

# HEATHROW PERFORMANCE REPORT

Measures, Targets and Incentives - September 2023



# Heathrow Performance Report September 2023



## Passenger Experience and Service Level Performance

	Target	T2	T3	T4	T5	LHR
Overall Satisfaction <sup>1</sup>	4.26	4.35	4.30	4.31	4.23	
Passenger Assistance Service - Overall Satisfaction <sup>1</sup>	4.00					4.01
Security Staff - Helpfulness and Attitude <sup>1</sup>	4.10	4.35	4.35	4.32	4.24	
Airport Staff - Helpfulness and Attitude <sup>1</sup>	4.36	4.40	4.40	4.41	4.34	
Ease of Access to Airport <sup>1,2</sup>	4.44					4.34
% of UK Population Within 3 Hours (and One Interchange)						29.00%
Customer Effort <sup>1</sup>	91.00%	93.29%	91.32%	92.12%	88.41%	
Cleanliness <sup>1</sup>	4.15	4.32	4.23	4.34	4.27	
Wayfinding <sup>1</sup>	4.20	4.35	4.30	4.36	4.28	
Wi-Fi <sup>1</sup>	4.05	4.16	4.19	4.26	4.12	
Enjoy My Time at the Airport <sup>1</sup>	80.50%	79.29%	75.56%	79.88%	72.56%	
Airport that Meets My Needs <sup>1</sup>		94.06%	91.66%	91.95%	89.58%	
Feel Safe and Secure <sup>1</sup>	96.00%	98.12%	97.92%	98.13%	97.75%	
Immigration EEA	95.00%	98.05%	98.71%	97.19%	98.05%	
Immigration Non EEA	95.00%	81.48%	70.33%	57.10%	73.33%	
Security - CSA (QT < 5 minutes)	95.00%	98.66%	99.04%	99.66%	97.78%	
Security - CSA (QT < 10 minutes)	99.00%	100.00%	100.00%	100.00%	99.73%	
Security - Staff Search	95.00%	97.24%	98.38%	99.85%	99.01%	
Security - Transfer	95.00%	99.14%	99.52%	99.95%	97.43%	
	<b>Target</b>	<b>CTA</b>	<b>Cargo</b>	<b>Eastside</b>	<b>T5</b>	<b>Southside</b>
Security - Control Post	95.00%	97.13%	97.01%	98.28%	96.38%	96.30%

**Notes:**

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

2 - Ease of Access to Airport is updated Quarterly

## Service Level Performance

	Target	T2	T3	T4	T5	LHR
Lifts, Escalators, Travellators	99.00%	99.34%	99.38%	99.64%	99.15%	
FEGP	99.00%	99.98%	99.99%	100.00%	99.98%	
Jetties	99.00%	99.95%	99.57%	99.57%	99.83%	
PCA	98.00%	99.99%	99.98%		99.74%	
SEG	99.00%	99.92%	99.93%	100.00%	100.00%	
Check-In Infrastructure	98.00%	98.59%	98.66%	98.63%	98.70%	
Hygiene Testing - Amber Tests Resolved in 12 hours	100.00%	100.00%	100.00%	100.00%	100.00%	
Hygiene Testing - Red Tests Resolved in 2 hours	100.00%	100.00%	100.00%	100.00%	100.00%	
TTS - One Car	99.00%				99.14%	
TTS - Two Car	97.00%				97.19%	
Arrivals Reclaim	99.00%	99.52%	99.43%	99.73%	99.88%	
Baggage System Delivery	98.00%	98.84%	99.08%	99.19%	99.19%	
Baggage Misconnect Rate						21.20
Runway Operational Resilience <sup>3</sup>	0.00					0.00
Stands	99.00%	99.34%	99.78%	99.19%	99.79%	
Pier Service <sup>1</sup>	95.00%	98.19%	96.17%	99.99%		
Airport Arrivals Management						9.00
Airport Departures Management						27.00
Departure Punctuality	80.50%					61.10%
Passenger Injuries <sup>1</sup>						8.00

**Notes:**

3 - days in which the metric was below 3 don't trigger a rebate payment and therefore are marked as '0' to avoid confusion

# Heathrow Performance Report September 2023



## Financial Report - Rebates and Bonus

### Rebates:

	Sep-23					YTD		
	T2	T3	T4	T5	Other	Estimated Rebate	Estimated Rebate	Total Failures
Security Staff - Helpfulness and Attitude	✓	✓	✓	✓		£0.00	£0.00	0
Cleanliness	✓	✓	✓	✓		£0.00	£0.00	0
Wayfinding	✓	✓	✓	✓		£0.00	£0.00	0
Wi-Fi	✓	✓	✓	✓		£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	✓	✓	✓		£0.00	£0.00	0
Security - Staff Search	✓	✓	✓	✓		£0.00	£0.00	0
Security - Transfer	✓	✓	✓	✓		£0.00	£0.00	0
Security - Control Post					✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	✓	✓	✓		£0.00	£0.00	0
FEGP	✓	✓	✓	✓		£0.00	£0.00	0
Jetties	✓	✓	✓	✓		£0.00	£0.00	0
PCA	✓	✓	✓	✓		£0.00	£0.00	0
SEG	✓	✓	✓	✓		£0.00	£0.00	0
Check-In Infrastructure	✓	✓	✓	✓		£0.00	£0.00	0
Hygiene Testing	✓	✓	✓	✓		£0.00	£0.00	0
TTS				✓		£0.00	£265,053.69	1
Arrivals Reclaim	✓	✓	✓	✓		£0.00	£0.00	0
Runway Operational Resilience					✓	£0.00	£0.00	0
Stands	✓	✓	✓	✓		£0.00	£0.00	0
Pier Service	✓	✓	✓	✓		£0.00	£0.00	0
<b>Total</b>						<b>£0.00</b>	<b>£265,053.69</b>	<b>1</b>

### Bonuses:

	Sep-23						YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
Cleanliness	4.35	4.65	4.32	4.23	4.34	4.27	£0.00	£0.00	0
Wayfinding	4.40	4.70	4.35	4.30	4.36	4.28	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)	97.00%	99.00%	98.66%	99.04%	99.66%	97.78%	£355,873.85	£679,810.31	2
Security - Transfer	97.00%	99.00%	99.14%	99.52%	99.95%	97.43%	£65,395.62	£180,978.58	3
<b>Total</b>							<b>£421,269.48</b>	<b>£860,788.89</b>	<b>5</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.

