



Heathrow Performance Report

Service Quality Rebate and Bonus - December 2022

Heathrow Performance Report December 2022

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.35	4.19	4.39	4.01	
Cleanliness* Overall cleanliness of the terminal	4.27	4.19	4.28	4.27	
Wayfinding* Ease of finding your way around the airport	4.32	4.26	4.31	4.27	
Flight information* Accuracy and ease of finding flight information	4.46	4.42	4.49	4.41	
Wi-Fi* Ease of using WiFi	4.16	4.18	4.21	4.13	
Security* Passenger satisfaction	4.19	4.11	4.04	4.07	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	78.11%	88.66%	85.66%	59.97%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	92.11%	95.06%	95.99%	83.47%	
Staff search ** Based on 15min time periods measured	96.30%	98.11%	99.49%	88.89%	
Transfer Search Based on 15min time periods measured	81.54%	93.04%	99.81%	83.46%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	97.00%	96.80%	98.48%	97.43%	97.95%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.05%	99.33%	99.26%	99.45%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.01%	99.38%	99.71%	99.29%
Stands Availability of stands	99.84%	99.71%	99.16%	99.87%
FEGP Availability of Fixed Electrical Ground Power	100.00%	99.99%	100.00%	99.97%
Jetties Availability of Air-Bridges	99.98%	99.85%	99.89%	99.86%
PCA Availability of Pre-conditioned Air	99.99%	100%		100%
SEGs	99.99%	99.97%	100%	100%
Pier Service % Pier served passengers	99.06%	96.66%	99.94%	
Arrivals Reclaims Bag reclaim belts availability	99.46%	99.29%	99.87%	99.88%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.96%
TTS - Two cars Track Transit System - % time two cars available				98.85%

Financial Report- Bonus and Rebates

	Rebates:					Campus	Estimated Rebate	Estimated Rebate	Total Failures
	Dec - 2022				YTD				
	T2	T3	T4	T5					
Departure lounge seat availability						£ -	£ -	0	
Cleanliness						£ -	£ -	0	
Wayfinding						£ -	£ -	0	
Flight information						£ -	£ -	0	
CSA Queues - Both	✗	✗	✗	✗		£ 192,816.53	£ 15,714,820.69	35	
Staff Search	✓	✓	✓	✗		£ 427,090.09	£ 2,345,640.31	8	
Transfer search	✗	✗	✓	✗		£ 319,453.69	£ 6,955,140.75	21	
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					✓	£ -	£ 3,978,197.06	16	
Aerodrome Congestion					✓	£ -	£ -	0	
TTS - % Both					✓	£ -	£ 337,353.94	1	
Total						£ 939,360.31	£ 29,331,152.75	81	

	Lower Threshold	Upper Threshold	Bonuses:				Estimated Bonus	Estimated Bonus	Total Pass
			Dec - 2022						
			T2	T3	T4	T5			
	4.10	4.50	4.35	4.19	4.39	4.01	£ -	£ 1,060,862	7
	4.20	4.50	4.27	4.19	4.28	4.27	£ -	£ 866,066	10
	4.20	4.50	4.32	4.26	4.31	4.27	£ 79,838	£ 1,710,804	12
	4.40	4.70	4.46	4.42	4.49	4.41	£ 17,286	£ 1,021,602	12
Total							£ 97,124	£ 4,659,333	41

Bonus: All business units must exceed Lower Threshold.

Financial year is from January 2022 - December 2022

*SQR calculation for T4 is based on 7 months of data

Some Security relate rebates in T2, T3 & T5 capped after 6 payments year to date.

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.

