

# Heathrow Performance Report

Service Quality Rebate and Bonus - September 2021

Date Range

01/10/2020

30/09/2021



Heathrow

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.52	4.56	00.00%	4.37	
Cleanliness* Overall cleanliness of the terminal	4.49	4.41	00.00%	4.44	
Wayfinding* Ease of finding your way around the airport	4.41	4.40	00.00%	4.38	
Flight information* Accuracy and ease of finding flight information	4.57	4.56	00.00%	4.54	
Wi-Fi* Ease of using WiFi	4.21	4.25	Non-Ops	4.21	
Security* Passenger satisfaction	4.42	4.42	00.00%	4.35	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	98.00%	97.38%	100%	96.21%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.85%	99.95%	100%	99.61%	
Staff Search ** Based on 15min time periods measured	99.95%	98.80%	99.72%	99.82%	
Transfer Search Based on 15min time periods measured	99.14%	99.66%	100% Non-Ops	99.25%	
	CTA	Cargo	Eastside	T5	Southside
Control Post Security Search Based on 15min time periods measured	99.13%	99.65%	100%	100%	98.96%

## Service Level Performance

	T2	T3	T4	T5
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.74%	99.80%	99.58%	99.63%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.64%	99.69%	99.96%	99.76%
Stands Availability of stands	99.86%	99.79%	85.74%	99.67%
FEGP Availability Fixed Electrical Ground Power	99.98%	99.98%	100%	99.99%
Jetties Availability of Air-Bridges	99.99%	99.94%	99.78%	99.86%
PCA Availability of Pre-Conditioned Air	100%	100%	00.00% Non-Ops	100%
SEGs Availability of Stand Entry Guidance	100%	99.91%	100%	100%
Pier Service % Pier served passengers	99.97%	99.97%	00.00%	
Arrivals Reclaims Bag reclaim belts availability	99.60%	99.70%	100%	99.90%
Aerodrome congestion Based on 15min time periods measured				
TTS - One car Track Transit System - one car availability				99.62%
TTS - Two cars Track Transit System - % time two cars available				98.78%

### 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	✓	✓	✓	✗		£0.00	£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>£0.00</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	4.52	4.56	Non-Ops	4.37	£82,059.12	£796,277.40	9
4.20	4.50	4.49	4.41	Non-Ops	4.44	£97,255.25	£895,558.80	9
4.20	4.50	4.41	4.40	-	4.38	£72,941.44	£575,426.92	9
4.40	4.50	4.57	4.56	-	4.54	£56,732.23	£421,439.44	9
						<b>£308,988.05</b>	<b>£2,688,702.56</b>	<b>36</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:

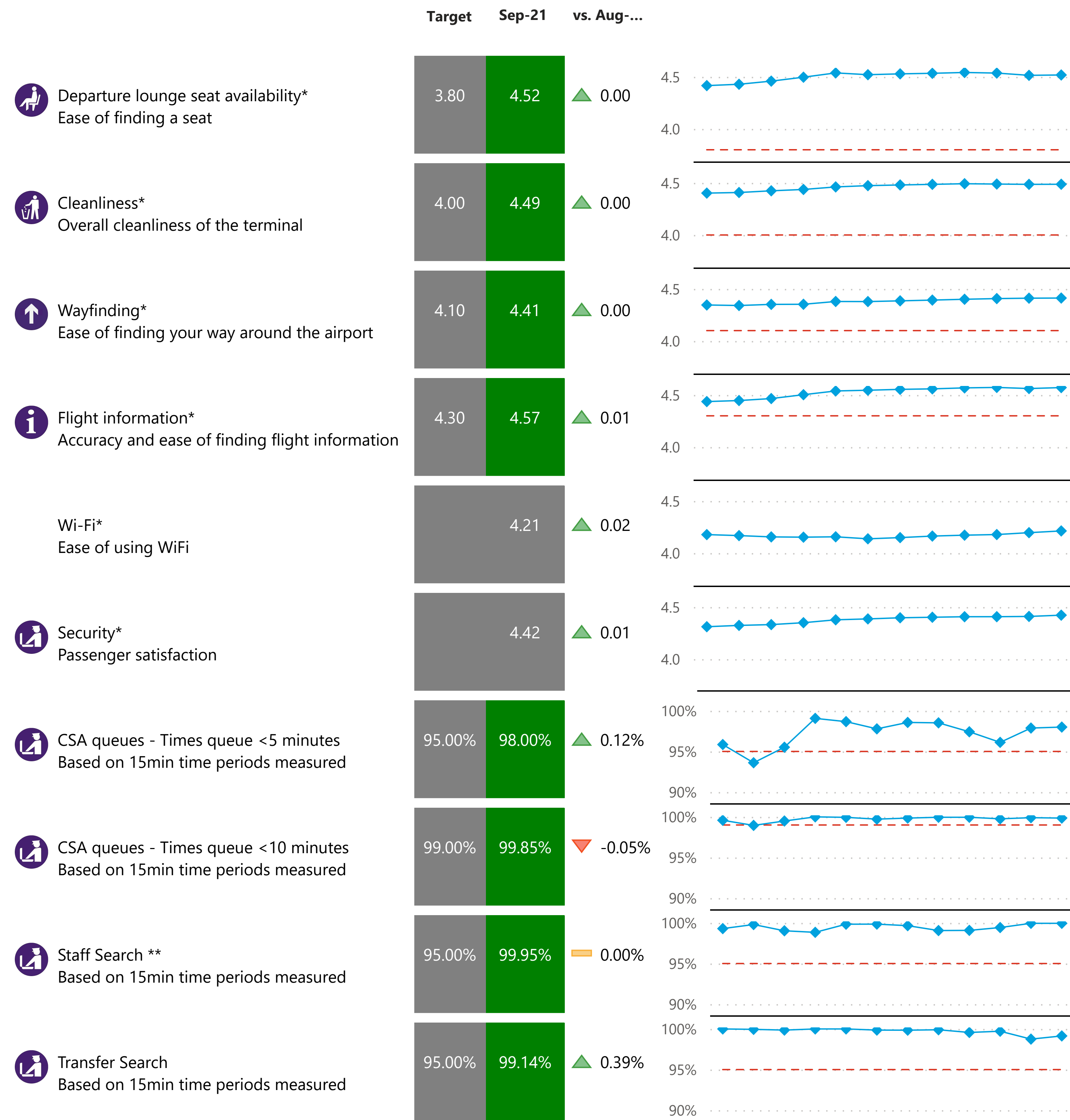
\* SQRB calculation is based on a 12x month moving average for these metrics for T2 and T5, and 3x month for T3