#### Notes:

\* YTD starts from the H7 Period that commenced 1<sup>st</sup> May 2023

#### Bonus:

- All business units must exceed Lower Threshold
- Financial year is from January 2023 - December 2023
- The Security - Transfers bonus that was earned in May 2023, Heathrow has decided not to pursue this due to alleviations granted in relation to IA

# Terminal 2 Performance Report September 2023

# Heathrow

## Passenger Experience and Service Level Performance

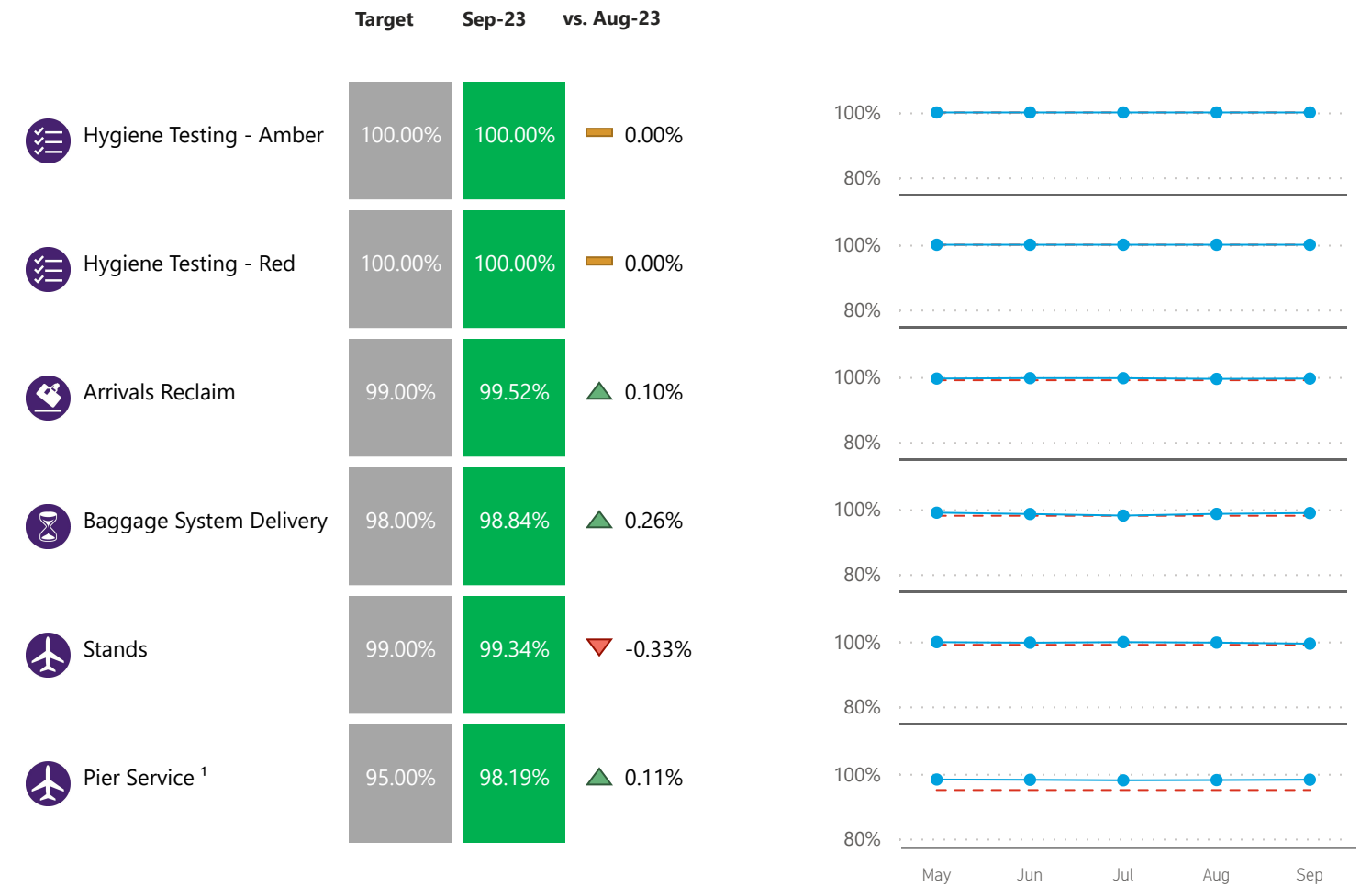
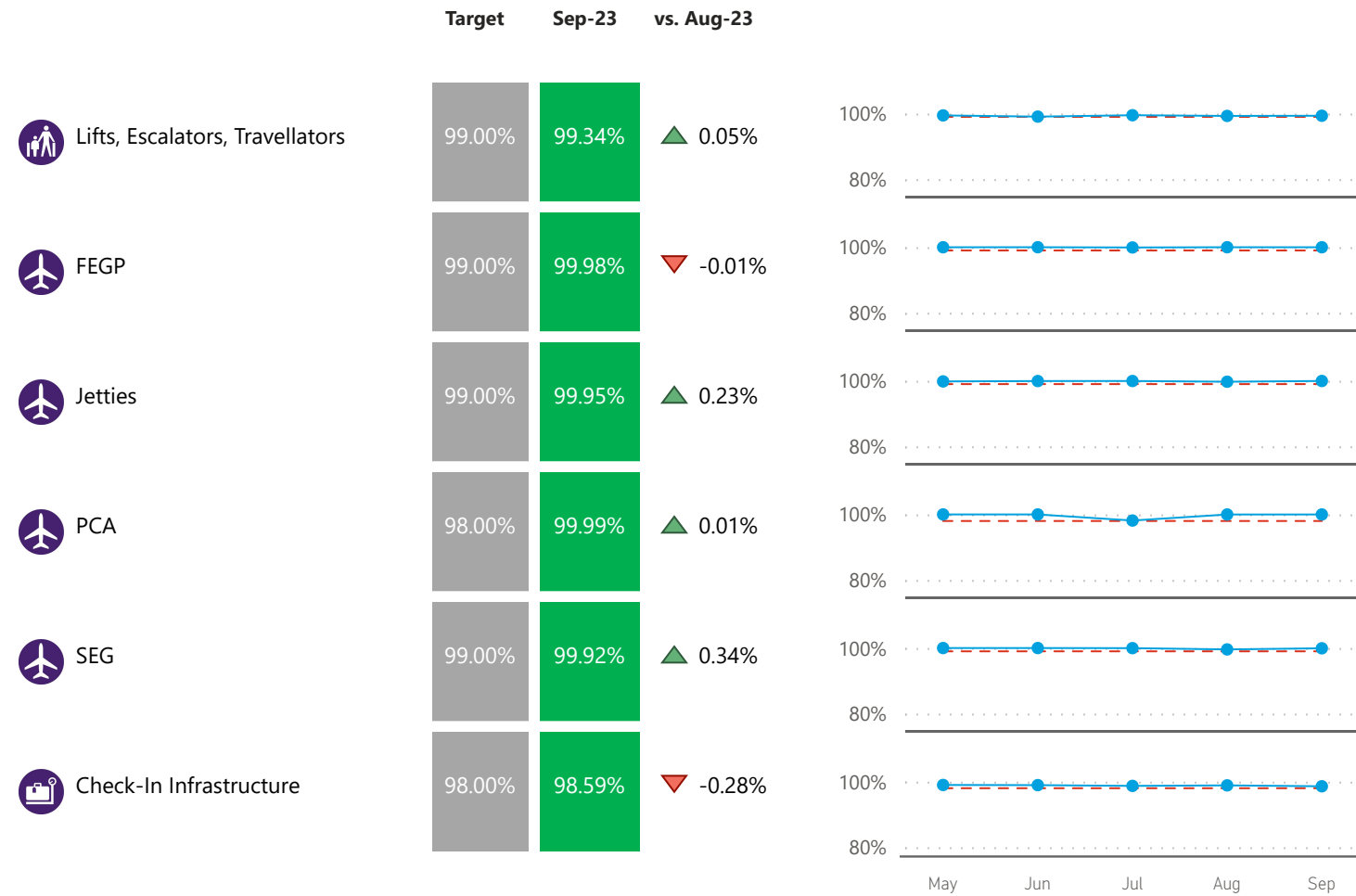


**Notes:**

<sup>1</sup> - MTI calculation is based on Moving Annual Average (MAA) for these metrics

