



Heathrow Performance Report

Service Quality Rebate and Bonus - August 2022

Operational Planning

Printed: 06 October 2022

Heathrow
Making every journey better

Heathrow Performance Report August 2022

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.39	4.22	4.35	4.09	
Cleanliness* Overall cleanliness of the terminal	4.31	4.21	4.24	4.31	
Wayfinding* Ease of finding your way around the airport	4.35	4.28	4.29	4.29	
Flight information* Accuracy and ease of finding flight information	4.48	4.44	4.49	4.45	
Wi-Fi* Ease of using WiFi	4.18	4.17	4.21	4.15	
Security* Passenger satisfaction	4.24	4.16	3.87	4.15	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	78.80%	73.31%	73.22%	48.91%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	94.83%	84.79%	80.18%	73.66%	
Staff search ** Based on 15min time periods measured	96.68%	92.48%	98.61%	94.00%	
Transfer Search Based on 15min time periods measured	93.96%	83.73%	100.00%	33.31%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	91.11%	88.23%	100%	68.95%	89.36%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.39%	99.47%	99.68%	99.31%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.37%	99.21%	99.77%	99.48%
Stands Availability of stands	99.84%	99.43%	99.59%	99.87%
FEGP Availability of Fixed Electrical Ground Power	99.96%	99.95%	99.99%	99.98%
Jetties Availability of Air-Bridges	99.94%	99.11%	99.24%	99.94%
PCA Availability of Pre-conditioned Air	99.95%	100%		99.92%
SEGs	99.99%	100.00%	99.98%	99.99%
Pier Service % Pier served passengers	98.46%	95.98%	99.99%	
Arrivals Reclaims Bag reclaim belts availability	99.55%	99.34%	99.58%	99.94%
Aerodrome congestion				99.97%
TTS - One car Track Transit System - one car availability				99.60%
TTS - Two cars Track Transit System - % time two cars available				

T2	T3	T4	T5
99.39%	99.47%	99.68%	99.31%
99.37%	99.21%	99.77%	99.48%
99.84%	99.43%	99.59%	99.87%
99.96%	99.95%	99.99%	99.98%
99.94%	99.11%	99.24%	99.94%
99.95%	100%		99.92%
99.99%	100.00%	99.98%	99.99%
98.46%	95.98%	99.99%	
99.55%	99.34%	99.58%	99.94%

Financial Report- Bonus and Rebates

	Rebates:					Estimated Rebate	Estimated Rebate	Total Failures
	Aug - 2022				YTD			
	T2	T3	T4	T5	Campus			
Departure lounge seat availability						£ -	£ -	0
Cleanliness						£ -	£ -	0
Wayfinding						£ -	£ -	0
Flight information						£ -	£ -	0
CSA Queues - Both	✗	✗	✗	✗		£ 2,619,136.78	£ 14,281,263.19	19
Staff Search	✓	✗	✓	✗		£ 678,578.06	£ 1,667,062.25	6
Transfer search	✗	✗	✓	✗		£ 1,212,432.41	£ 4,530,275.94	11
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (Priority)	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ 192,932.20	4
FEGP	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
Pre-conditioned air	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
Pier Service	✓	✓	✓			£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
Control Posts Search					✗	£ 994,549.27	£ 3,978,197.06	16
Aerodrome Congestion					✓	£ -	£ -	0
TTS - % Both					✓	£ -	£ 337,353.94	1
Total						£ 5,504,696.52	£ 24,987,084.58	57

	Bonuses:		Aug - 2022				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.39	4.22	4.35	4.09	£ -	£ 1,060,862	7
	4.20	4.50	4.31	4.21	4.24	4.31	£ 17,919	£ 854,430	8
	4.20	4.50	4.35	4.28	4.29	4.29	£ 111,608	£ 1,341,587	8
	4.40	4.70	4.48	4.44	4.49	4.45	£ 50,920	£ 897,790	8
Total							£ 180,447	£ 4,154,668	31

Bonus: All business units must exceed Lower Threshold.

Financial year is from January 2022 - December 2022

*SQR calculation for T4 is based on 3 months of data

Credit Notes:

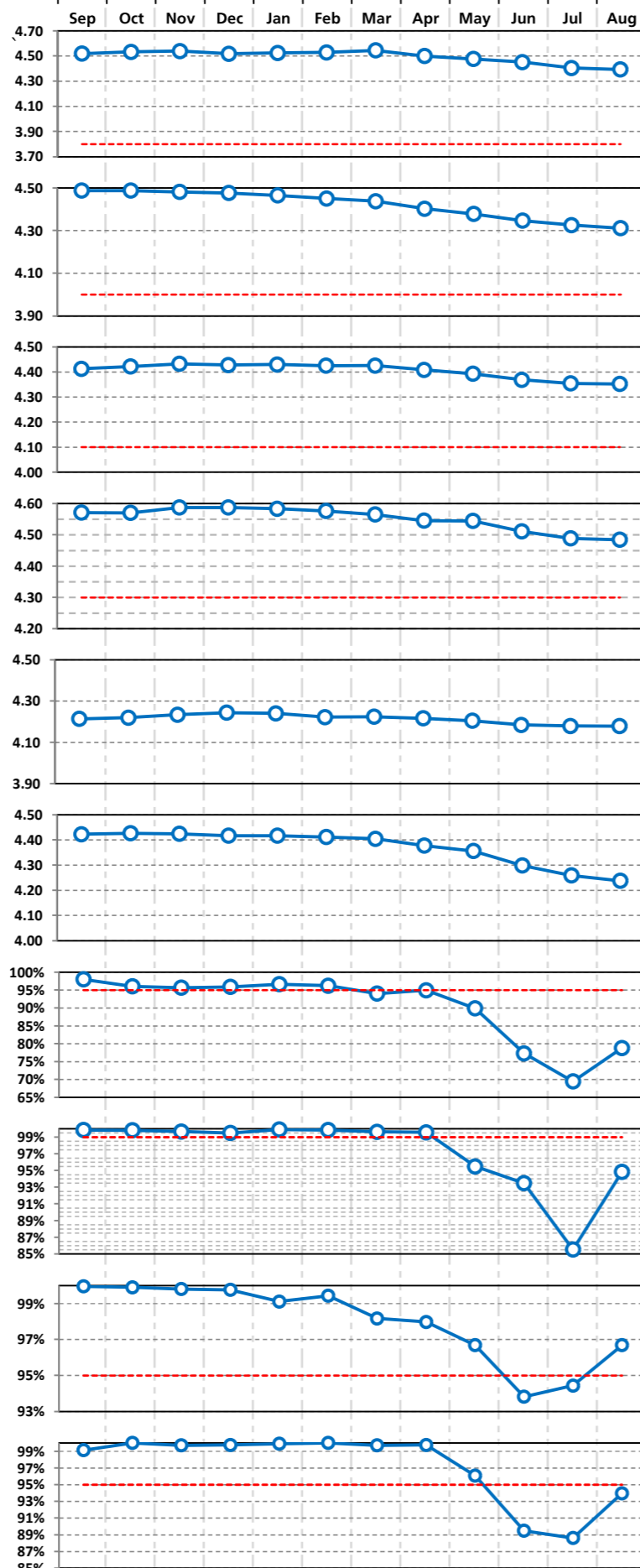
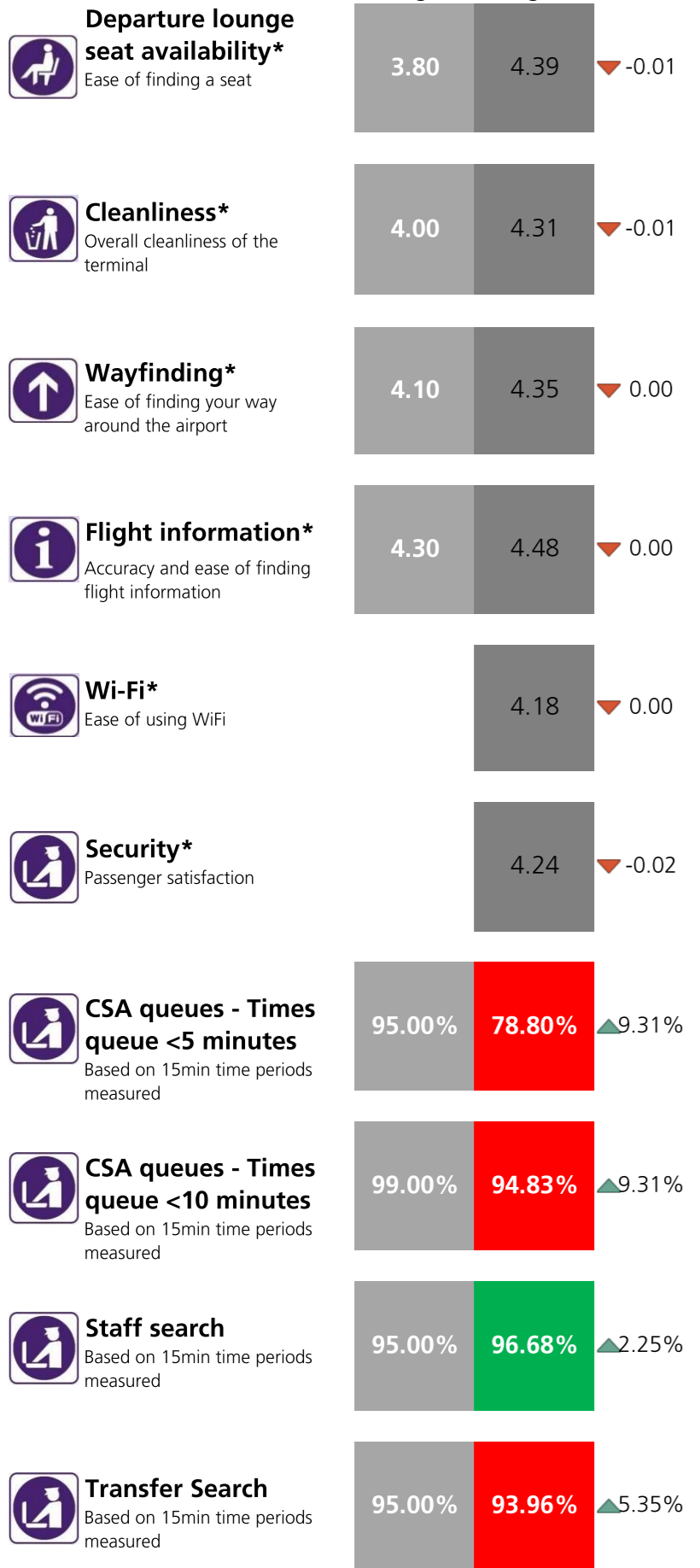
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Terminal 2 Performance Report August 2022