# Terminal 2 Performance Report September 2021

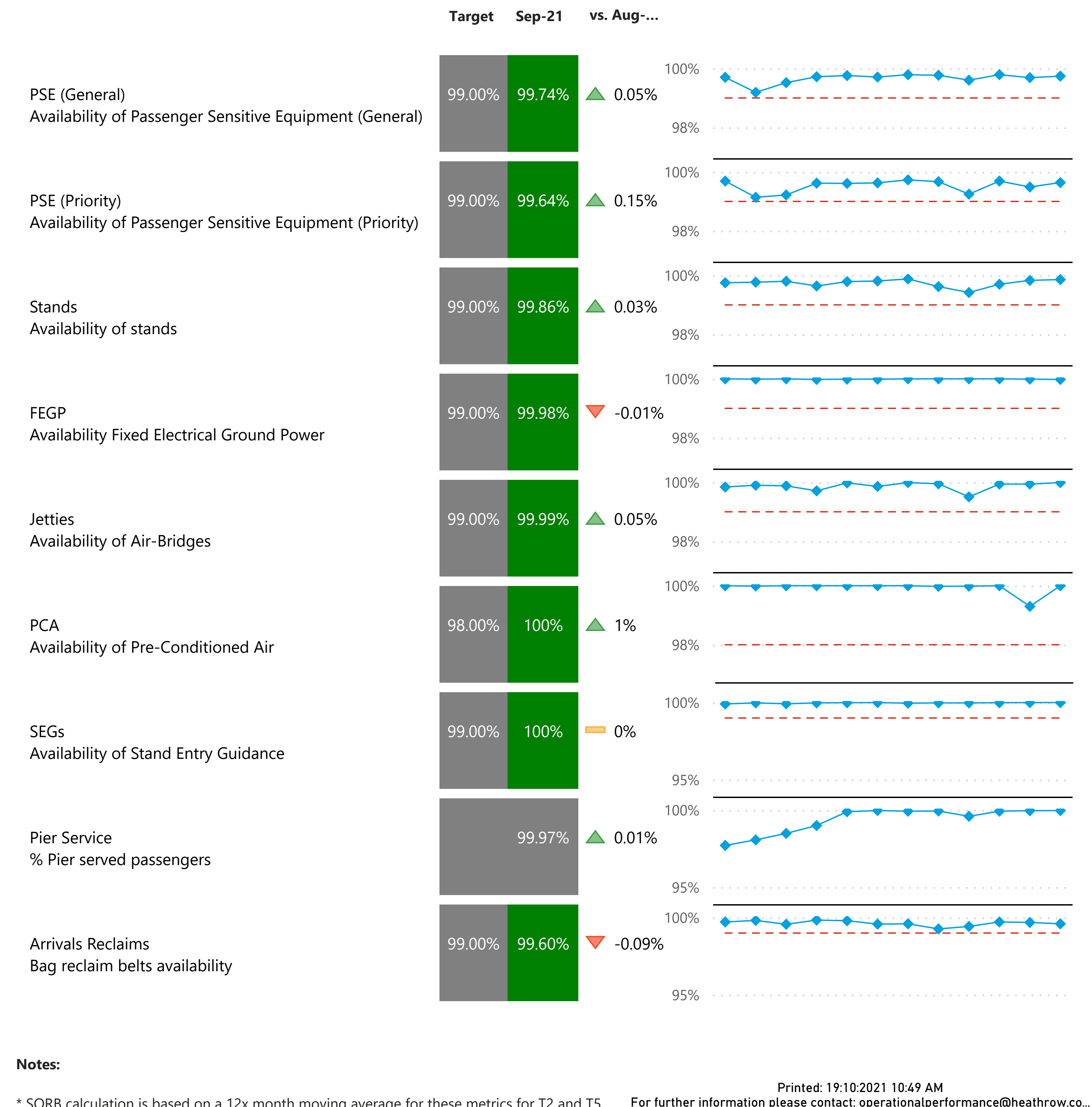
Classification: Internal



## 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...)

## Financial Report - Bonus and Rebates

### Rebates:

	Sep-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	Sep-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	4.52	£82,059.12	£796,277.40	9
Cleanliness	MAA	4.20	4.50	4.49	£97,255.25	£895,558.80	9
Wayfinding	MAA	4.20	4.50	4.41	£72,941.44	£575,426.92	9
Flight information	MAA	4.40	4.50	4.57	£56,732.23	£421,439.44	9
					<b>£308,988.05</b>	<b>£2,688,702.56</b>	<b>36</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 September 2021

Classification: Internal

## Passenger Experience and Service Level Performance



## Service Level Performance



### Notes:

\* SQRB calculation is based on a 3x month moving average for these metrics for T3

## Financial Report - Bonus and Rebates

### Rebates:

	Sep-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	Sep-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	4.56	£82,059.12	£796,277.40	9
Cleanliness	MAA	4.20	4.50	4.41	£97,255.25	£895,558.80	9
Wayfinding	MAA	4.20	4.50	4.40	£72,941.44	£575,426.92	9
Flight information	MAA	4.40	4.50	4.56	£56,732.23	£421,439.44	9
					<b>£308,988.05</b>	<b>£2,688,702.56</b>	<b>36</b>