# Terminal 2 Performance Report September 2023

## Service Level Performance



# Heathrow

**Notes:**

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

# Terminal 2 Performance Report September 2023



## Financial Report - Rebates and Bonus

### Rebates:

	Sep-23	Year-to-Date		
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
<b>Total</b>		<b>£0.00</b>	<b>£0.00</b>	<b>0</b>

### Bonuses:

	Measure	Sep-23			Year-to-Date		Number of Bonus
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	
Cleanliness	MAA	4.35	4.65	4.32	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.35	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	98.66%	£355,873.85	£679,810.31	2
Security - Transfer		97.00%	99.00%	99.14%	£65,395.62	£180,978.58	3
<b>Total</b>					<b>£421,269.48</b>	<b>£860,788.89</b>	<b>5</b>

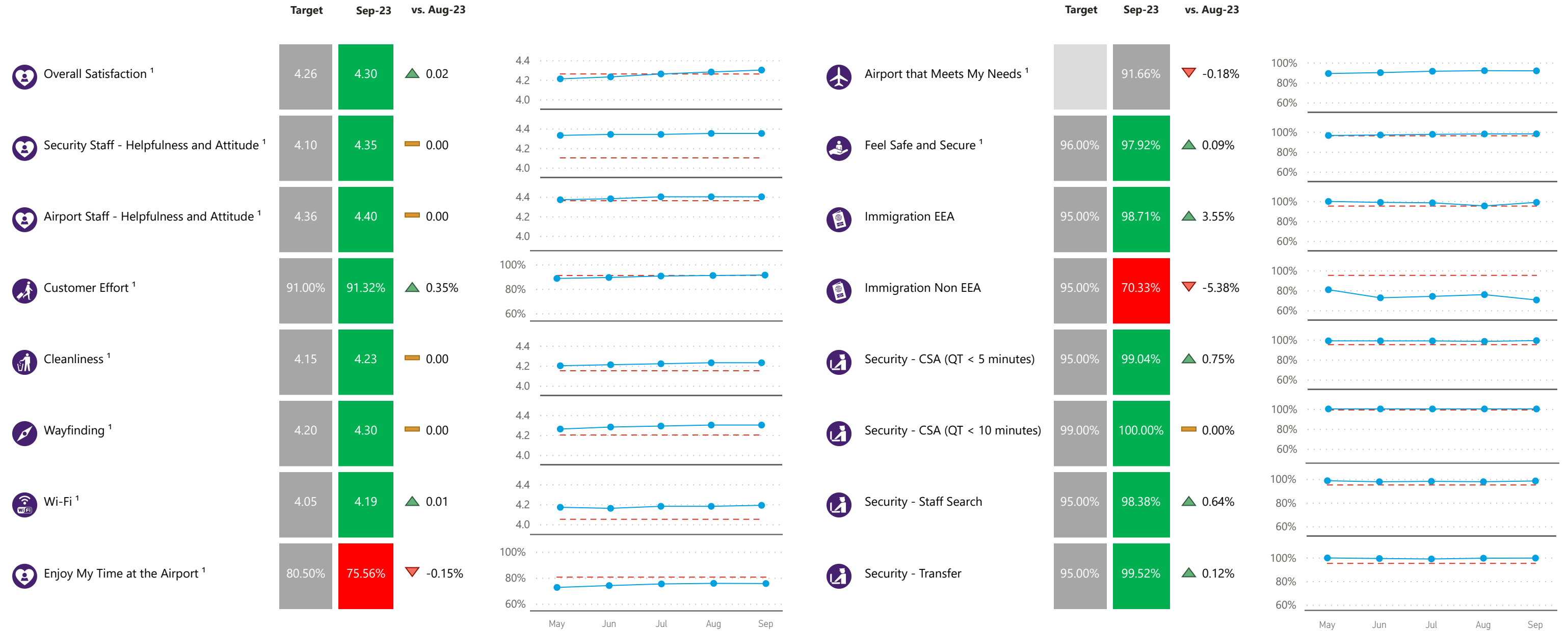
#### Credit Notes:

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 2023 - December 2023

# Terminal 3 Performance Report September 2023

## Passenger Experience and Service Level Performance

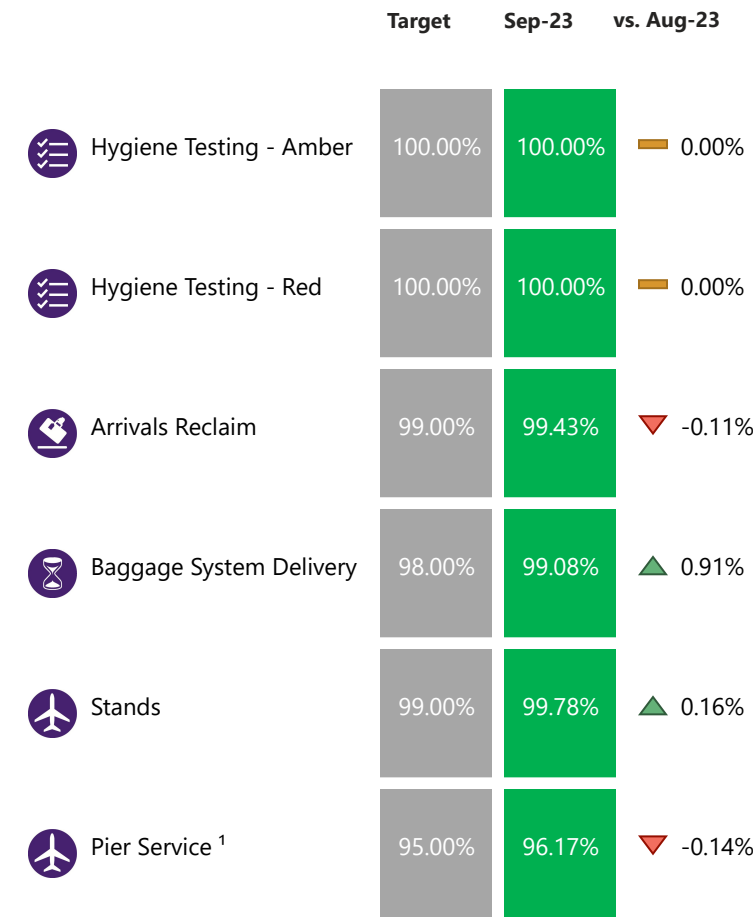
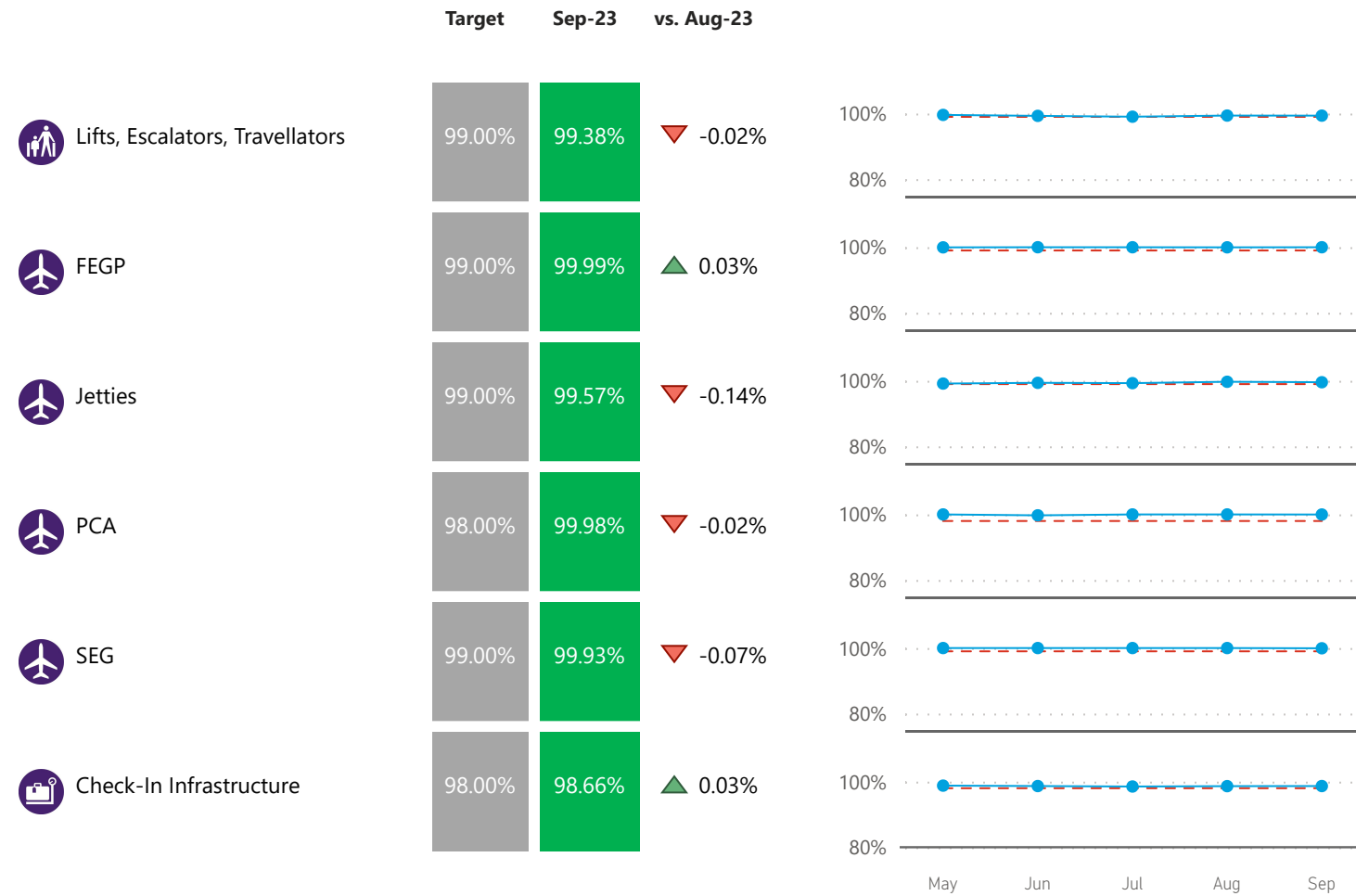