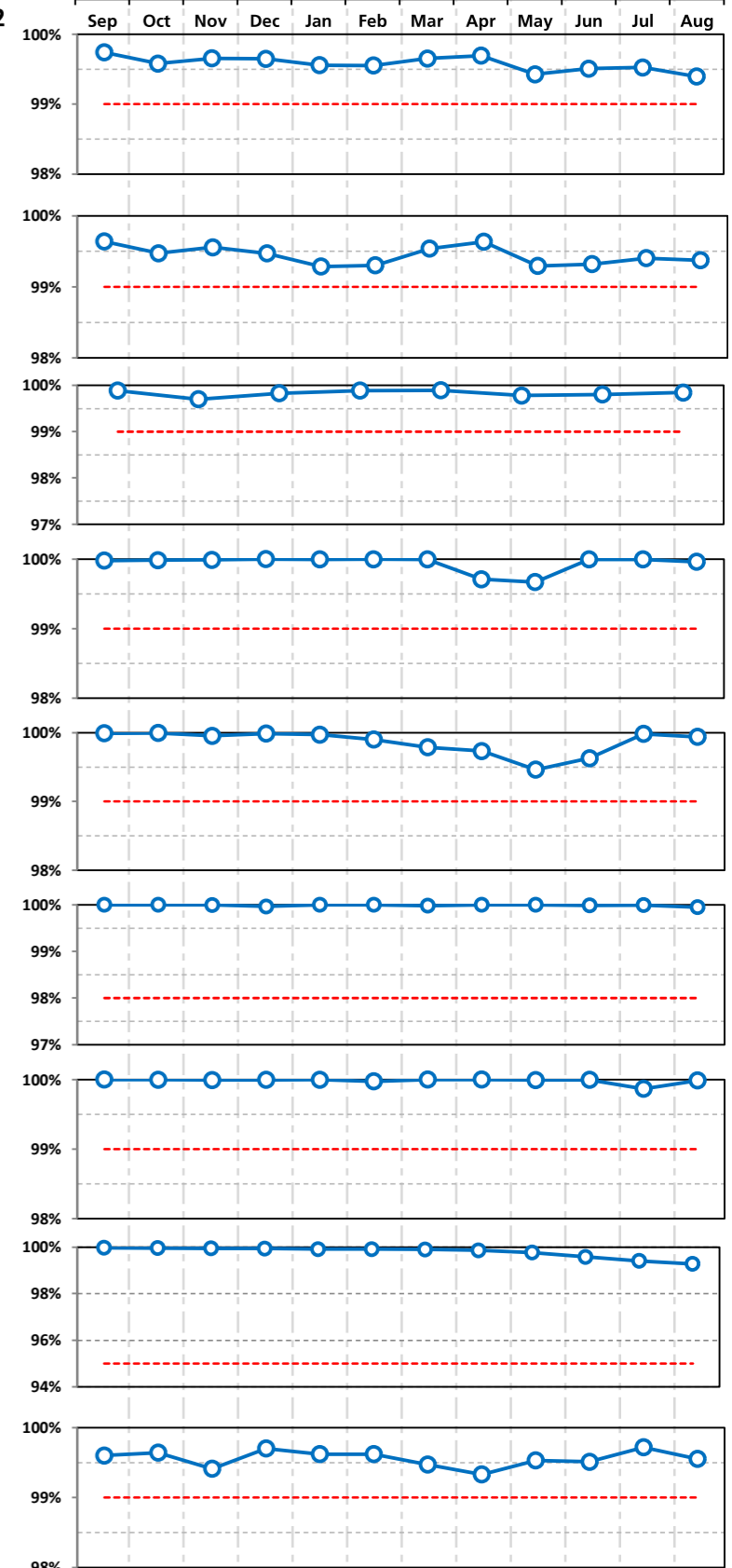
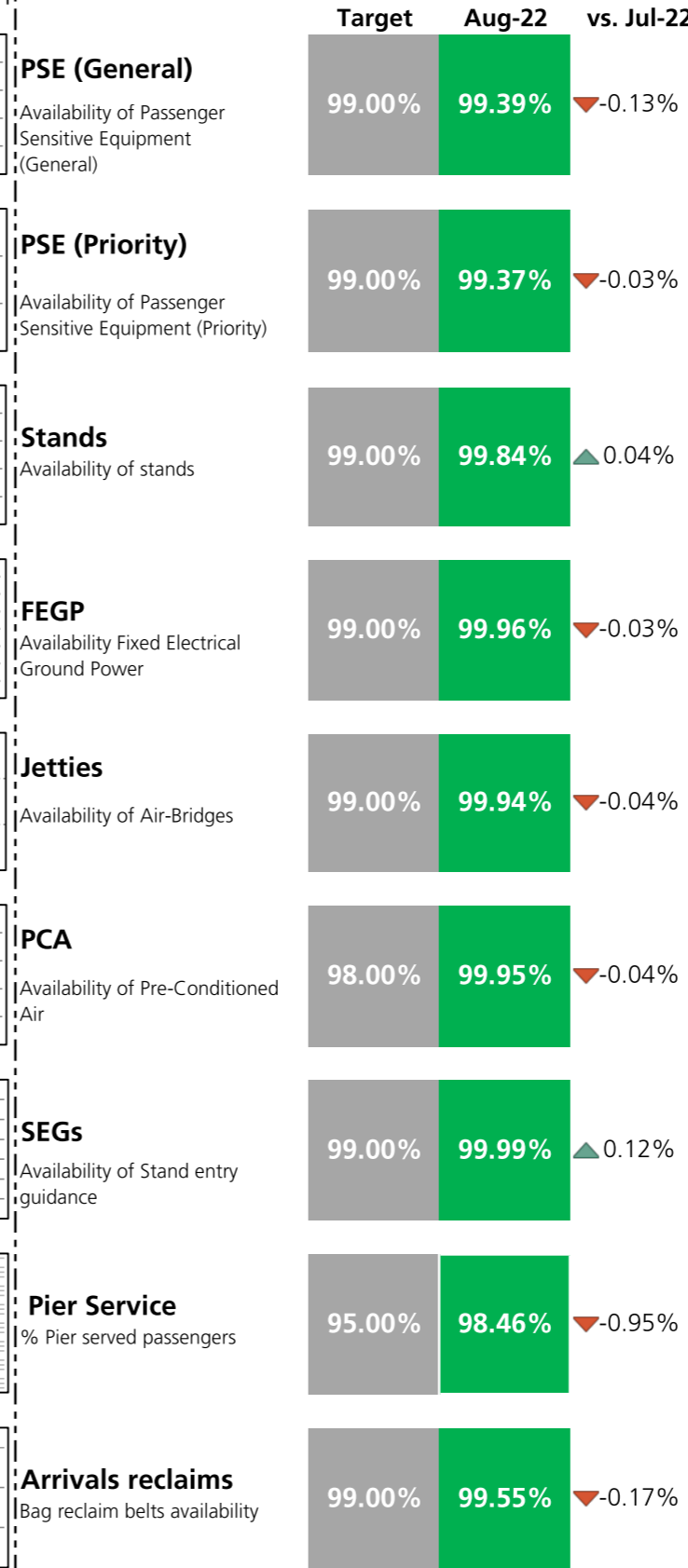
Classification: Public