#### Credit Notes:

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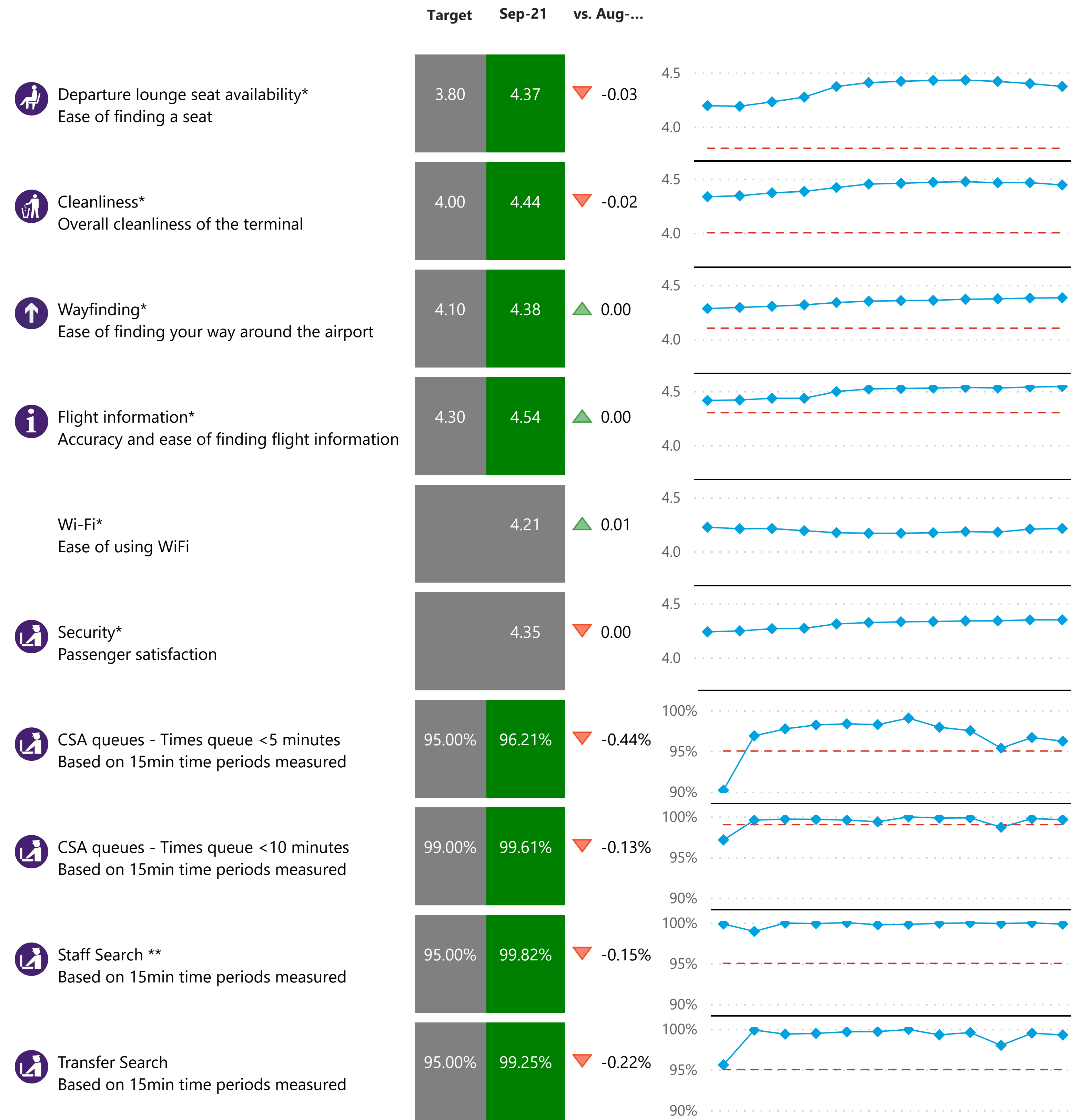
Financial year is from January-December