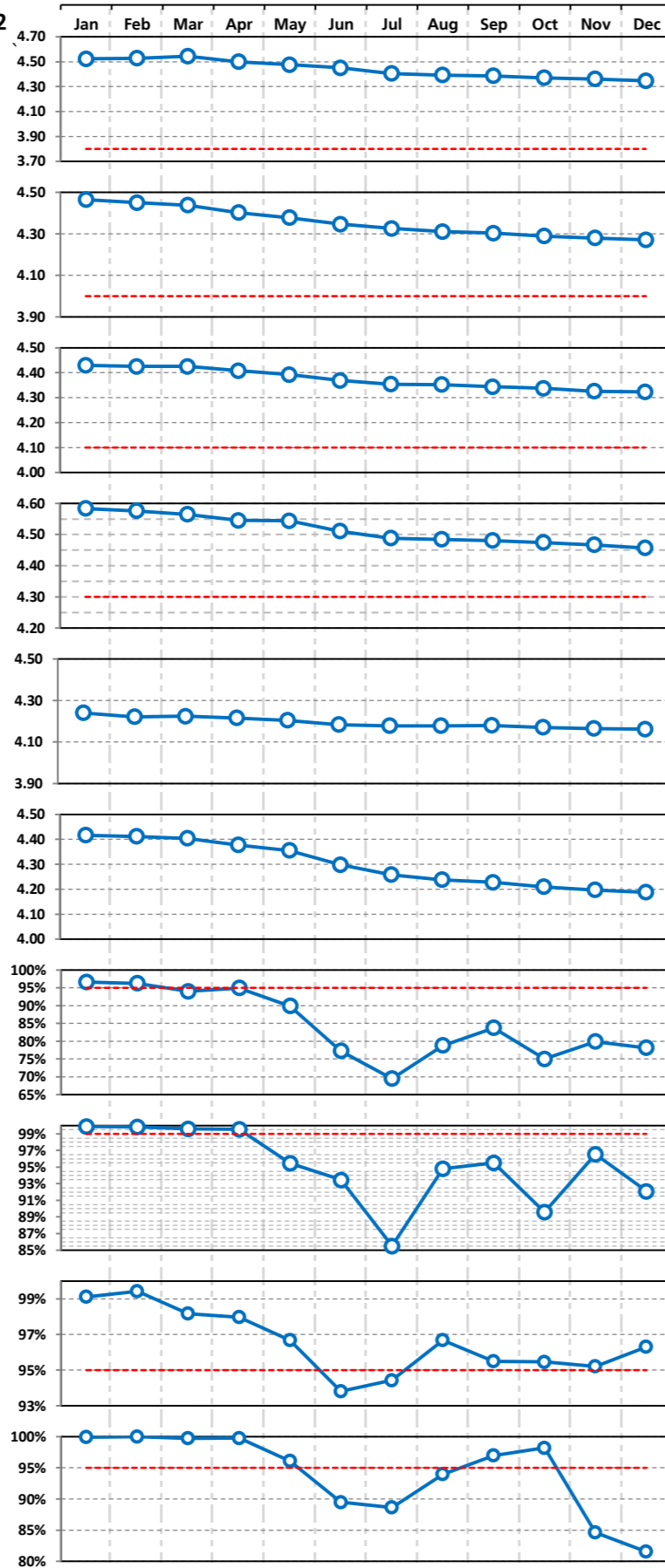
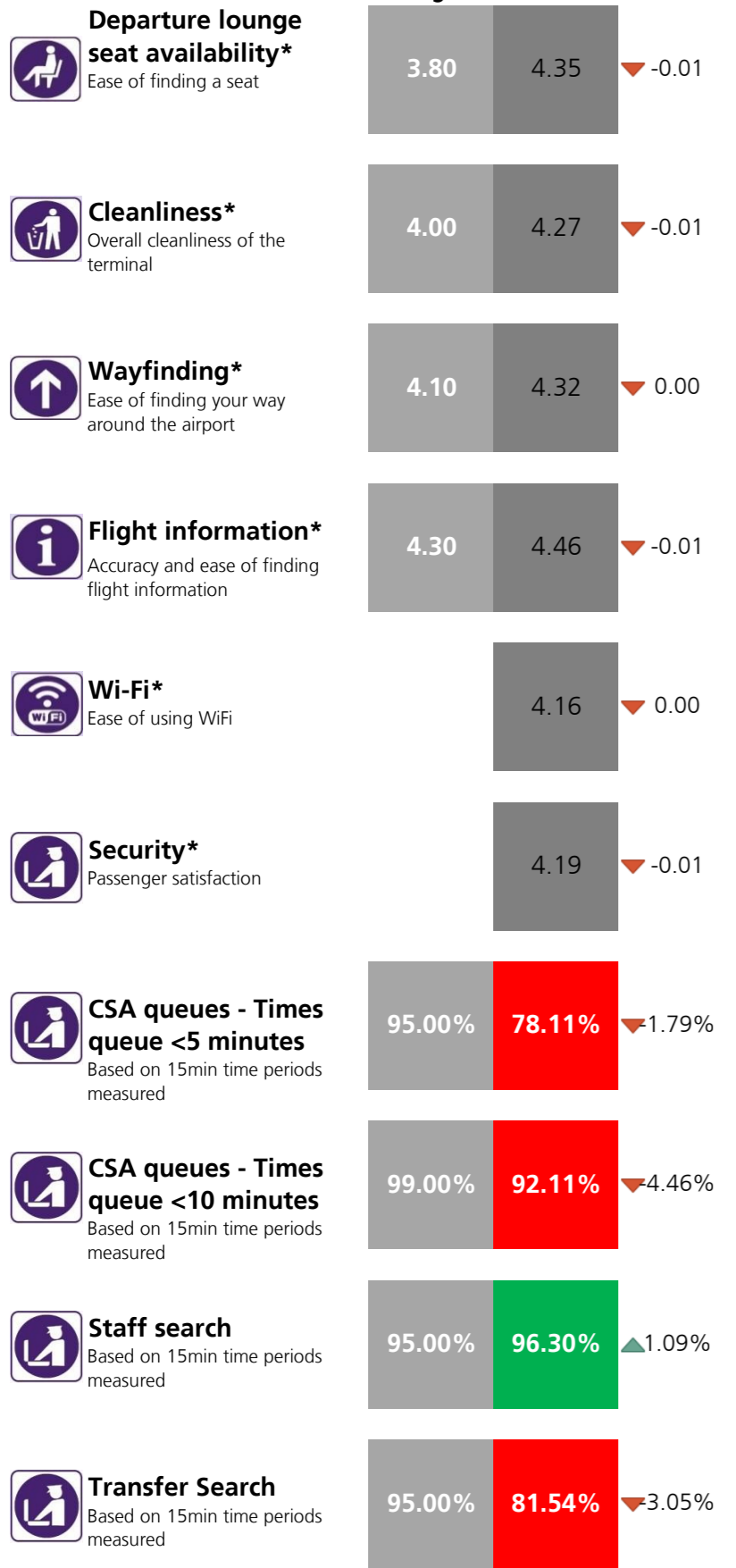
Terminal 2 Performance Report December 2022

