



# Heathrow Performance Report

Service Quality Rebate and Bonus - April 2020

Integrated Planning and Performance - Airport Operations

Printed: 21 May 2020

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report April 2020

\*SQRB calculation is based on moving 11x month average for these metrics

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.35	4.20	4.32	4.08	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.37	4.18	4.29	4.31	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.32	4.26	4.31	4.25	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.40	4.42	4.43	4.39	
<b>Wi-Fi*</b> Ease of using WiFi	4.21	4.21	4.31	4.24	
<b>Security*</b> Passenger satisfaction	4.27	4.25	4.27	4.21	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	99.33%	100%	98.76%	99.79%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.57%	100%	99.71%	99.93%	
<b>Staff search</b> Based on 15min time periods measured	99.50%	99.70%	99.60%	98.20%	
<b>Transfer Search</b> Based on 15min time periods measured	99.81%	100%	99.95%	100%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search **</b>	99.58%	98.53%	99.95%	99.57%	94.55%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.70%	99.92%	99.94%	99.83%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.76%	99.89%	100%	99.96%
<b>Stands</b> Availability of stands	99.79%	99.91%	99.86%	99.90%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	100%	100%	100%	99.99%
<b>Jetties</b> Availability of Air-Bridges	100%	100%	100%	100%
<b>PCA</b> Availability of Pre-conditioned Air	100%	100%		100%
<b>SEGs</b>	100%	100%	100%	99.98%
<b>Pier Service</b> % Pier served passengers	96.55%	95.44%	99.98%	
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.90%	100%	100%	100%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.99%
<b>TTS - Two cars ***</b> Track Transit System - % time two cars available				Exemption

## Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Apr - 2020					Estimated Rebate	Estimated Rebate	Total Failures
	T2	T3	T4	T5	Campus			
<b>Departure lounge seat availability</b>						£ -	£ -	0
Cleanliness						£ -	£ -	0
<b>Wayfinding</b>						£ -	£ -	0
Flight information						£ -	£ -	0
<b>CSA Queues - Both</b>	✓	✓	✓	✓		£ -	£ -	0
Staff Search	✓	✓	✓	✓		£ -	£ -	0
<b>Transfer search</b>	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ -	0
<b>FEGP</b>	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
<b>Pre-conditioned air</b>	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
<b>Pier Service</b>	✓	✓	✓	✓		£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
<b>Control Posts Search</b>					X	£ -	£ -	0
<b>Aerodrome Congestion</b>					✓	£ -	£ -	0
<b>TTS - % Both</b>						£ -	£ -	0
<b>Total</b>						£ -	£ -	0

	Bonuses:		Apr - 2020					YTD	
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.35	4.20	4.32	4.08	£ -	£ -	0
	4.20	4.50	4.37	4.18	4.29	4.31	£ -	£ -	0
	4.20	4.50	4.32	4.26	4.31	4.25	£ -	£ 226,624	2
	4.40	4.70	4.40	4.42	4.43	4.39	£ -	£ -	0
<b>Total</b>							£ -	£ 226,624	2

**Bonus:** All business units must exceed Lower Threshold.  
Lowest Score will be used to calculate bonus term each month for qualifying measures  
Financial year is from January 2020 - December 2020

\* SQRB calculation is based on moving 11x month average for these metrics as there were no surveys conducted in April 2020  
\*\* Rebates and bonuses are exempt and therefore not payable at this time.  
\*\*\* One train operational due to reduced passenger numbers