0

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
* SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report August 2022

Financial Report - Bonus and Rebates

Rebates:

	Aug - 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	✘	£ 639,290.88	£ 3,835,745.25	6
Staff search	✔	£ -	£ 485,508.25	2
Transfer search	✘	£ 319,453.69	£ 958,361.06	3
PSE (General)	✔	£ -	£ -	0
PSE (Priority)	✔	£ -	£ -	0
Stands	✔	£ -	£ -	0
FEGP	✔	£ -	£ -	0
Jetties	✔	£ -	£ -	0
PCA	✔	£ -	£ -	0
SEGS	✔	£ -	£ -	0
Pier Service	✔	£ -	£ -	0
Arrivals reclaims	✔	£ -	£ -	0
		£ 958,744.56	£ 5,279,614.56	11

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Aug - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.39	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.31	£ 17,919	£ 854,430	8	
Wayfinding	MAA	4.20	4.50	4.35	£ 111,608	£ 1,341,587	8	
Flight information	MAA	4.40	4.70	4.48	£ 50,920	£ 897,790	8	
					£ 180,447	£ 4,154,668	31	

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

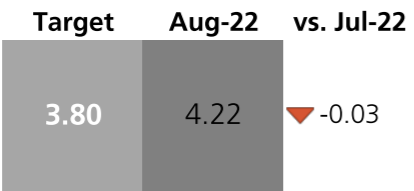
Terminal 3 Performance Report August 2022

Classification: Public

0

Passenger Experience and Service Level Performance

Departure lounge seat availability*
Ease of finding a seat



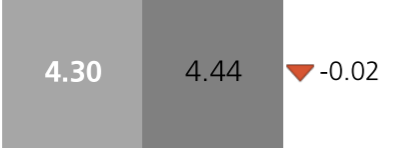
Cleanliness*
Overall cleanliness of the terminal



Wayfinding*
Ease of finding your way around the airport



Flight information*
Accuracy and ease of finding flight information



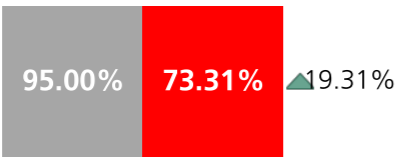
Wi-Fi*
Ease of using WiFi



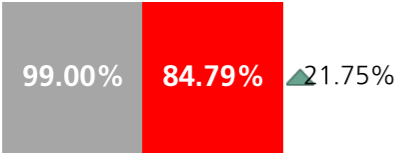
Security*
Passenger satisfaction



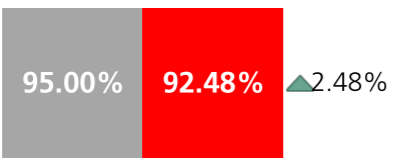
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



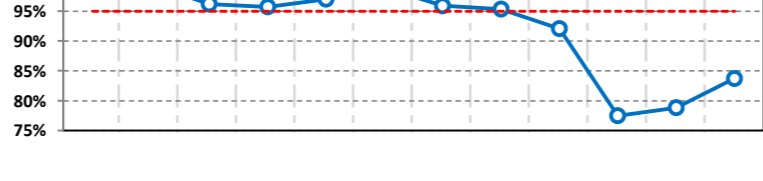
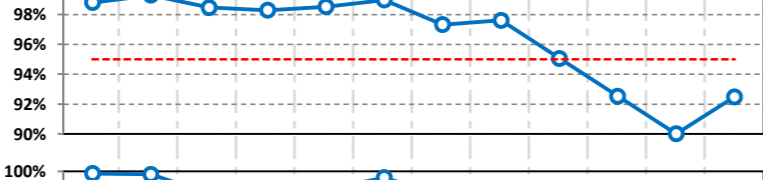
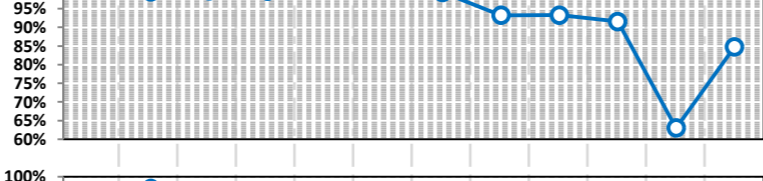
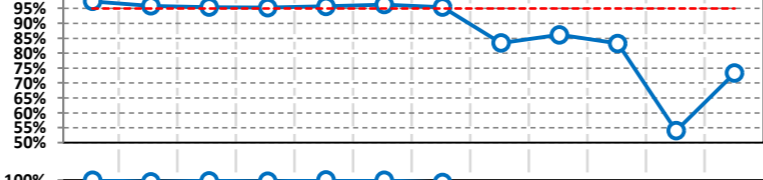
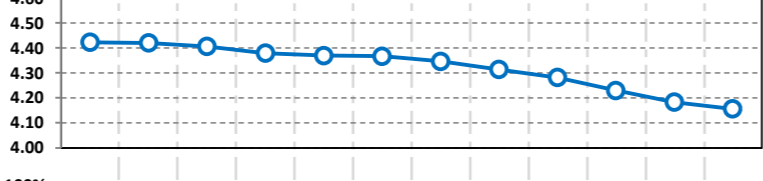
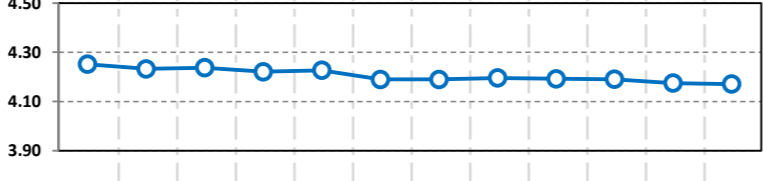
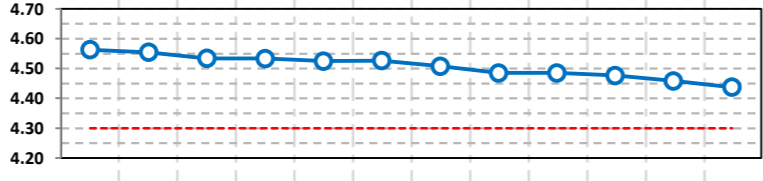
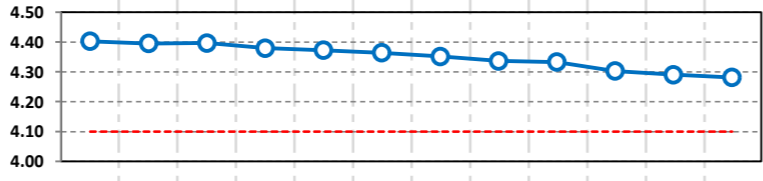
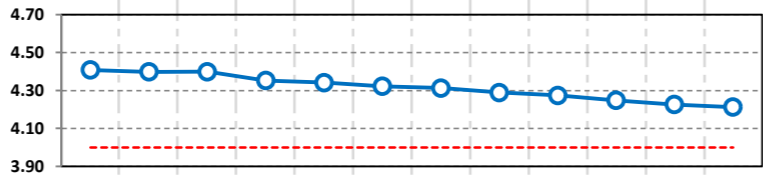
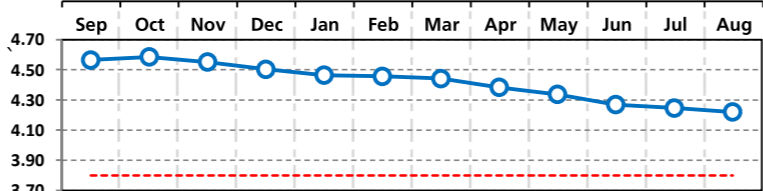
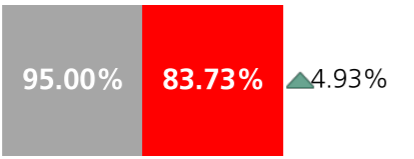
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