Classification: Public

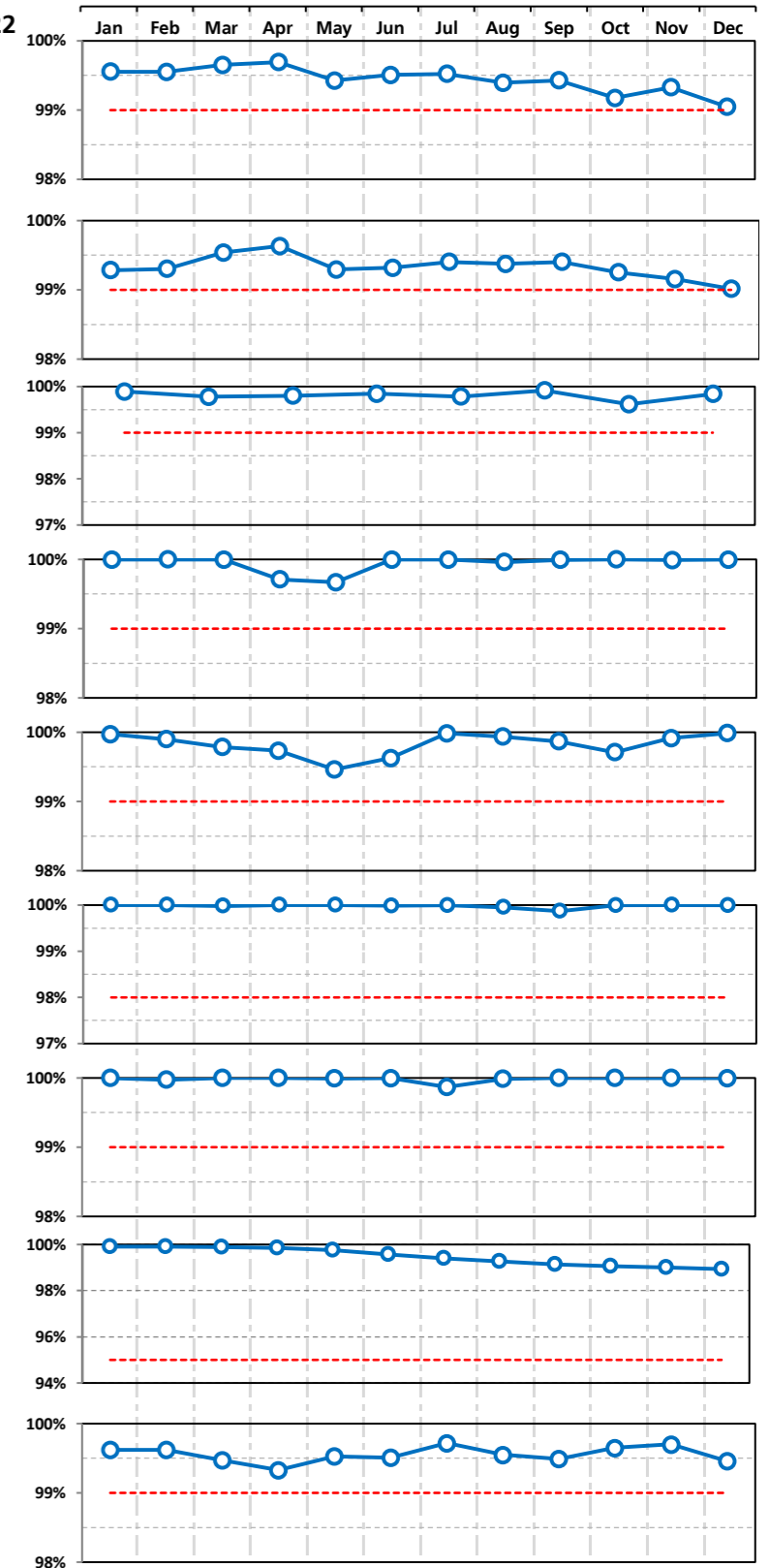
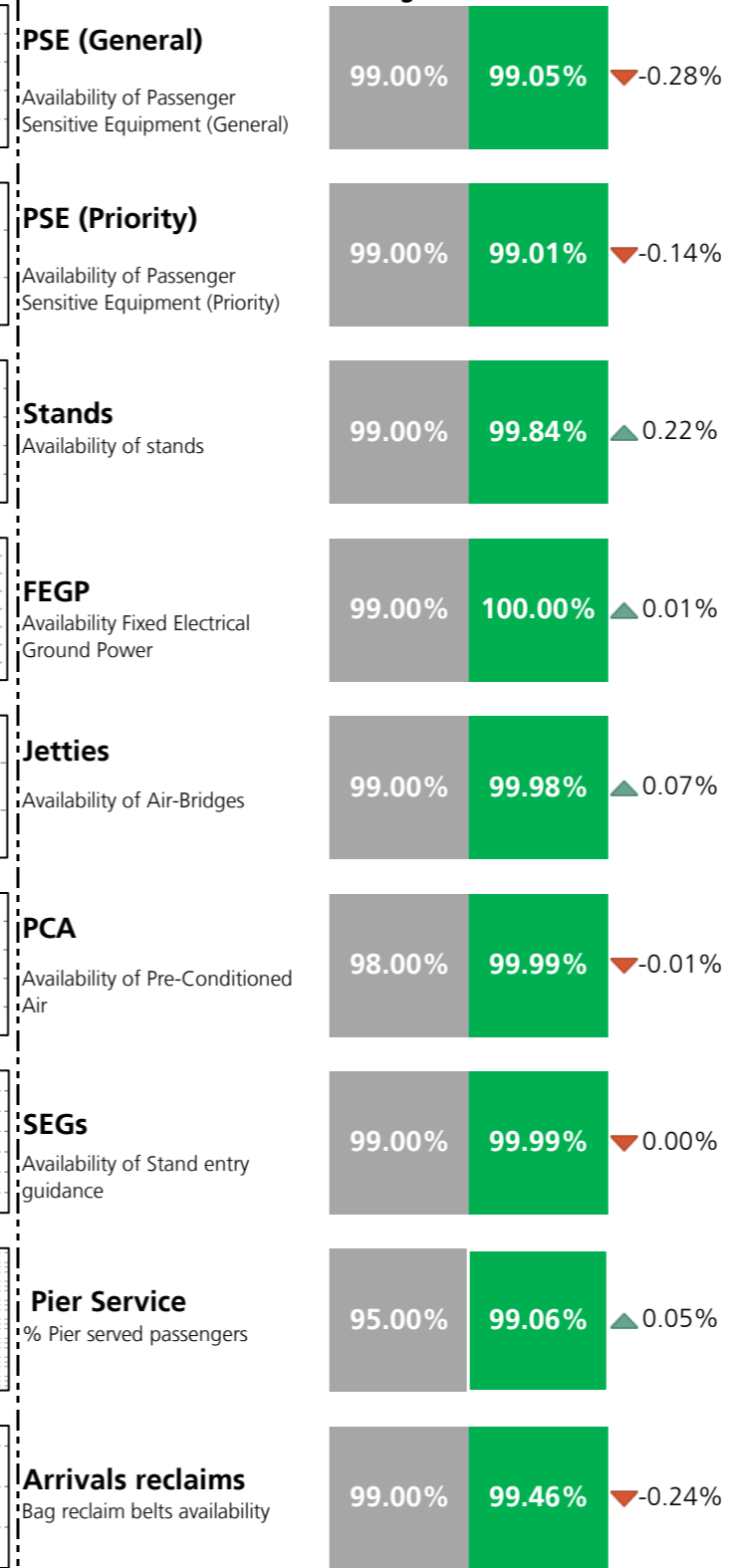
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Passenger Experience and Service Level Performance



Service Level Performance



Notes:
* SQRB calculations based on Moving Annual Average (MAA) for these metrics
T2 Security queue (CSA) rebate capped after 6 payments year to date.

Terminal 2 Performance Report December 2022

Financial Report - Bonus and Rebates

Rebates:

	Target Achieved	Dec - 2022		Year-to-Date	
		Estimated Rebate	Estimated Rebate	Number of failures	
Departure lounge seat availability		£ -	£ -	0	
Cleanliness		£ -	£ -	0	
Wayfinding		£ -	£ -	0	
Flight information		£ -	£ -	0	
CSA queues - Both	✘	£ -	£ 3,835,745.25	10	
Staff search	✔	£ -	£ 485,508.25	2	
Transfer search	✘	£ 319,453.69	£ 1,597,268.44	5	
PSE (General)	✔	£ -	£ -	0	
PSE (Priority)	✔	£ -	£ -	0	
Stands	✔	£ -	£ -	0	
FEGP	✔	£ -	£ -	0	
Jetties	✔	£ -	£ -	0	
PCA	✔	£ -	£ -	0	
SEGS	✔	£ -	£ -	0	
Pier Service	✔	£ -	£ -	0	
Arrivals reclaims	✔	£ -	£ -	0	
		£ 319,453.69	£ 5,918,521.94	17	

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Dec - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.35	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ 866,066	10	
Wayfinding	MAA	4.20	4.50	4.32	£ 79,838	£ 1,710,804	12	
Flight information	MAA	4.40	4.70	4.46	£ 17,286	£ 1,021,602	12	
					£ 97,124	£ 4,659,333	41	

