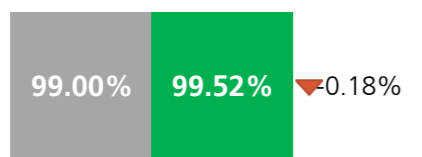
Security*
Passenger satisfaction



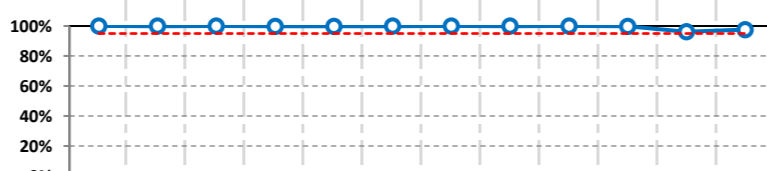
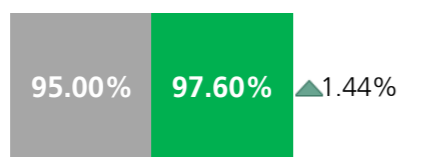
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



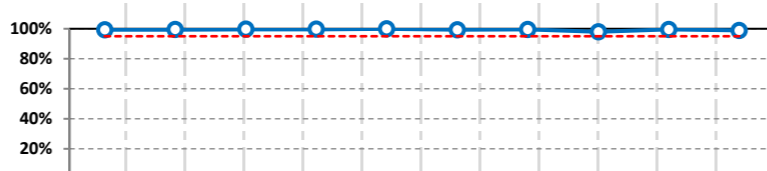
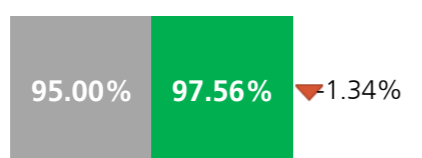
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



Transfer Search
Based on 15min time periods measured

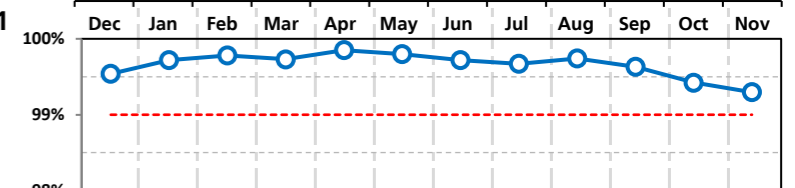
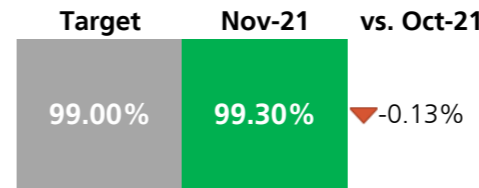


Notes:
*SQRB calculation is based on an 5x month moving average for these metrics for T3

Service Level Performance

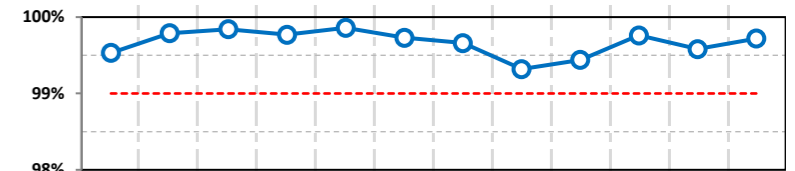
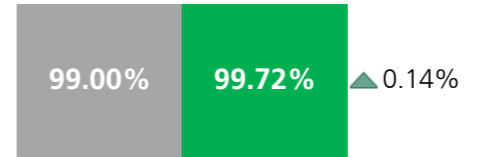
PSE (General)

Availability of Passenger Sensitive Equipment (General)



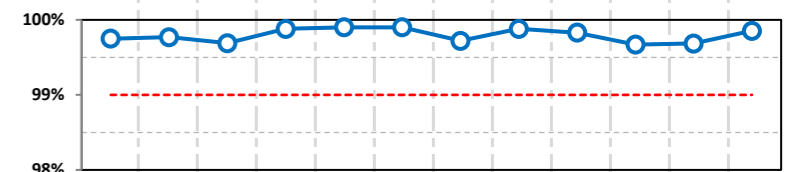
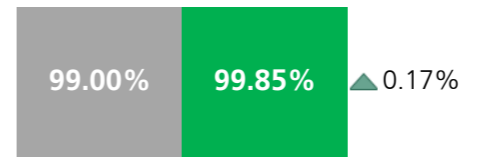
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



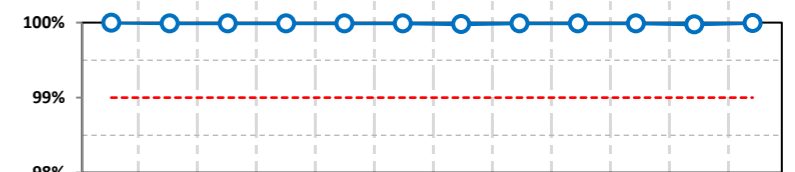
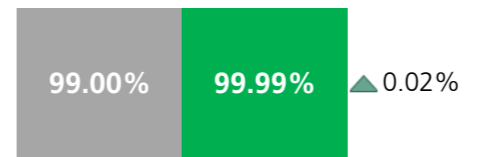
Stands