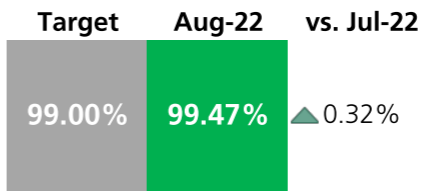
Transfer Search
Based on 15min time periods measured



Service Level Performance

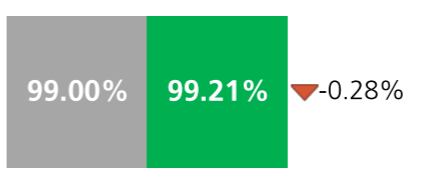
PSE (General)

Availability of Passenger Sensitive Equipment (General)



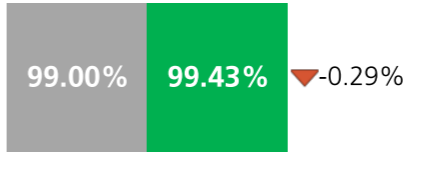
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



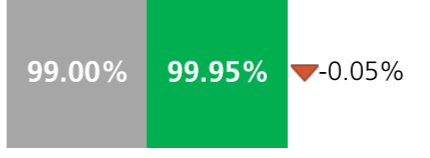
Stands

Availability of stands



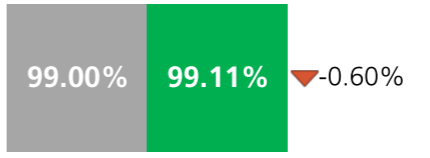
FEGP

Availability Fixed Electrical Ground Power



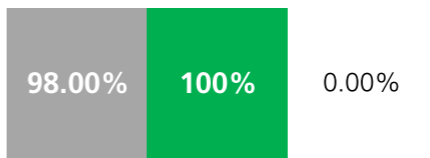
Jetties

Availability of Air-Bridges



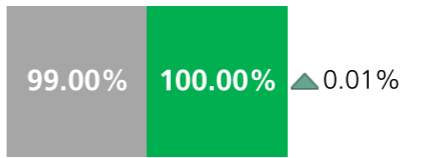
PCA

Availability of Pre-Conditioned Air



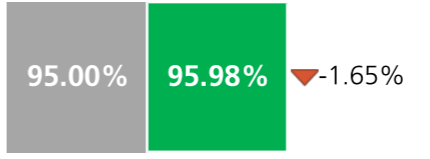
SEGs

Availability of Stand entry guidance



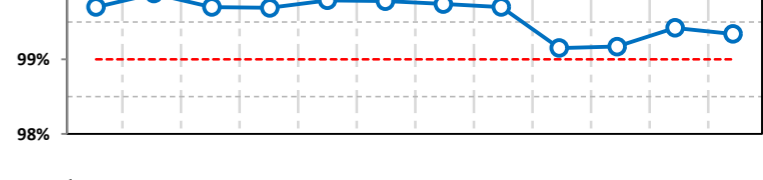
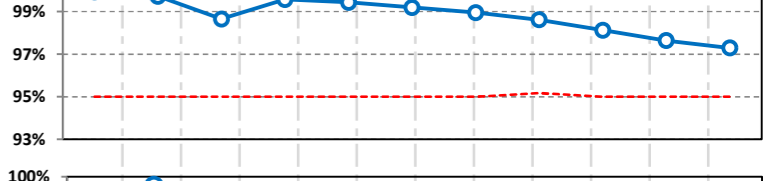
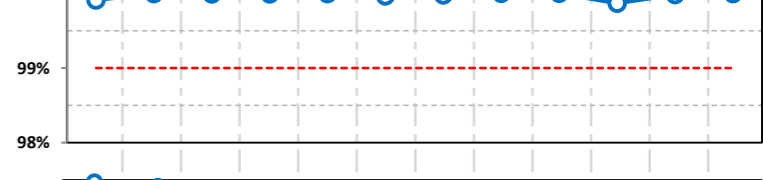
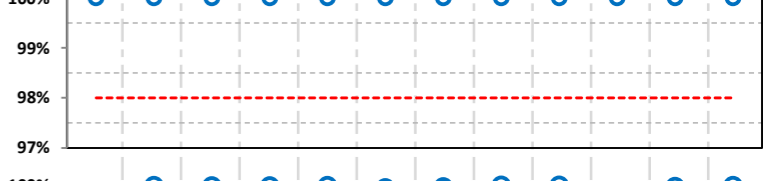
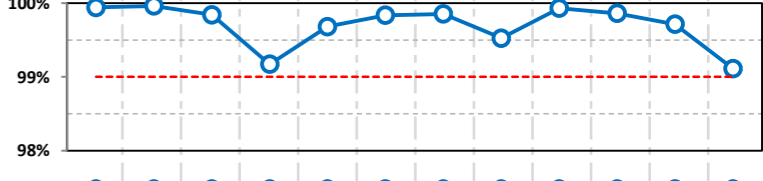
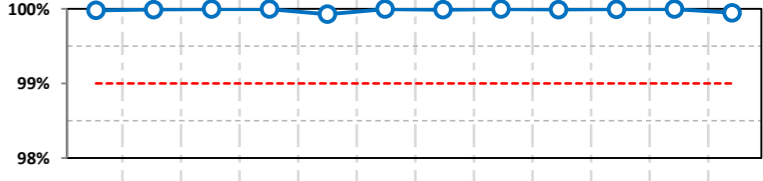
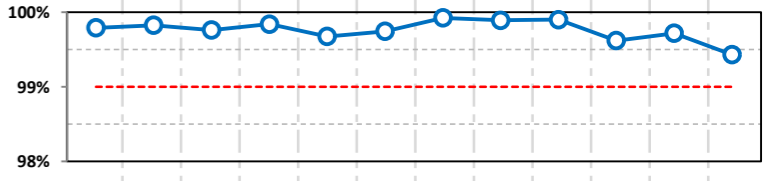
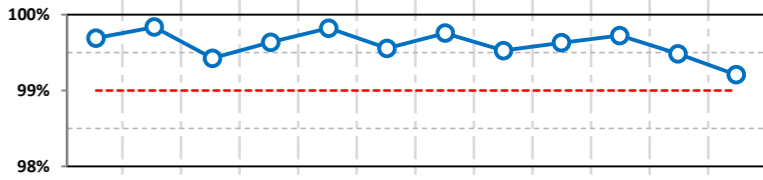
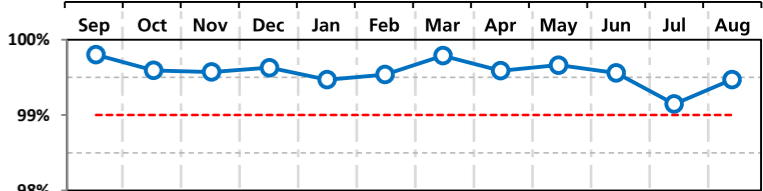
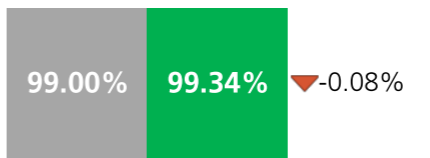
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:
* SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report August 2022