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 2022 - December 2022

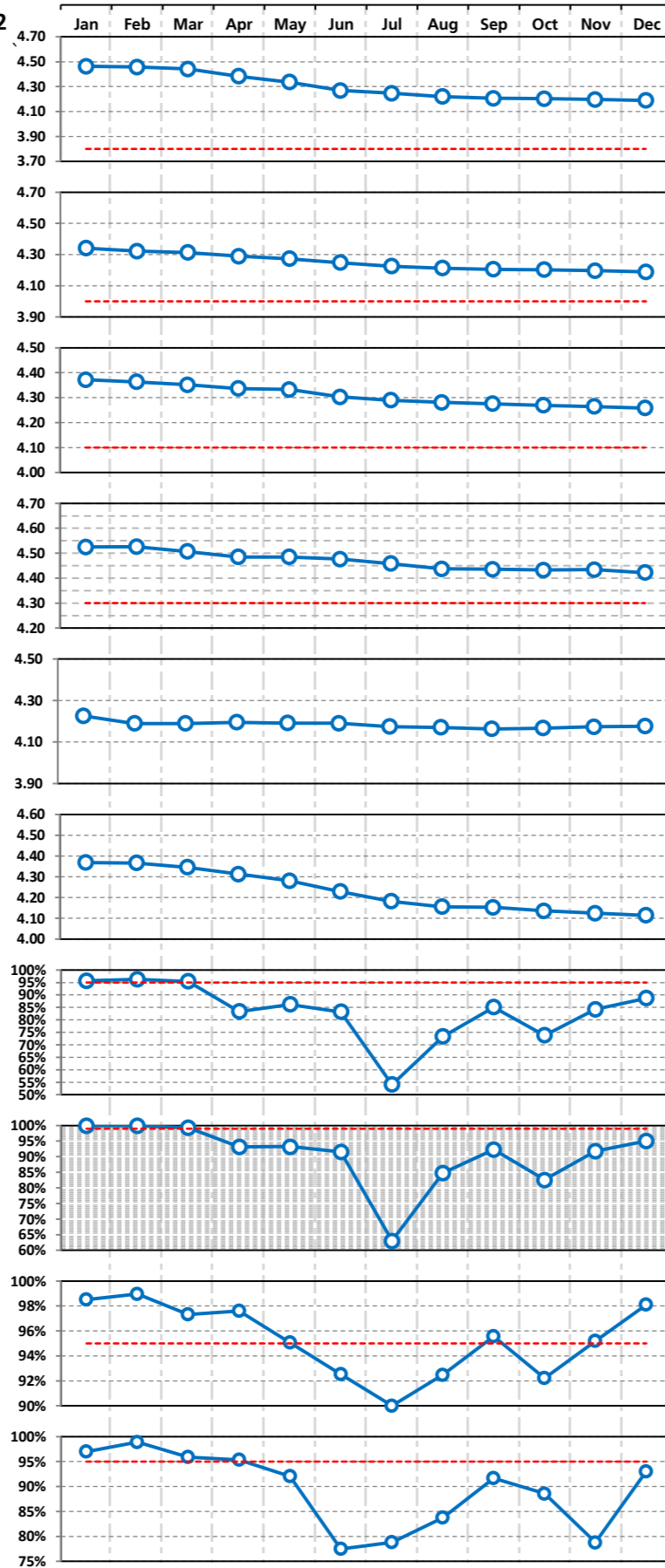
Terminal 3 Performance Report December 2022

Classification: Public

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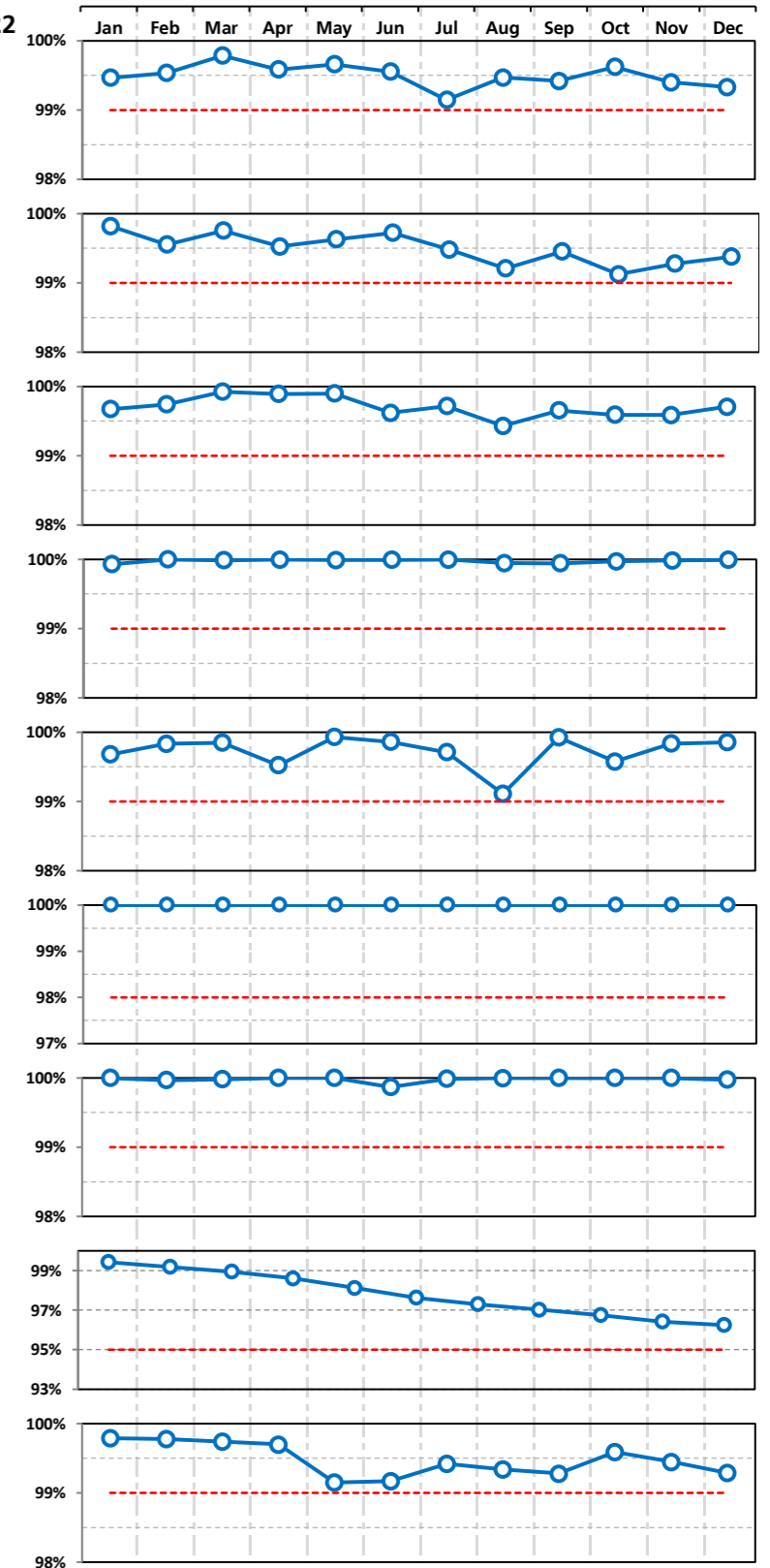
Passenger Experience and Service Level Performance