**Notes:**

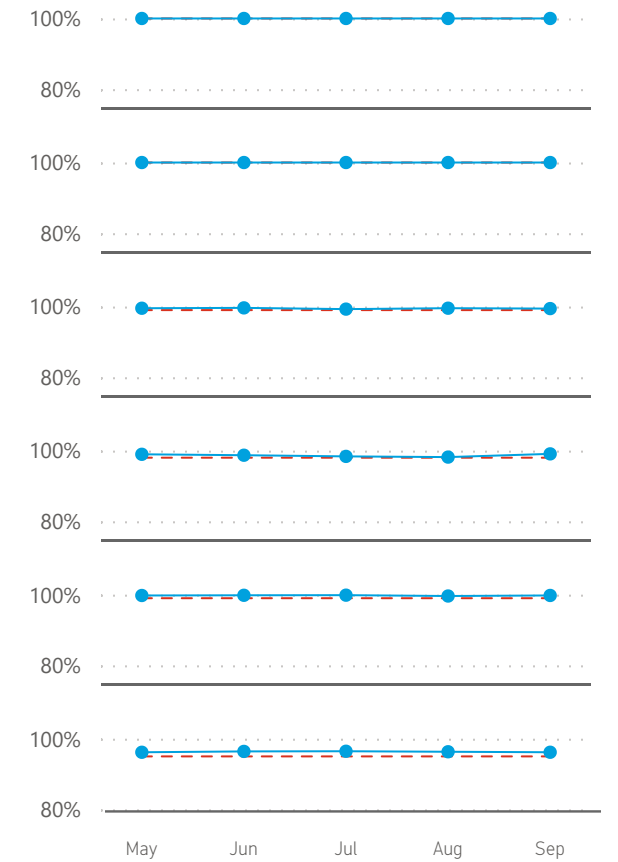
<sup>1</sup> - MTI calculation is based on Moving Annual Average (MAA) for these metrics

# Terminal 3 Performance Report September 2023

## Service Level Performance



# Heathrow



**Notes:**

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics



# Terminal 3 Performance Report September 2023

## Financial Report - Rebates and Bonus

### Rebates:

	Sep-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
<b>Total</b>		<b>£0.00</b>	<b>£0.00</b>	<b>0</b>

### Bonuses:

	Measure	Sep-23		Year-to-Date			
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Cleanliness	MAA	4.35	4.65	4.23	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.30	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	99.04%	£355,873.85	£679,810.31	2
Security - Transfer		97.00%	99.00%	99.52%	£65,395.62	£180,978.58	3
<b>Total</b>					<b>£421,269.48</b>	<b>£860,788.89</b>	<b>5</b>

#### Credit Notes:

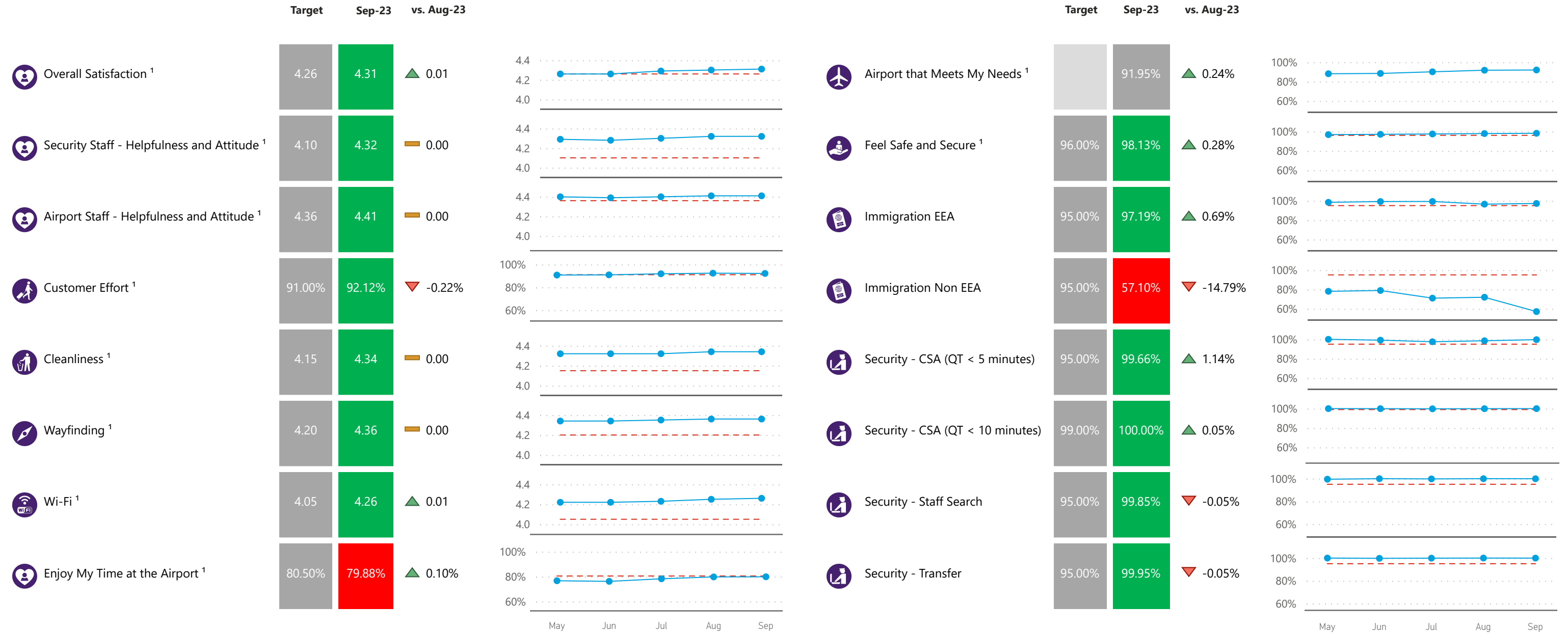
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