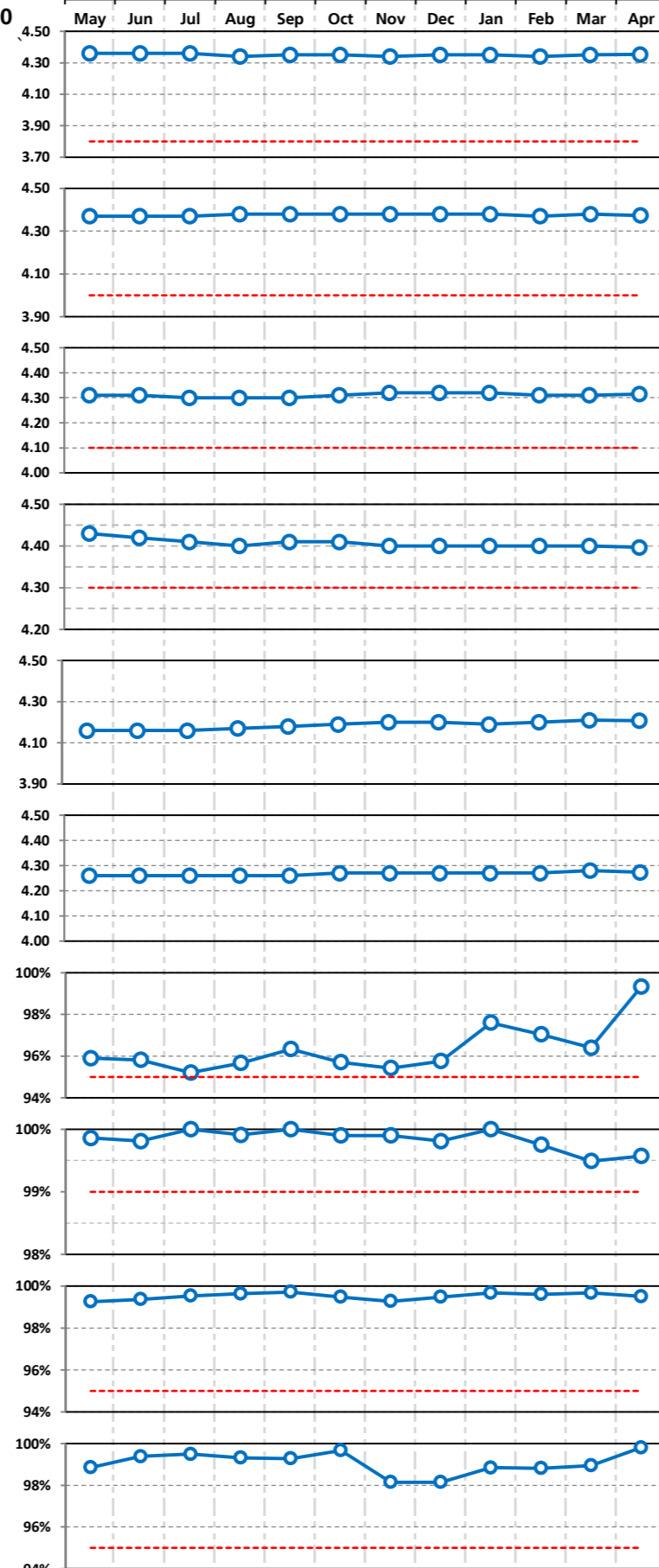
**Credit Notes:**  
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