Metric	Target	Dec-22	vs. Nov-22
Departure lounge seat availability* Ease of finding a seat	3.80	4.19	▼-0.01
Cleanliness* Overall cleanliness of the terminal	4.00	4.19	▼-0.01
Wayfinding* Ease of finding your way around the airport	4.10	4.26	▼-0.01
Flight information* Accuracy and ease of finding flight information	4.30	4.42	▼-0.01
Wi-Fi* Ease of using WiFi		4.18	▲0.00
Security* Passenger satisfaction		4.11	▼-0.01
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	88.66%	▲4.47%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	95.06%	▲3.21%
Staff search Based on 15min time periods measured	95.00%	98.11%	▲2.92%
Transfer Search Based on 15min time periods measured	95.00%	93.04%	▲14.28%



Service Level Performance

Metric	Target	Dec-22	vs. Nov-22
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.33%	▼-0.07%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.38%	▲0.10%
Stands Availability of stands	99.00%	99.71%	▲0.12%
FEGP Availability of Fixed Electrical Ground Power	99.00%	99.99%	▲0.01%
Jetties Availability of Air-Bridges	99.00%	99.85%	▲0.02%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.97%	▼-0.03%
Pier Service % Pier served passengers	95.00%	96.66%	▲0.25%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.29%	▼-0.16%



Notes:
 * SQRB calculations based on Moving Annual Average (MAA) for these metrics
 T3 Security queue (CSA & Transfers) rebate capped after 6 payments year to date.

Terminal 3 Performance Report December 2022

Financial Report - Bonus and Rebates

Rebates:

	Dec - 2022		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	✘	£ -	£ 3,973,748.25	9
Staff search	✔	£ -	£ 1,005,951.88	4
Transfer search	✘	£ -	£ 1,985,682.19	8
PSE (General)	✔	£ -	£ -	0
PSE (Priority)	✔	£ -	£ -	0
Stands	✔	£ -	£ -	0
FEGP	✔	£ -	£ -	0
Jetties	✔	£ -	£ -	0
PCA	✔	£ -	£ -	0
SEGS	✔	£ -	£ -	0
Pier Service	✔	£ -	£ -	0
Arrivals reclaims	✔	£ -	£ -	0
		£ -	£ 6,965,382.31	21

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Dec - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.19	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.19	£ -	£ 866,066	10	
Wayfinding	MAA	4.20	4.50	4.26	£ 79,838	£ 1,710,804	12	
Flight information	MAA	4.40	4.70	4.42	£ 17,286	£ 1,021,602	12	
					£ 97,124	£ 4,659,333	41	

Credit Notes:

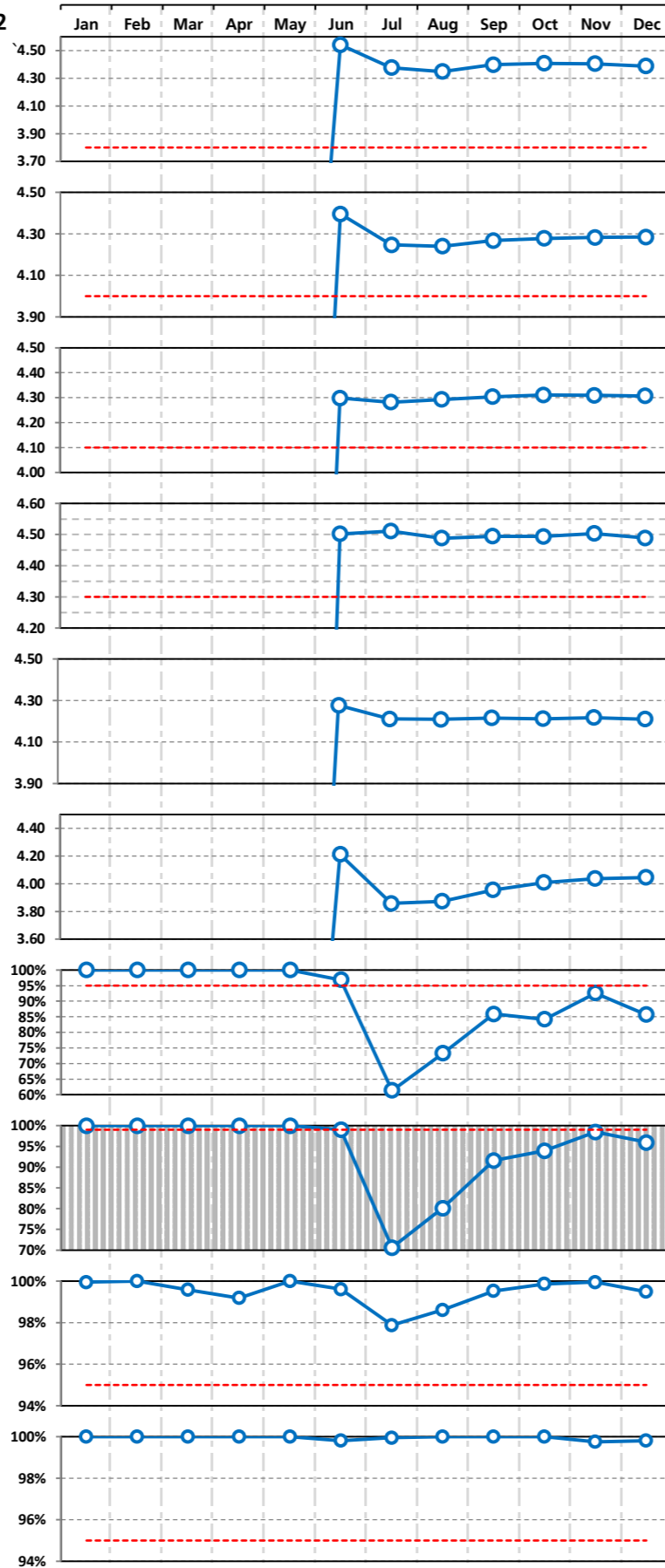
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2022 - December 2022