# Terminal 4 Performance Report September 2023



## Passenger Experience and Service Level Performance

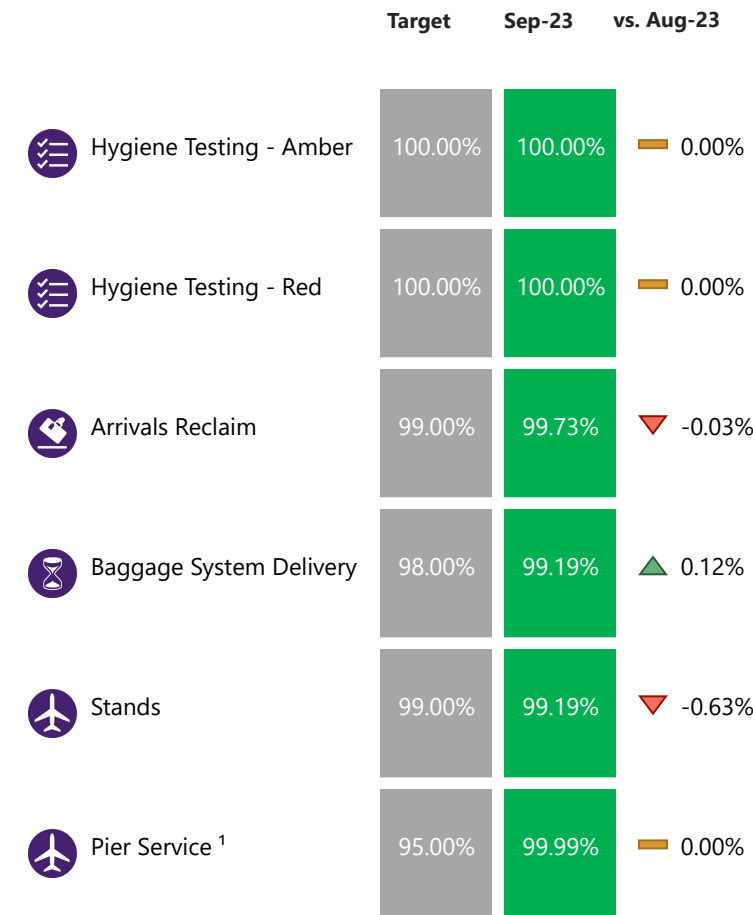
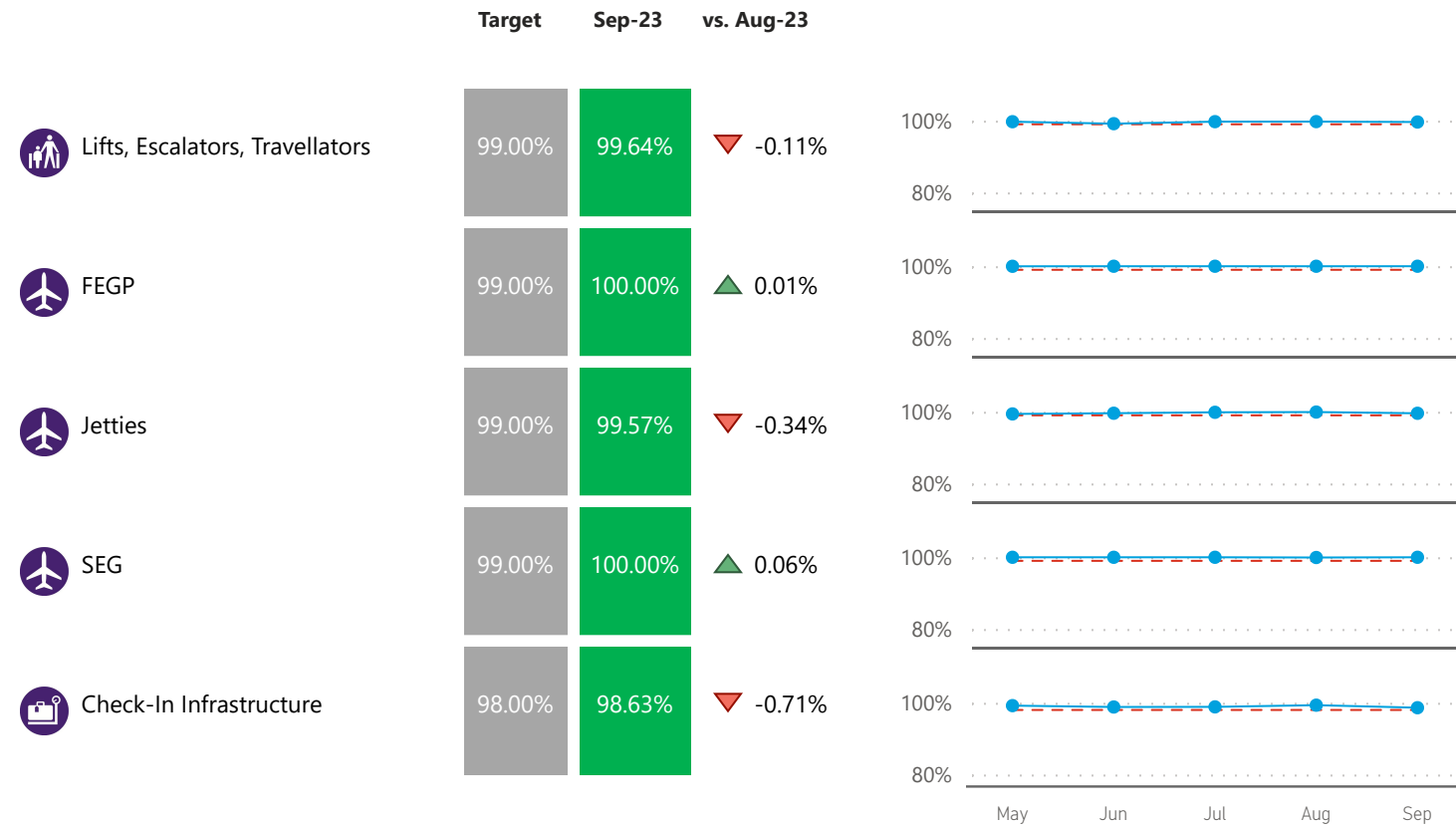