# Terminal 2 Performance Report April 2020

\*SQRB calculation is based on moving 11x month average for these metrics

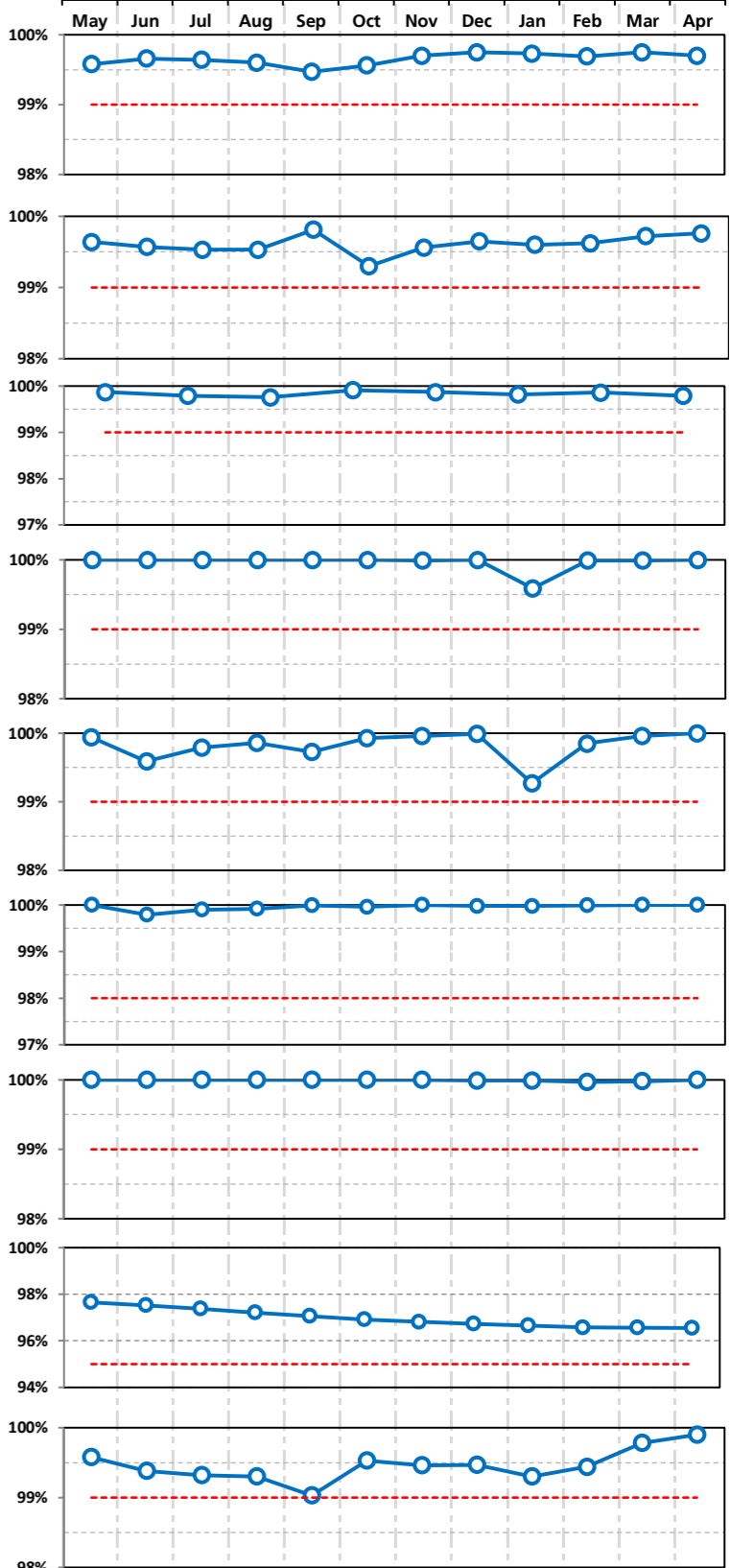
## Passenger Experience and Service Level Performance

	Target	Apr-20	vs. Mar-20
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.35	▲ 0.00
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.37	▼ -0.01
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.32	▲ 0.01
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.40	▼ 0.00
<b>Wi-Fi*</b> Ease of using WiFi		4.21	▼ 0.00
<b>Security*</b> Passenger satisfaction		4.27	▼ -0.01
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	99.33%	▲ 2.93%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	99.57%	▲ 0.08%
<b>Staff search</b> Based on 15min time periods measured	95.00%	99.50%	▼ -0.17%
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	99.81%	▲ 0.87%



## Service Level Performance

	Target	Apr-20	vs. Mar-20
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.70%	▼ -0.05%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.76%	▲ 0.04%
<b>Stands</b> Availability of stands	99.00%	99.79%	▼ -0.07%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	100%	▲ 0.01%
<b>Jetties</b> Availability of Air-Bridges	99.00%	100%	▲ 0.04%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	100%	0.00%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	100%	▲ 0.02%
<b>Pier Service</b> % Pier served passengers	95.00%	96.55%	▼ -0.01%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.90%	▲ 0.12%



**Notes:**  
Passenger experience rating threshold 0 to 5, with 5 the highest score.

# Terminal 2 Performance Report April 2020

## Financial Report - Bonus and Rebates

### Rebates:

	Apr - 2020		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	0
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	0
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Apr - 2020		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.35	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.37	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.32	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.40	£ -	£ -	0	
					£ -	£ 226,624	2	