Terminal 4 Performance Report December 2022

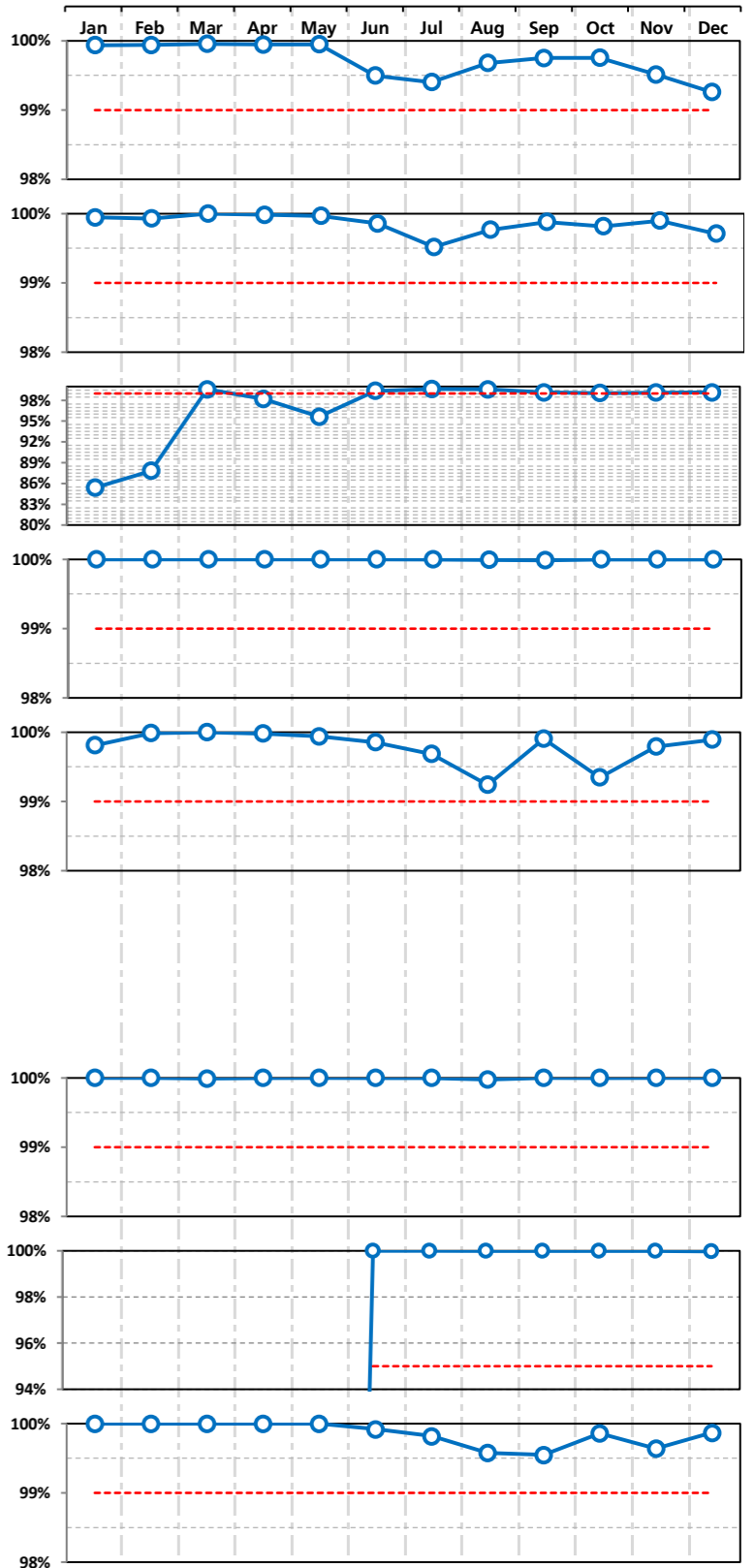
Passenger Experience and Service Level Performance

Metric	Target	Dec-22	vs. Nov-22
Departure lounge seat availability* Ease of finding a seat	3.80	4.39	▼ -0.02
Cleanliness* Overall cleanliness of the terminal	4.00	4.28	▲ 0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.31	▼ 0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.49	▼ -0.01
Wi-Fi* Ease of using WiFi		4.21	▼ -0.01
Security* Passenger satisfaction		4.04	▲ 0.01
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	85.66%	▼ -6.95%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	95.99%	▼ -2.48%
Staff search Based on 15min time periods measured	95.00%	99.49%	▼ -0.46%
Transfer Search Based on 15min time periods measured	95.00%	99.81%	▲ 0.06%



Service Level Performance

Metric	Target	Dec-22	vs. Nov-22
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.26%	▼ -0.25%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.71%	▼ -0.19%
Stands Availability of stands	99.00%	99.16%	▲ 0.05%
FEGP Availability of Fixed Electrical Ground Power	99.00%	100.00%	▼ 0.00%
Jetties Availability of Air-Bridges	99.00%	99.89%	▲ 0.10%
SEGs Availability of Stand entry guidance	99.00%	100%	0.00%
Pier Service % Pier served passengers	95.00%	99.98%	▼ -0.01%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.87%	▲ 0.23%



Notes:
 SQRB calculation for T4 is based on 7 months of data
 *SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report December 2022

Financial Report - Bonus and Rebates

Rebates:

	Dec - 2022		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	✘	£ 192,816.53	£ 1,156,899.19	6
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
		£ -	£ 1,156,899.19	6