**Notes:**

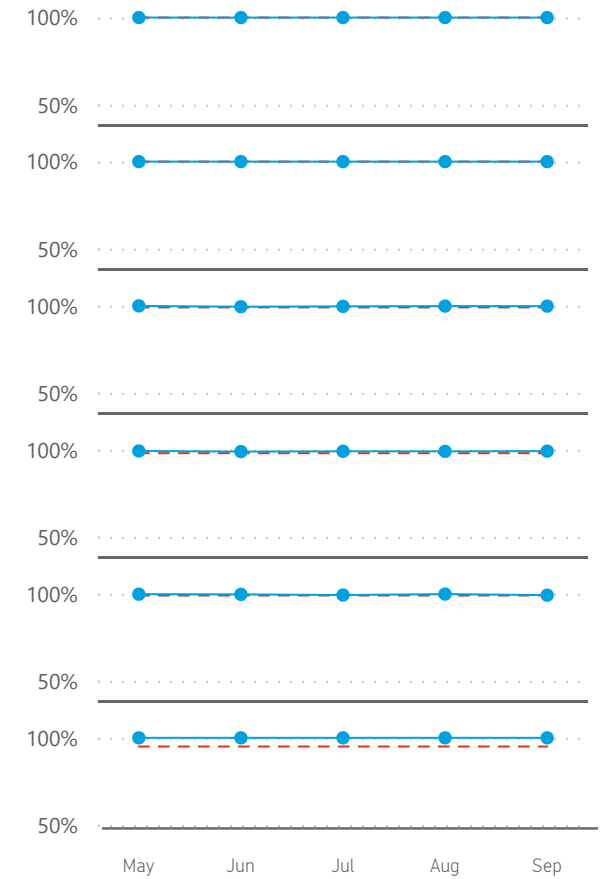
<sup>1</sup> - MTI calculation is based on Moving Annual Average (MAA) for these metrics

# Terminal 4 Performance Report September 2023

## Service Level Performance



# Heathrow



**Notes:**

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

# Terminal 4 Performance Report September 2023



## Financial Report - Rebates and Bonus

### Rebates:

	Sep-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
<b>Total</b>		<b>£0.00</b>	<b>£0.00</b>	<b>0</b>

### Bonuses:

	Measure	Sep-23			Year-to-Date		
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Cleanliness	MAA	4.35	4.65	4.34	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.36	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	99.66%	£355,873.85	£679,810.31	2
Security - Transfer		97.00%	99.00%	99.95%	£65,395.62	£180,978.58	3
<b>Total</b>					<b>£421,269.48</b>	<b>£860,788.89</b>	<b>5</b>

#### Credit Notes:

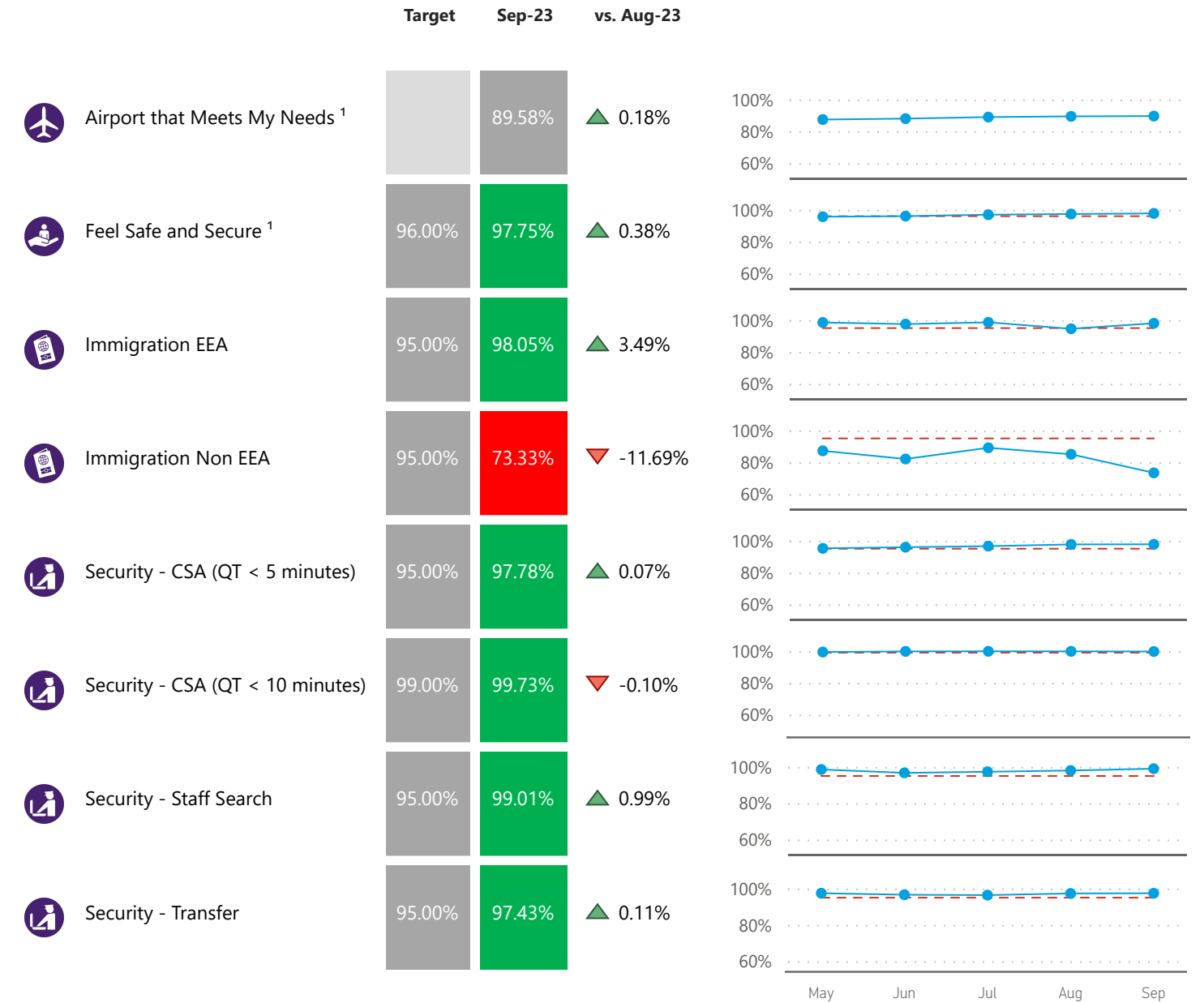
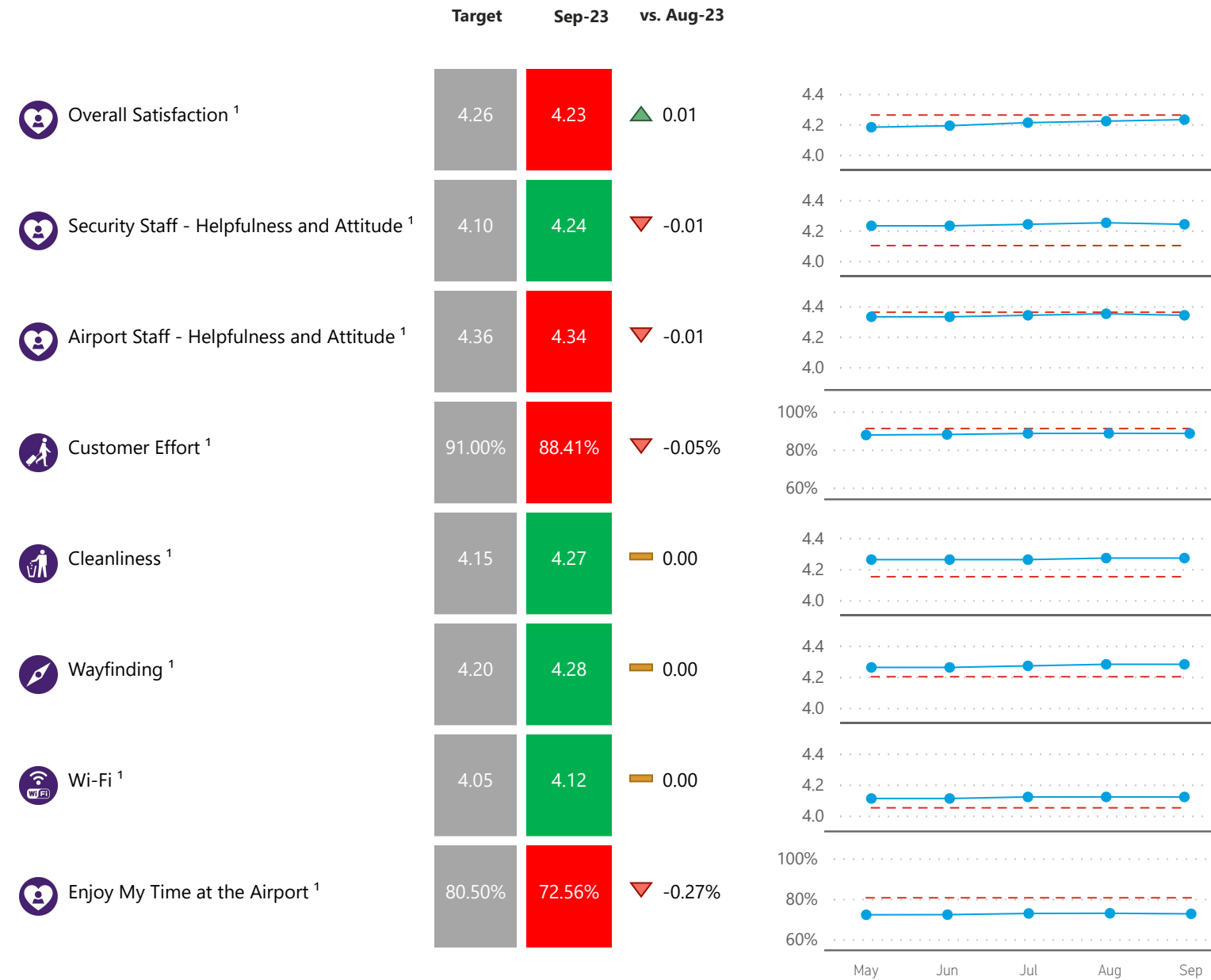
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