Financial Report - Bonus and Rebates

Rebates:

	Aug - 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	✘	£ 662,291.38	£ 3,311,456.88	5
Staff search	✘	£ 251,488	£ 754,463.91	3
Transfer search	✘	£ 330,947.03	£ 1,323,788.13	4
PSE (General)	✔	£ -	£ -	0
PSE (Priority)	✔	£ -	£ -	0
Stands	✔	£ -	£ -	0
FEGP	✔	£ -	£ -	0
Jetties	✔	£ -	£ -	0
PCA	✔	£ -	£ -	0
SEGS	✔	£ -	£ -	0
Pier Service	✔	£ -	£ -	0
Arrivals reclaims	✔	£ -	£ -	0
		£ 1,244,726	£ 5,389,708.91	12

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Aug - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.22	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.21	£ 17,919	£ 854,430	8	
Wayfinding	MAA	4.20	4.50	4.28	£ 111,608	£ 1,341,587	8	
Flight information	MAA	4.40	4.70	4.44	£ 50,920	£ 897,790	8	
					£ 180,447	£ 4,154,668	31	

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.

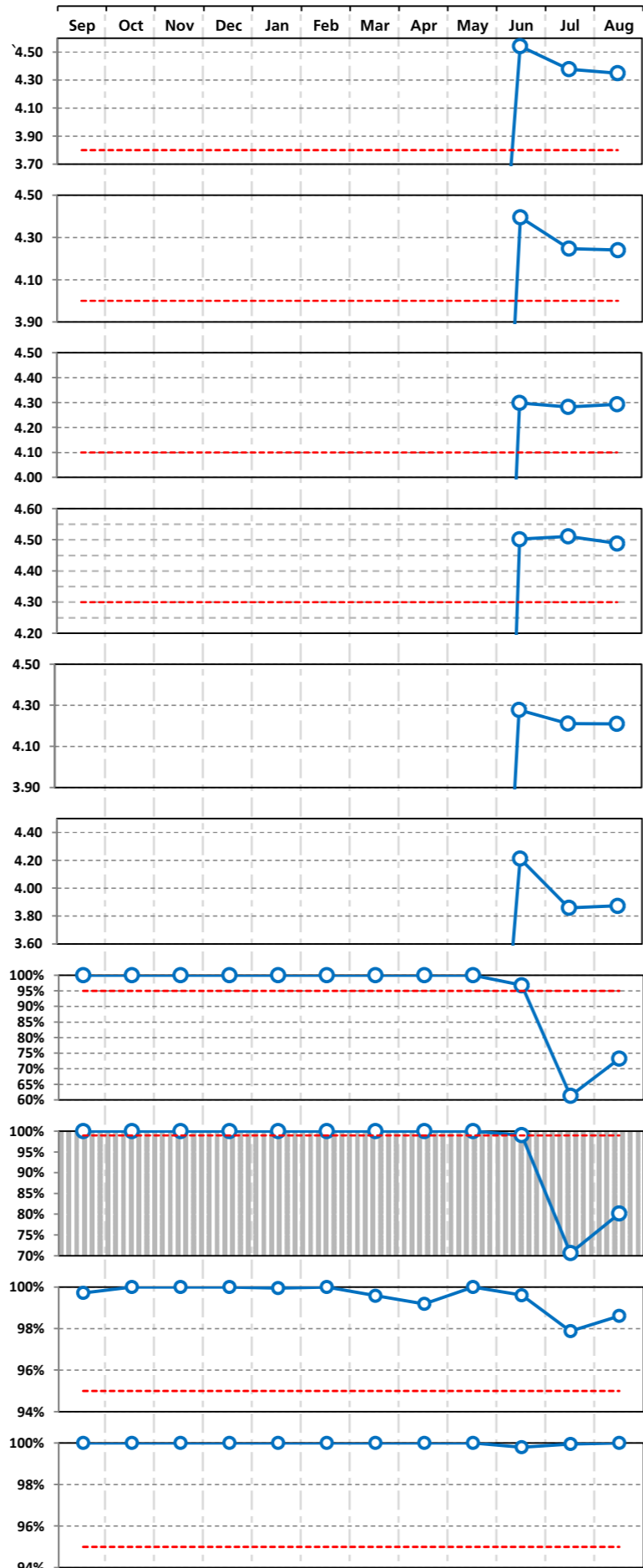
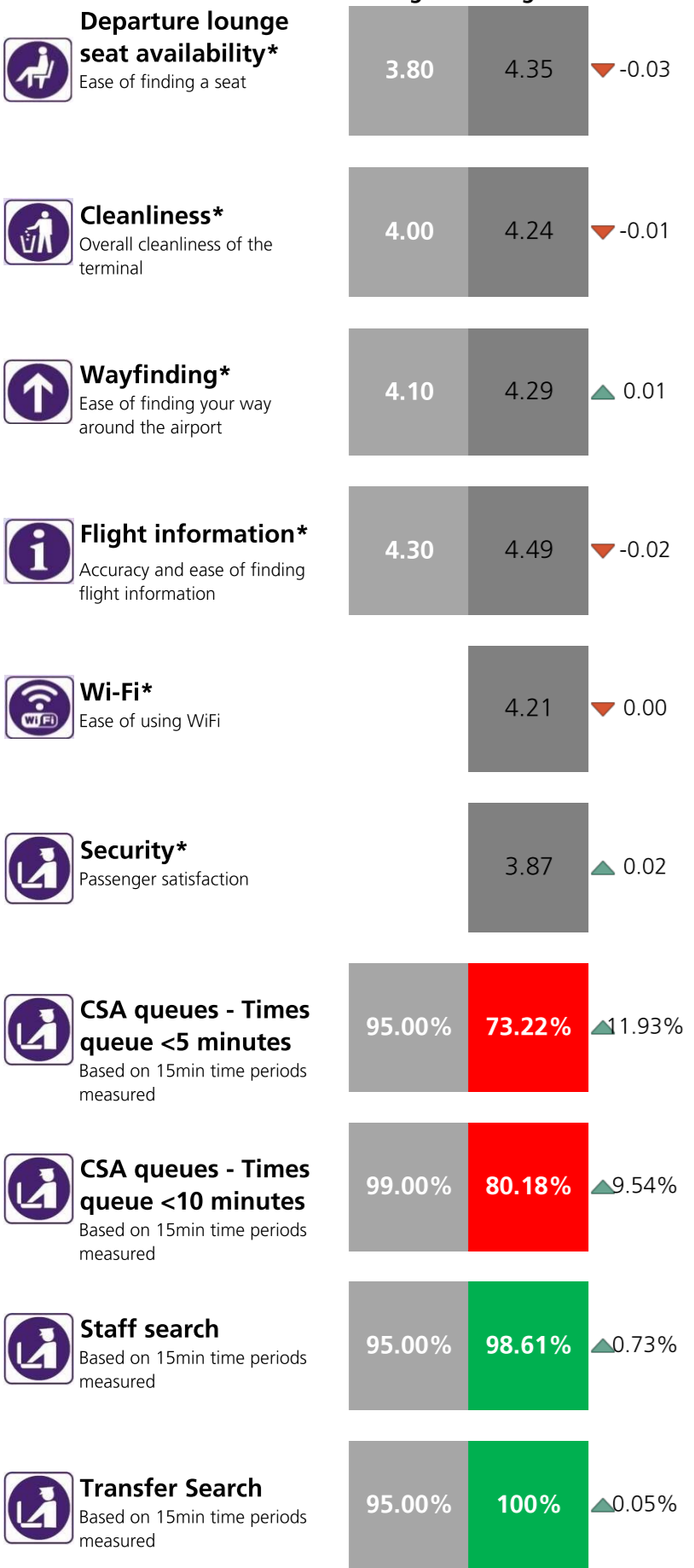
Financial year is from January 2022 - December 2022