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Dec - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses	
Departure lounge seat availability	MAA	4.10	4.50	4.39	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.28	£ -	£ 866,066	10	
Wayfinding	MAA	4.20	4.50	4.31	£ 79,838	£ 1,710,804	12	
Flight information	MAA	4.40	4.70	4.49	£ 17,286	£ 1,021,602	12	
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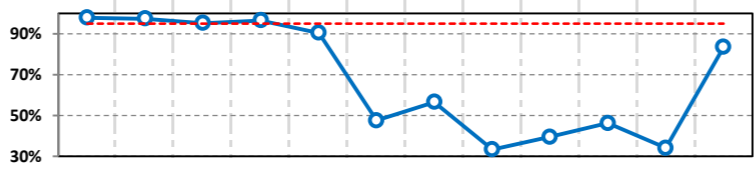
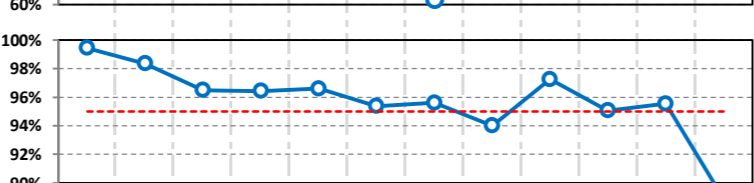
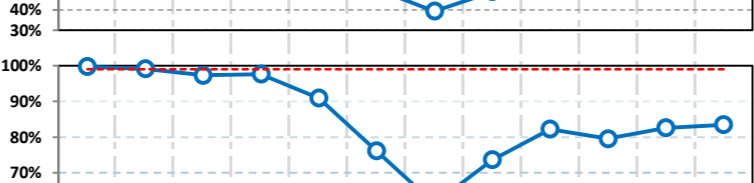
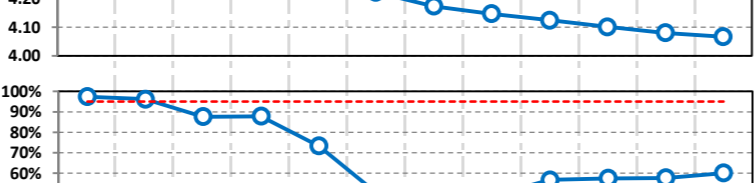
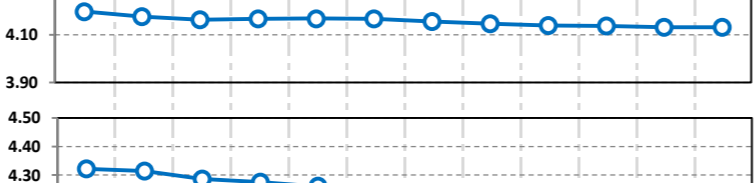
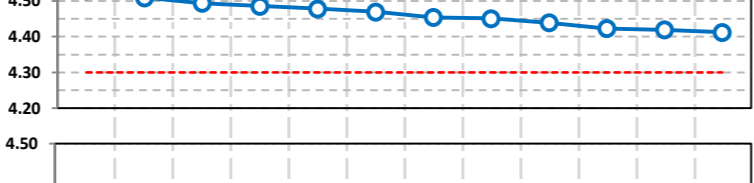
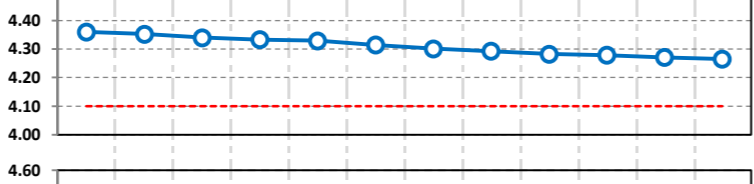
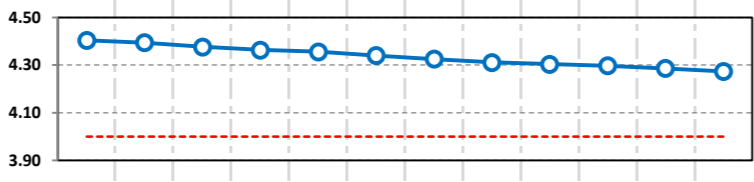
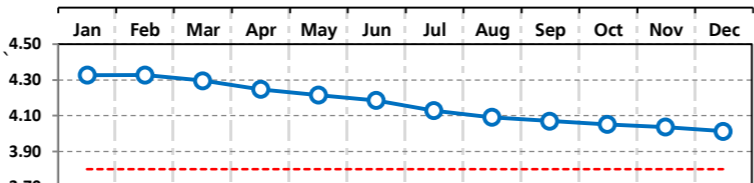
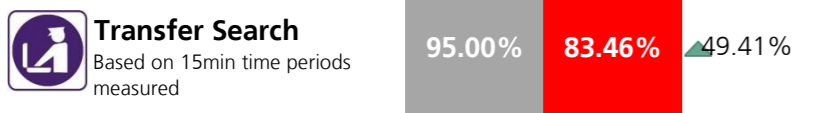
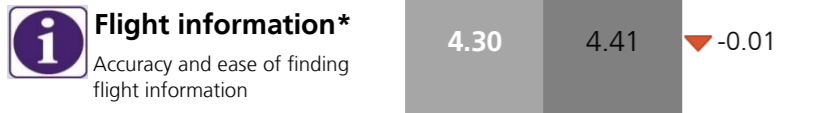
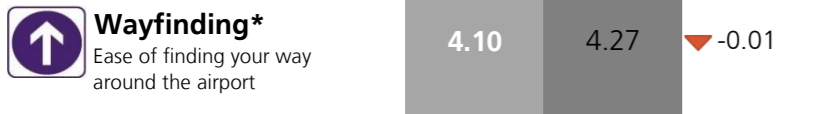
Credit Notes:

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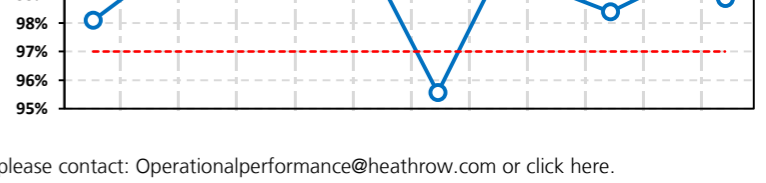
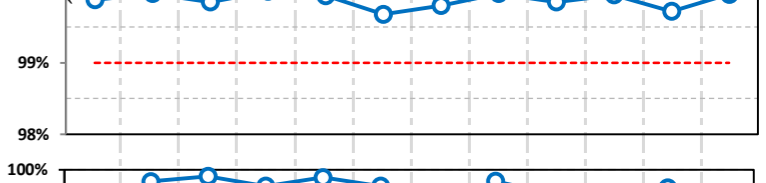
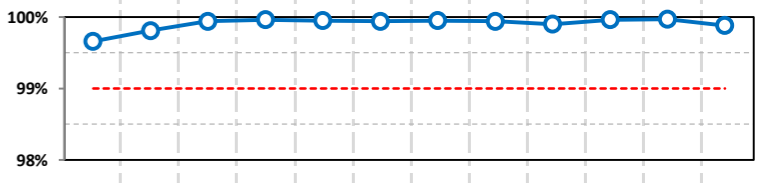
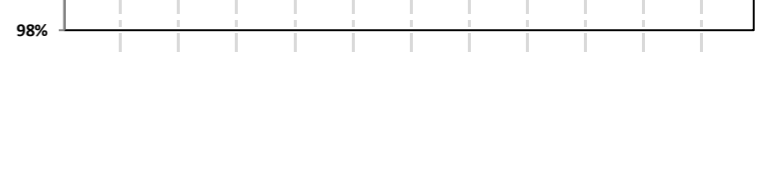
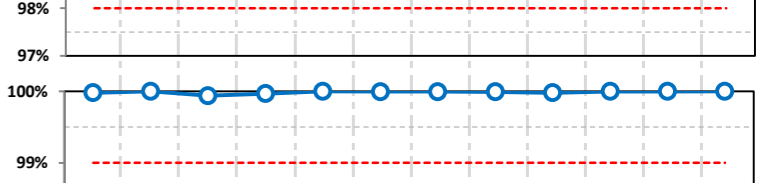
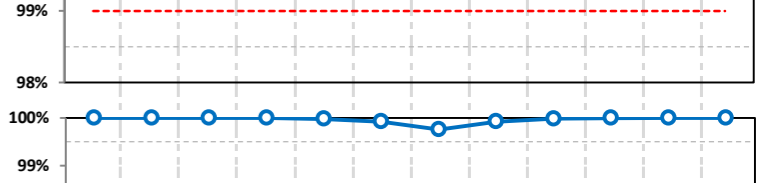
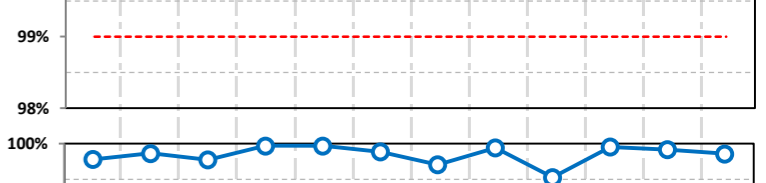
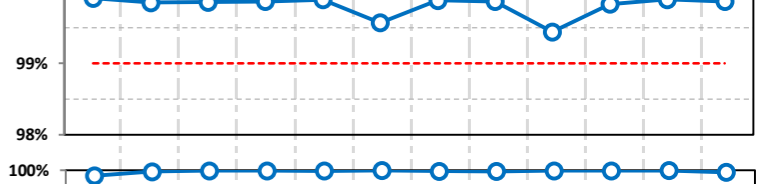
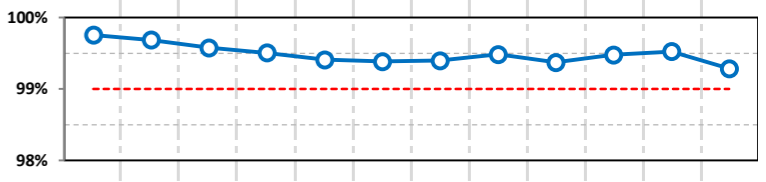
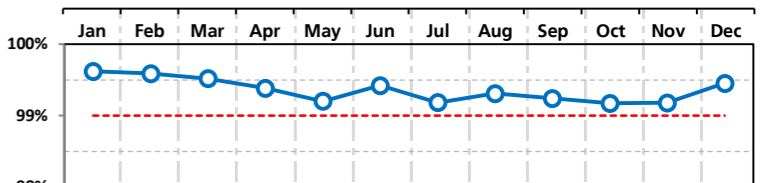
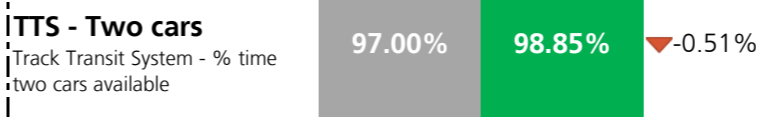
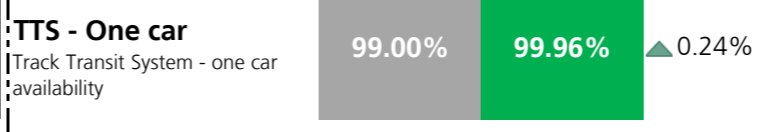
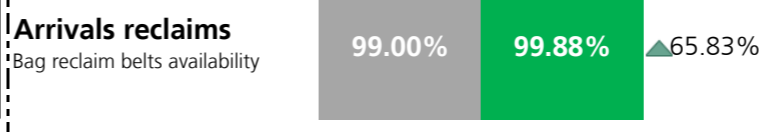
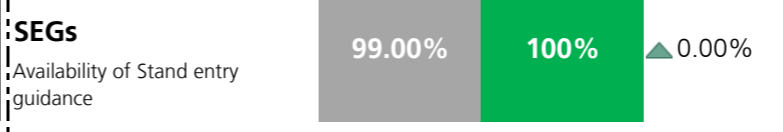
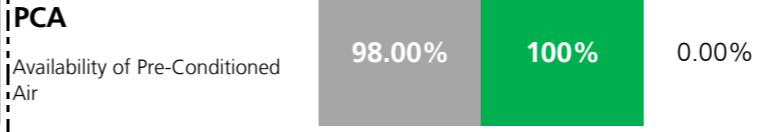
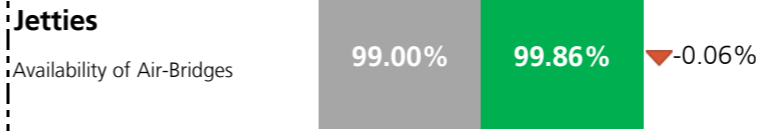
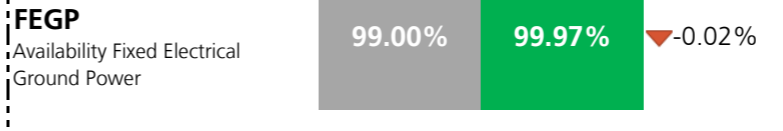
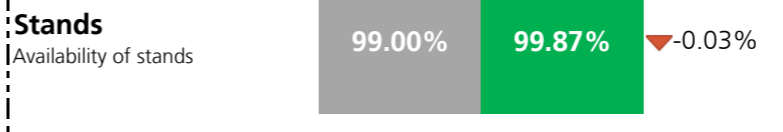
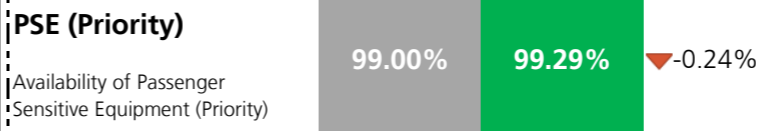
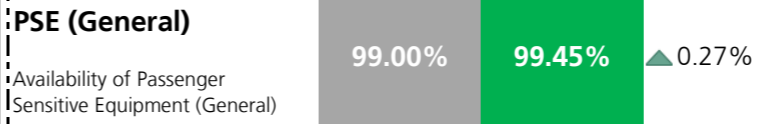
Financial year is from January 2022 - December 2022

Terminal 5 Performance Report December 2022

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
* SQRB calculations based on Moving Annual Average (MAA) for these metrics
T5 Security queue (CSA & Transfers) rebate capped after 6 payments year to date.

Terminal 5 Performance Report December 2022

Classification: Public

Financial Report - Bonus and Rebates

Rebates:

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

	Dec - 2022		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	⊗	£ -	£ 6,748,428.00	10
Staff search	⊗	£ 427,090	£ 854,180.19	2
Transfer search	⊗	£ -	£ 3,372,190.13	8
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
Pier Service				
Arrivals reclaims	✓	£ -	£ -	0
TTS - % Both	✓	£ -	£ 337,353.94	1
		£ 427,090.09	£ 11,312,152.25	21

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Dec - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.01	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ 866,066	10	
Wayfinding	MAA	4.20	4.50	4.27	£ 79,838	£ 1,710,804	12	
Flight information	MAA	4.40	4.70	4.41	£ 17,286	£ 1,021,602	12	
					£ 97,124	£ 4,659,333	41	

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 2022 - December 2022

Heathrow

Making every journey better