# Terminal 5 Performance Report September 2023



## Passenger Experience and Service Level Performance

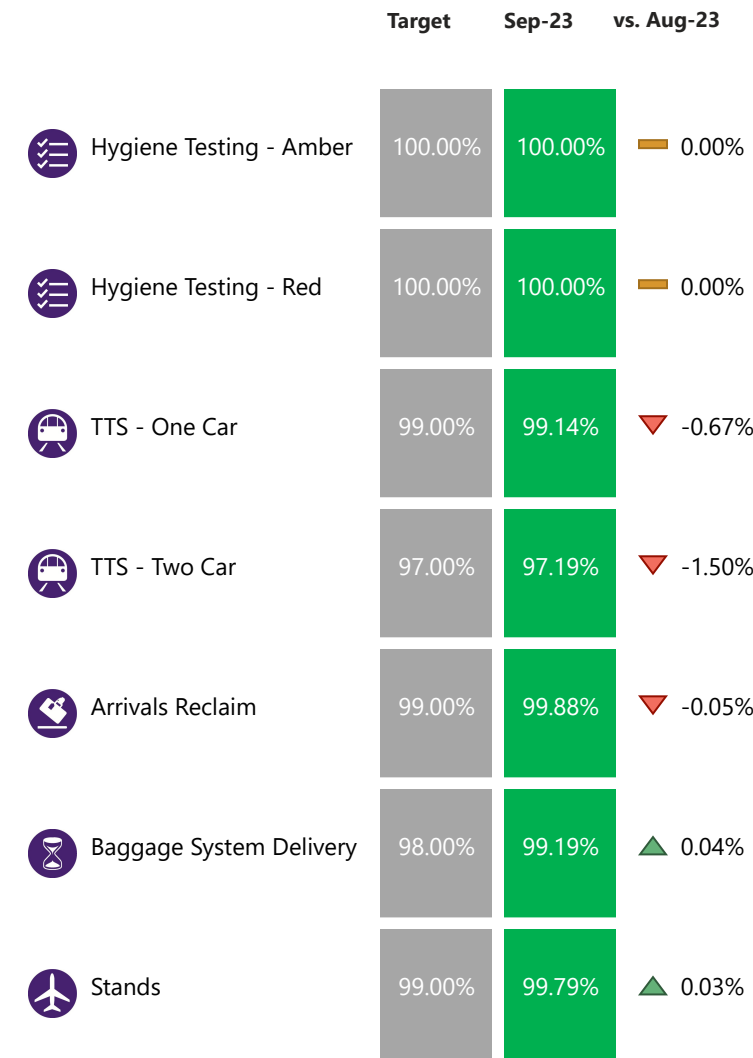
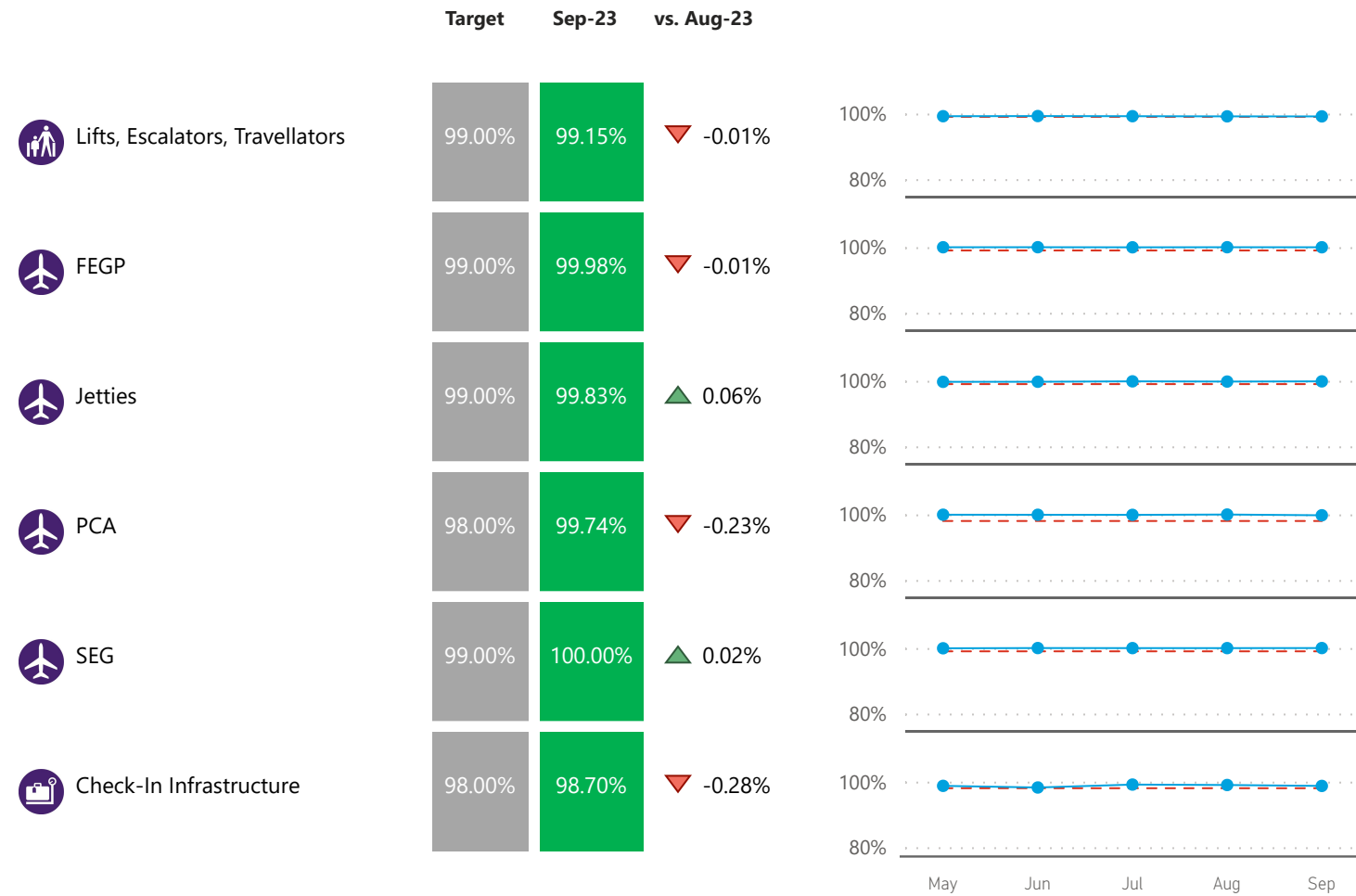