Terminal 4 Performance Report August 2022

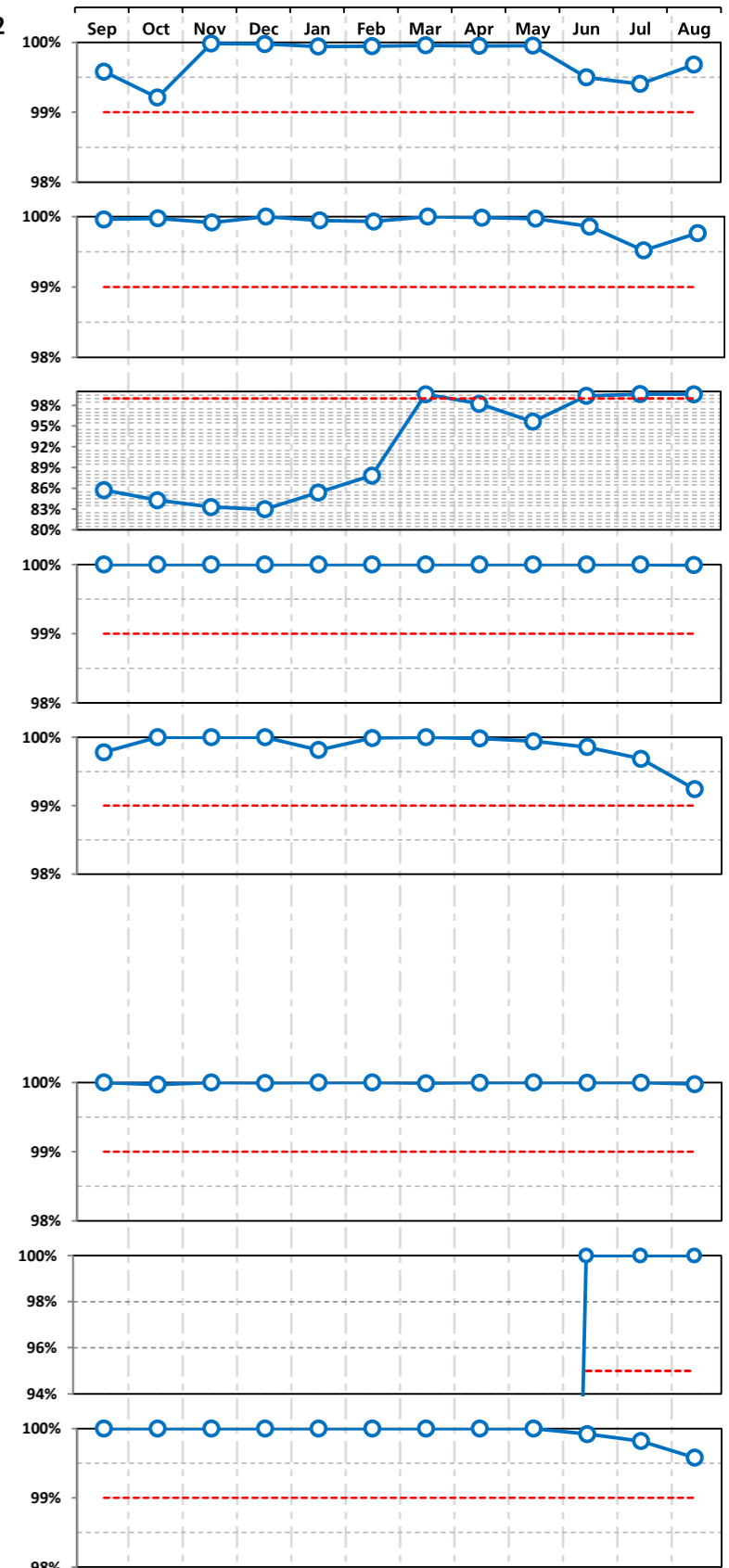
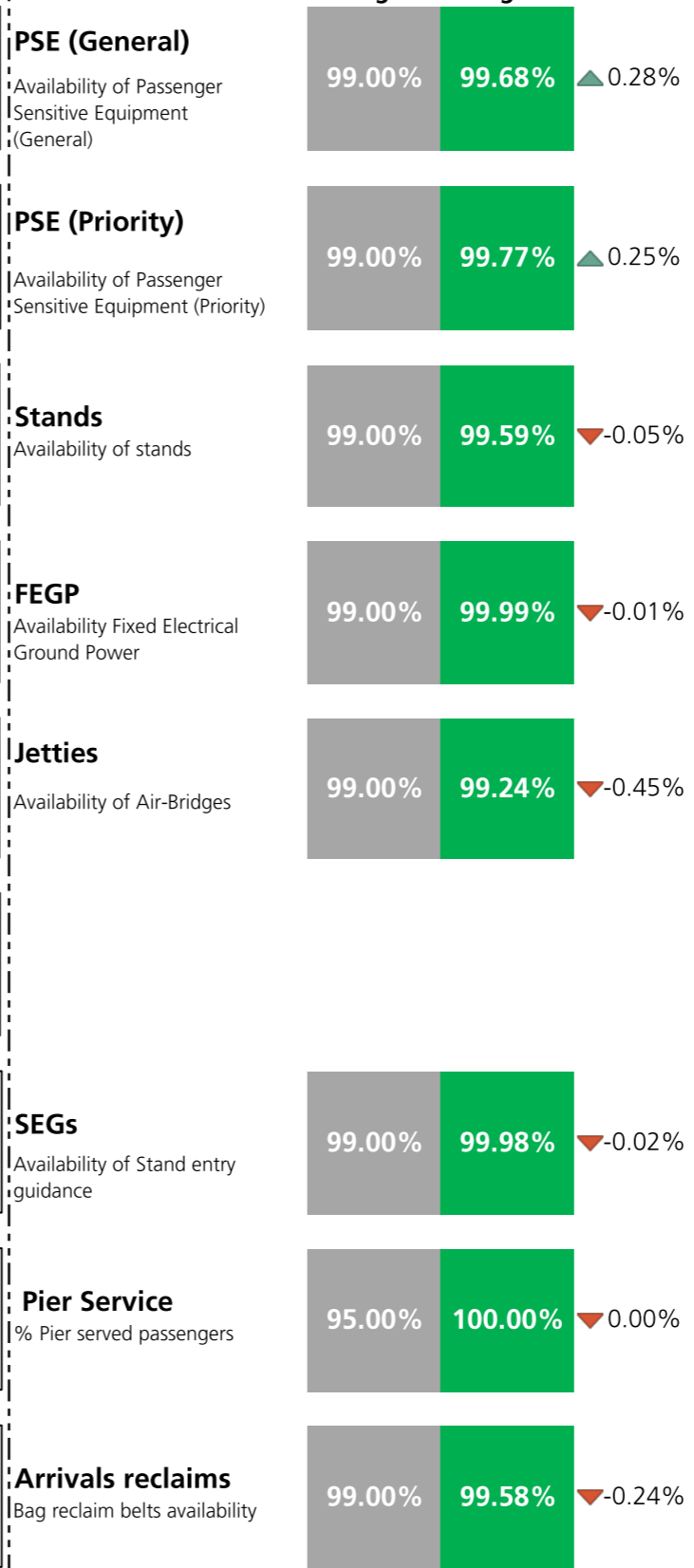
Classification: Internal