# Terminal 5 Performance Report September 2021

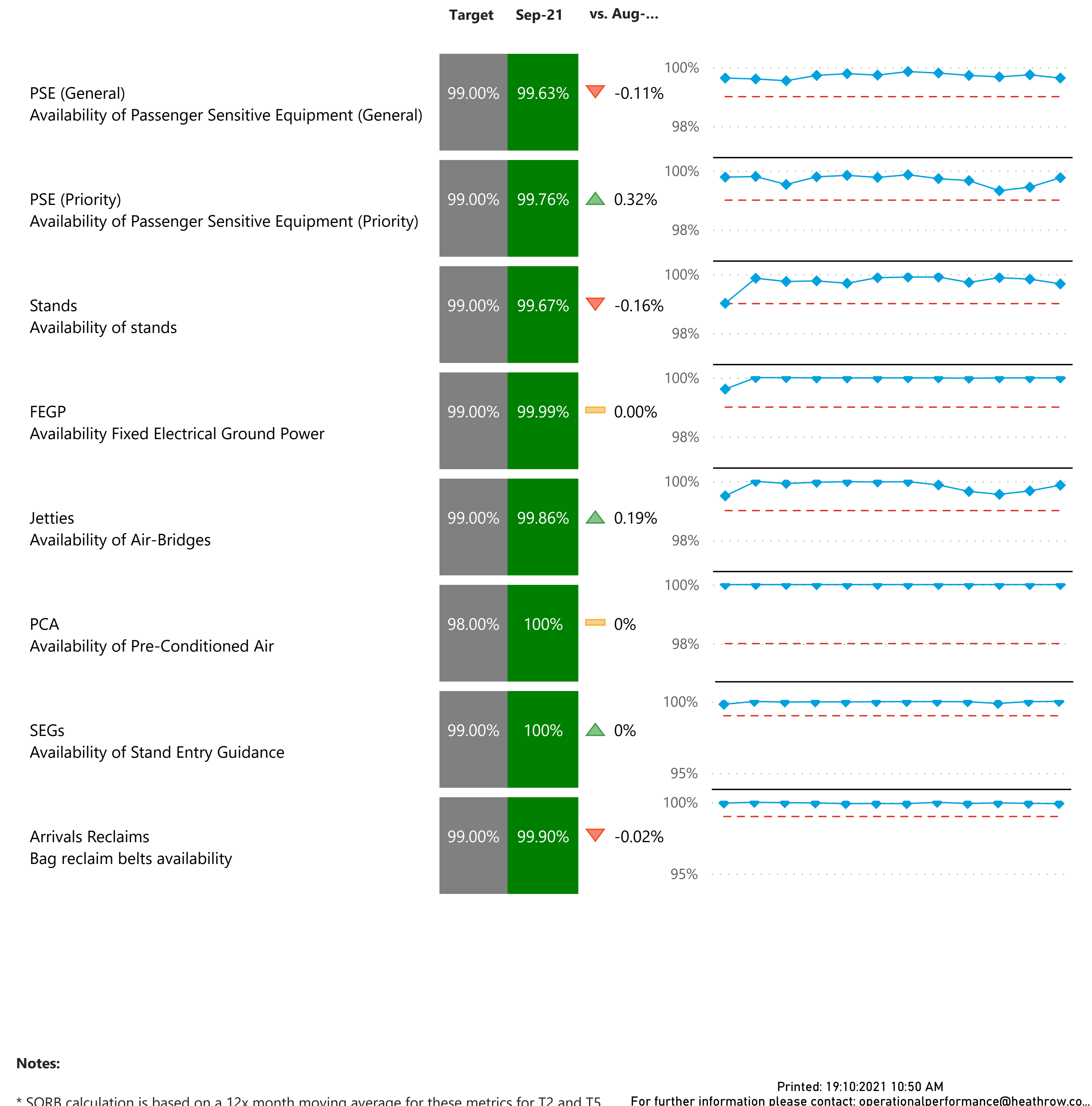
Classification: Internal



## 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 September 2021

## Financial Report - Bonus and Rebates

## Rebates:

	Sep-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	£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	Sep-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	4.37	£82,059.12	£796,277.40	9
Cleanliness	MAA	4.20	4.50	4.44	£97,255.25	£895,558.80	9
Wayfinding	MAA	4.20	4.50	4.38	£72,941.44	£575,426.92	9
Flight information	MAA	4.40	4.50	4.54	£56,732.23	£421,439.44	9
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## 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

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Financial year is from January-December



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