Availability of stands



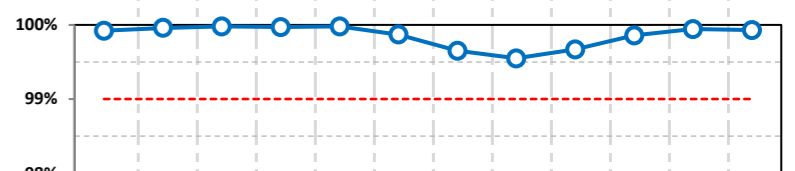
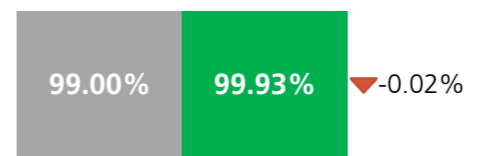
FEGP

Availability of Fixed Electrical Ground Power



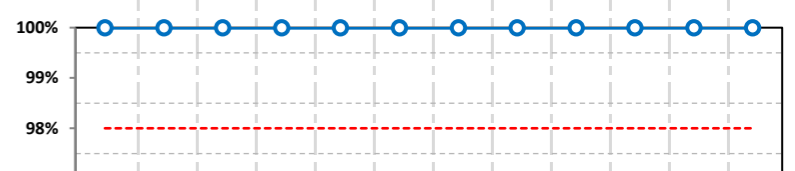
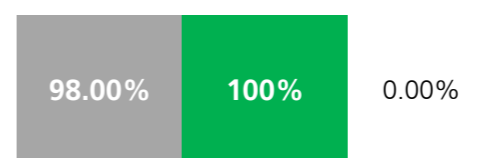
Jetties

Availability of Air-Bridges



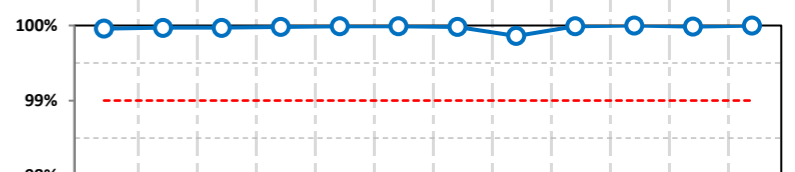
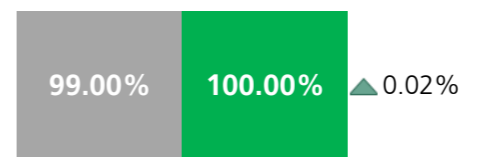
PCA

Availability of Pre-Conditioned Air



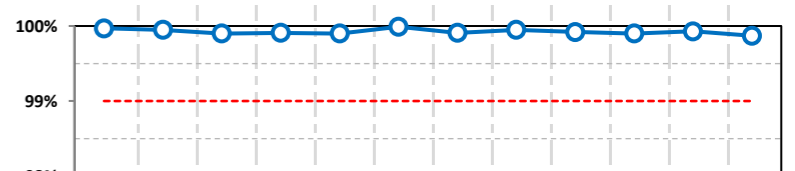
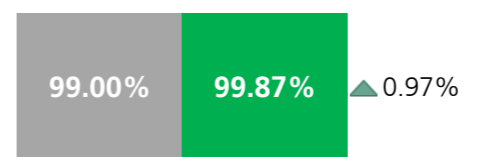
SEGs

Availability of Stand entry guidance



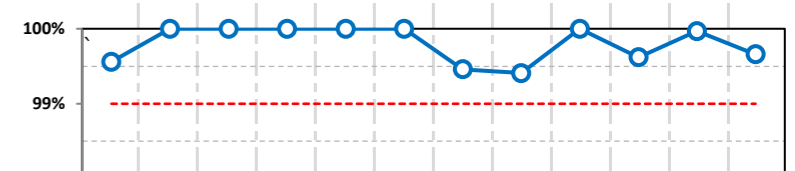
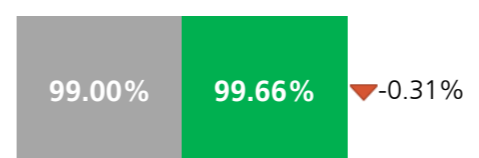
Arrivals reclaims

Bag reclaim belts availability



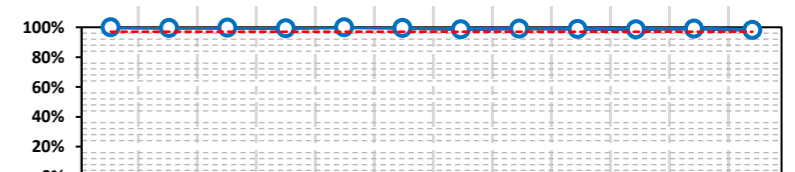
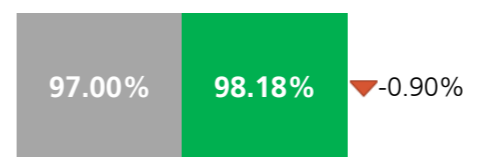
TTS - One car

Track Transit System - one car availability



TTS - Two cars

Track Transit System - % time two cars available



Terminal 5 Performance Report November 2021

Financial Report - Bonus and Rebates

Classification: Internal

Rebates:

Rebate : Heathrow has escalated the rebate displayed for Security T5 July 2021 to the CAA for review.

	Nov - 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	✓	£ -	£ 370,287.47	1
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
		£ -	£ 370,287.47	1

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Nov - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.34	£ 72,941.44	£ 945,199.51	11	
Cleanliness	MAA	4.20	4.50	4.41	£ 85,098.35	£ 1,069,808	11	
Wayfinding	MAA	4.20	4.50	4.37	£ 68,889	£ 713,205	11	
Flight information	MAA	4.40	4.70	4.53	£ 52,679.93	£ 530,852	11	
					£ 279,609	£ 3,259,064	44	

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