0

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
 SQRB calculation for T4 is based on 3 months of data
 *SQRB calculations based on Moving Annual Average (MAA) for these metrics

Financial Report - Bonus and Rebates

Rebates:

	Aug - 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	£ 385,633.06	2
Staff search	✔	£ -	£ -	0
Transfer search	✔	£ -	£ -	0
PSE (General)	✔	£ -	£ -	0
PSE (Priority)	✔	£ -	£ -	0
Stands	✔	£ -	£ 192,932.20	4
FEGP	✔	£ -	£ -	0
Jetties	✔	£ -	£ -	0
PCA	✔	£ -	£ -	0
SEGs	✔	£ -	£ -	0
Pier Service	✔	£ -	£ -	0
Arrivals reclaims	✔	£ -	£ -	0
		£ -	£ 578,565.27	6

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Aug - 2022		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
Departure lounge seat availability	MAA	4.10	4.50	4.35	£ -	£ 1,060,861.60	7
Cleanliness	MAA	4.20	4.50	4.24	£ 17,919	£ 854,430	8
Wayfinding	MAA	4.20	4.50	4.29	£ 111,608	£ 1,341,587	8
Flight information	MAA	4.40	4.70	4.49	£ 50,920	£ 897,790	8
					£ 180,447	£ 4,154,668	31

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.

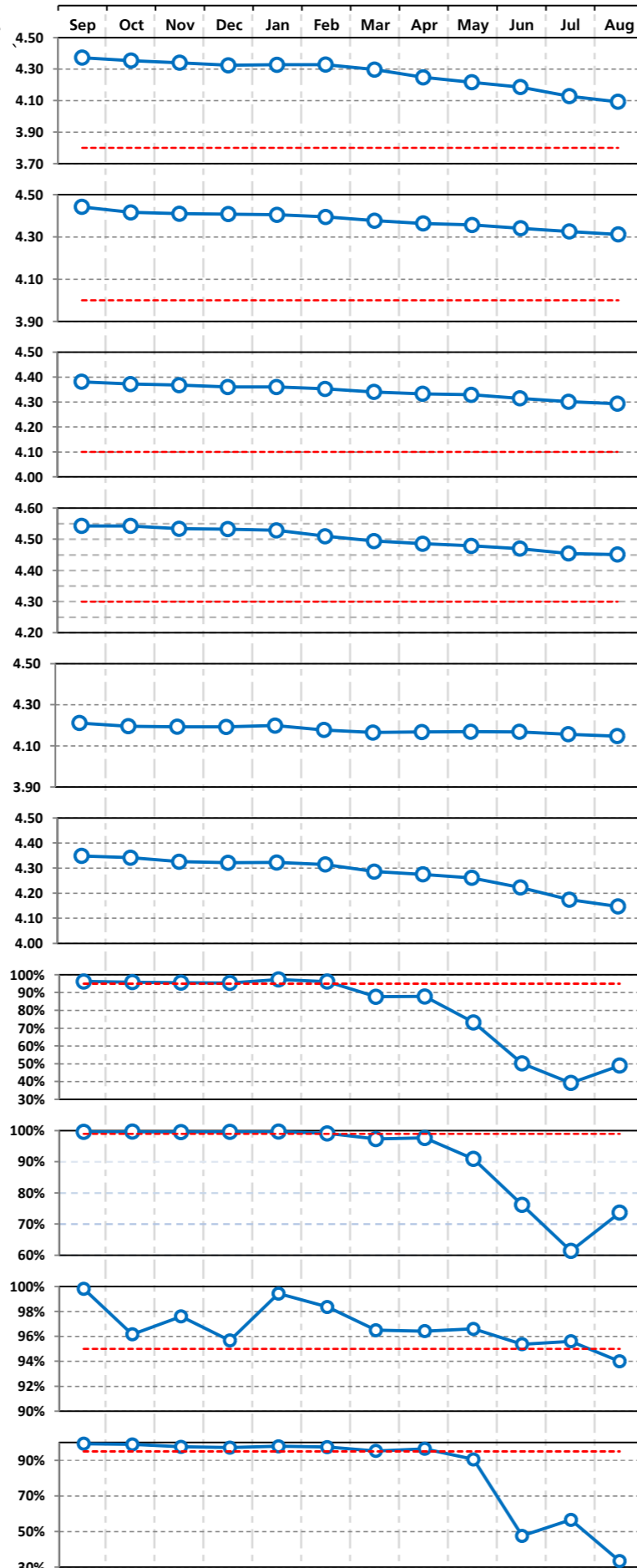
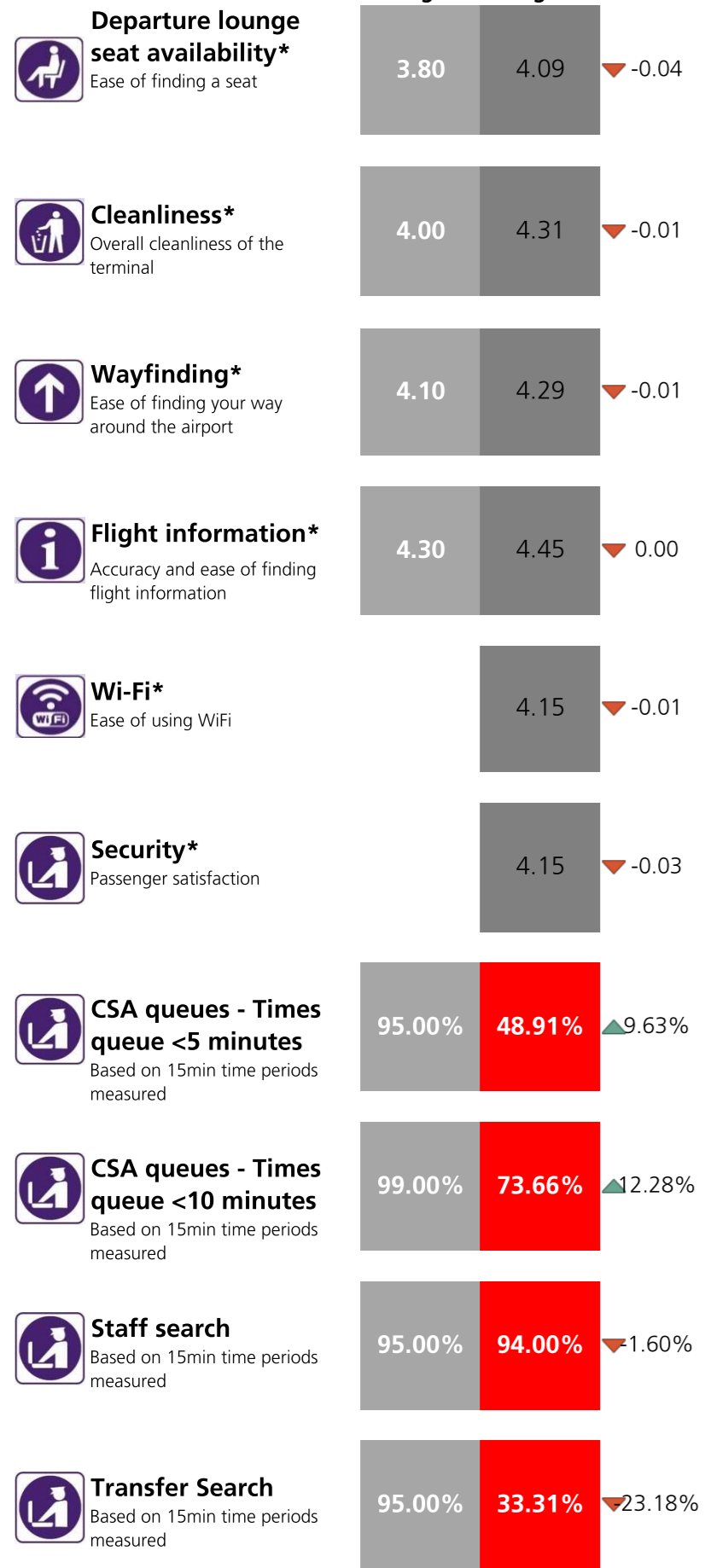
Financial year is from January 2022 - December 2022