**Notes:**

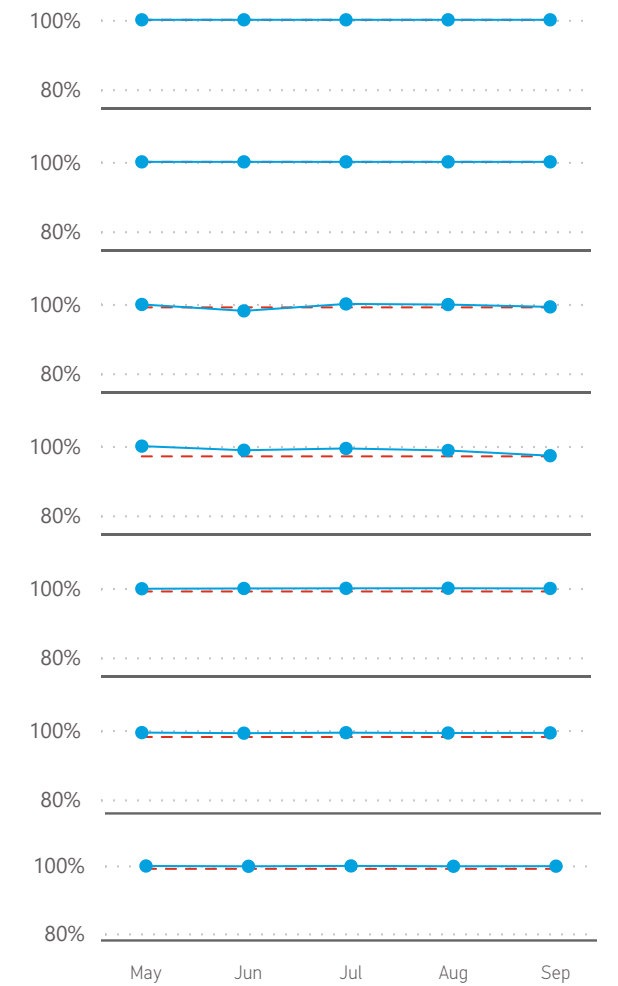
<sup>1</sup> - MTI calculation is based on Moving Annual Average (MAA) for these metrics

# Terminal 5 Performance Report September 2023

## Service Level Performance



# Heathrow



# Terminal 5 Performance Report September 2023



## Financial Report - Rebates and Bonus

### Rebates:

	Sep-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
TTS	✓	£0.00	£265,053.69	1
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
<b>Total</b>		<b>£0.00</b>	<b>£265,053.69</b>	<b>1</b>

### Bonuses:

	Measure	Sep-23		Year-to-Date			
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Cleanliness	MAA	4.35	4.65	4.27	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.28	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	97.78%	£355,873.85	£679,810.31	2
Security - Transfer		97.00%	99.00%	97.43%	£65,395.62	£180,978.58	3
<b>Total</b>					<b>£421,269.48</b>	<b>£860,788.89</b>	<b>5</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 2023 - December 2023

# Appendix

## Passenger Experience and Service Level Performance

Measure	Info
Overall Satisfaction	Passenger satisfaction (out of 5)
Passenger Assistance Service - Overall Satisfaction	Passenger satisfaction (out of 5)
Security Staff - Helpfulness and Attitude	Passenger satisfaction (out of 5)
Airport Staff - Helpfulness and Attitude	Passenger satisfaction (out of 5)
Ease of Access to Airport	Passenger satisfaction (out of 5)
% of UK Population Within 3 Hours (and One Interchange)	% of UK population who live within 3 hours (and one interchange) of Heathrow by public transport
Customer Effort	% of passengers agreeing that their journey through Heathrow was easy
Cleanliness	Passenger satisfaction (out of 5)
Wayfinding	Passenger satisfaction (out of 5)
Wi-Fi	Passenger satisfaction (out of 5)
Enjoy My Time at the Airport	% of passengers agreeing that they enjoy their time at the airport
Airport that Meets My Needs	% of passengers agreeing that the airport met their needs
Feel Safe and Secure	% of passengers agreeing that they felt safe and secure at the airport
Immigration EEA	% of passengers queueing < 25 minutes
Immigration Non EEA	% of passengers queueing < 25 minutes
Security - CSA (QT < 5 minutes)	Queue Times < 5 minutes
Security - CSA (QT < 10 minutes)	Queue Times < 10 minutes
Security - Staff Search	Queue Times < 10 minutes
Security - Transfer	Queue Times < 10 minutes
Security - Control Post	Queue Times < 15 minutes

## Service Level Performance

Measure	Info
Lifts, Escalators, Travellators	Availability for use
FEGP	Availability of Fixed Electrical Ground Power
Jetties	Availability of Air-bridges
PCA	Availability of Pre-Conditioned Air
SEG	Availability of Stand Entry Guidance
Check-In Infrastructure	Availability for use
Hygiene Testing - Amber Tests Resolved in 12 hours	% of amber tests resolved in 12 hours
Hygiene Testing - Red Tests Resolved in 2 hours	% of red tests resolved in 2 hours
TTS - One Car	Track Transit System - % time one car available
TTS - Two Car	Track Transit System - % time two cars available
Arrivals Reclaim	Availability of arrivals baggage carousels
Baggage System Delivery	% of bags delivered to make up area > 30 mins from intended flight departure
Baggage Misconnect Rate	Number of bags per 1,000 passengers that miss intended departing flight
Runway Operational Resilience	Availability of Runway - Maximum cumulative movements deferred each day
Stands	Availability of stands
Pier Service	% of passengers accessing a pier served stand
Airport Arrivals Management	Average time for aircraft to reach stand
Airport Departures Management	Average time between start request time and take off time
Departure Punctuality	% of flights off chocks within 15 minutes
Passenger Injuries	Number of passengers/million passengers that are injured while travelling through the airport



**Heathrow**