Terminal 5 Performance Report August 2022

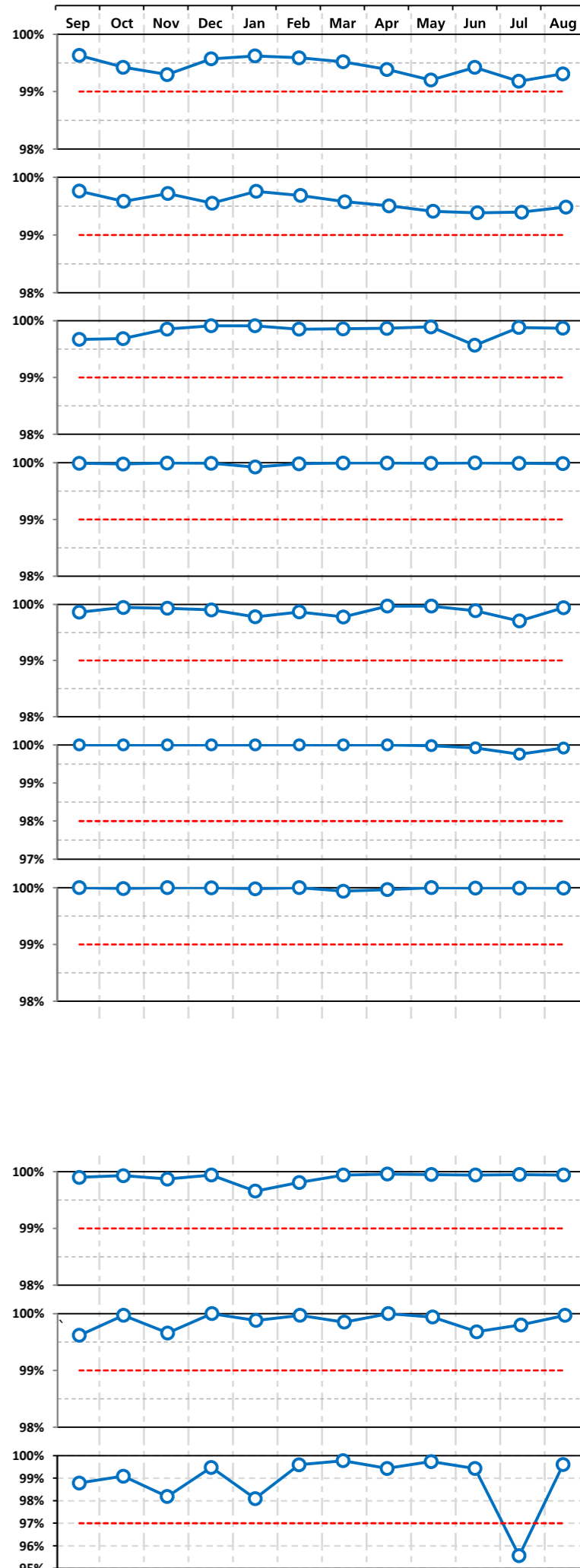
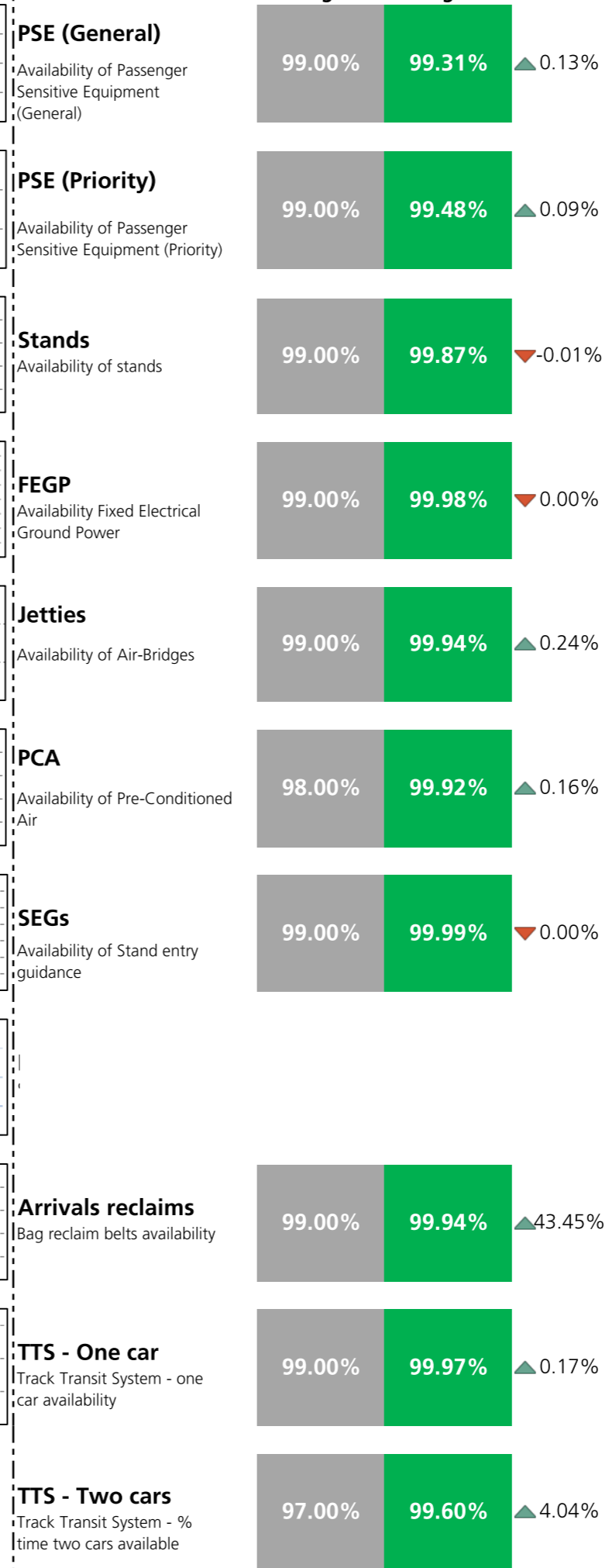
Classification: Internal

0

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
*SQRB calculation is based on an 10x month moving average for these metrics for T3

Financial Report - Bonus and Rebates

Rebates:

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

	Aug - 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	✘	£ 1,124,738.00	£ 6,748,428.00	6
Staff search	✘	£ 427,090	£ 427,090.09	1
Transfer search	✘	£ 562,031.69	£ 2,248,126.75	4
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
		£ 2,113,859.78	£ 9,760,998.78	12

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Aug - 2022		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.09	£ -	£ 1,060,861.60	7
Cleanliness	MAA	4.20	4.50	4.31	£ 17,919	£ 854,430	8
Wayfinding	MAA	4.20	4.50	4.29	£ 111,608	£ 1,341,587	8
Flight information	MAA	4.40	4.70	4.45	£ 50,920	£ 897,790	8
					£ 180,447	£ 4,154,668	31

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