### 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 2020 - December 2020

**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

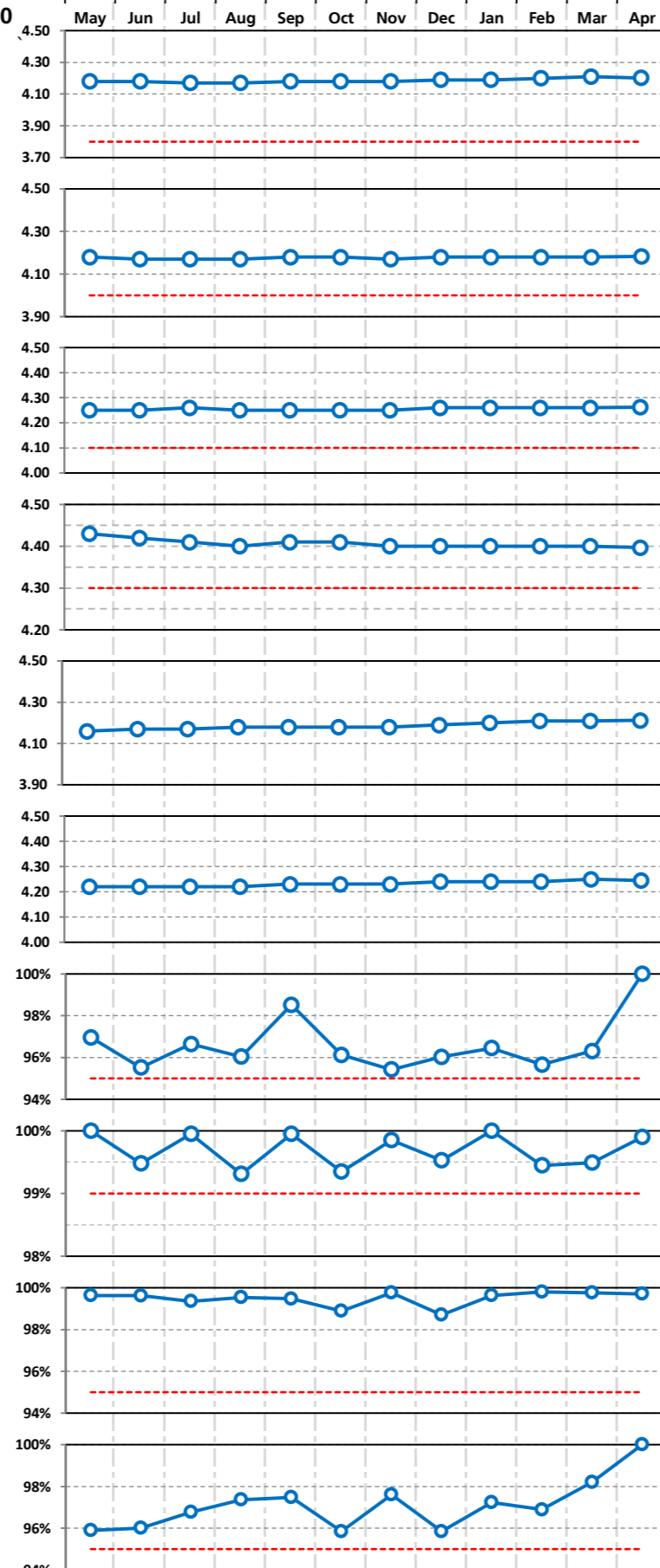
All bonus measures are based on MAA

# Terminal 3 Performance Report April 2020

\*SQRB calculation is based on moving 11x month average for these metrics

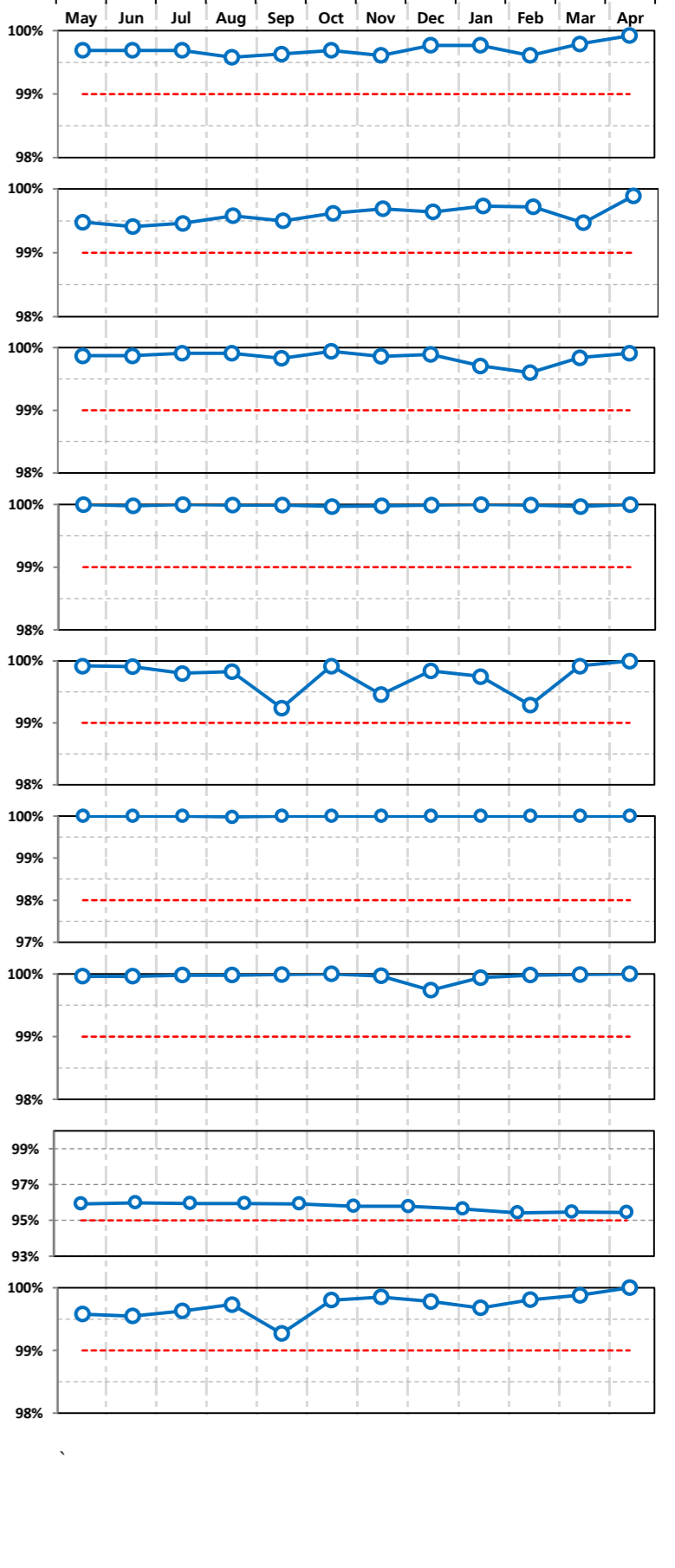
## Passenger Experience and Service Level Performance

	Target	Apr-20	vs. Mar-20
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.20	▲0.01
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.18	▲0.00
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.26	▲0.00
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.42	▲0.00
<b>Wi-Fi*</b> Ease of using WiFi		4.21	▲0.00
<b>Security*</b> Passenger satisfaction		4.25	▲0.00
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	100%	▲3.69%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	100%	▲0.51%
<b>Staff search</b> Based on 15min time periods measured	95.00%	99.70%	▲0.06%
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	100%	▲1.80%



## Service Level Performance

	Target	Apr-20	vs. Mar-20
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.92%	▲0.13%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.89%	▲0.42%
<b>Stands</b> Availability of stands	99.00%	99.91%	▲0.07%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.00%	100%	▲0.03%
<b>Jetties</b> Availability of Air-Bridges	99.00%	100%	▲0.08%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	100%	0.00%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	100%	▲0.01%
<b>Pier Service</b> % Pier served passengers	95.00%	95.44%	▲0.03%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	100%	▲0.12%



**Notes:**  
Passenger experience rating threshold 0 to 5, with 5 the highest score.

# Terminal 3 Performance Report April 2020

## Financial Report - Bonus and Rebates

**Rebates:**

	Apr - 2020		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	<b>0</b>
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	<b>0</b>
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	<b>0</b>
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	<b>0</b>
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	<b>0</b>
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	<b>0</b>
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	<b>0</b>
SEGS	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	<b>0</b>
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

**Bonuses:**

	Measure	Lower Threshold	Upper Threshold	Actual	Apr - 2020		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.20	£ -	£ -	<b>0</b>	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.26	£ -	<b>£ 226,624</b>	<b>2</b>	
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	0	
					£ -	<b>£ 226,624</b>	<b>2</b>	

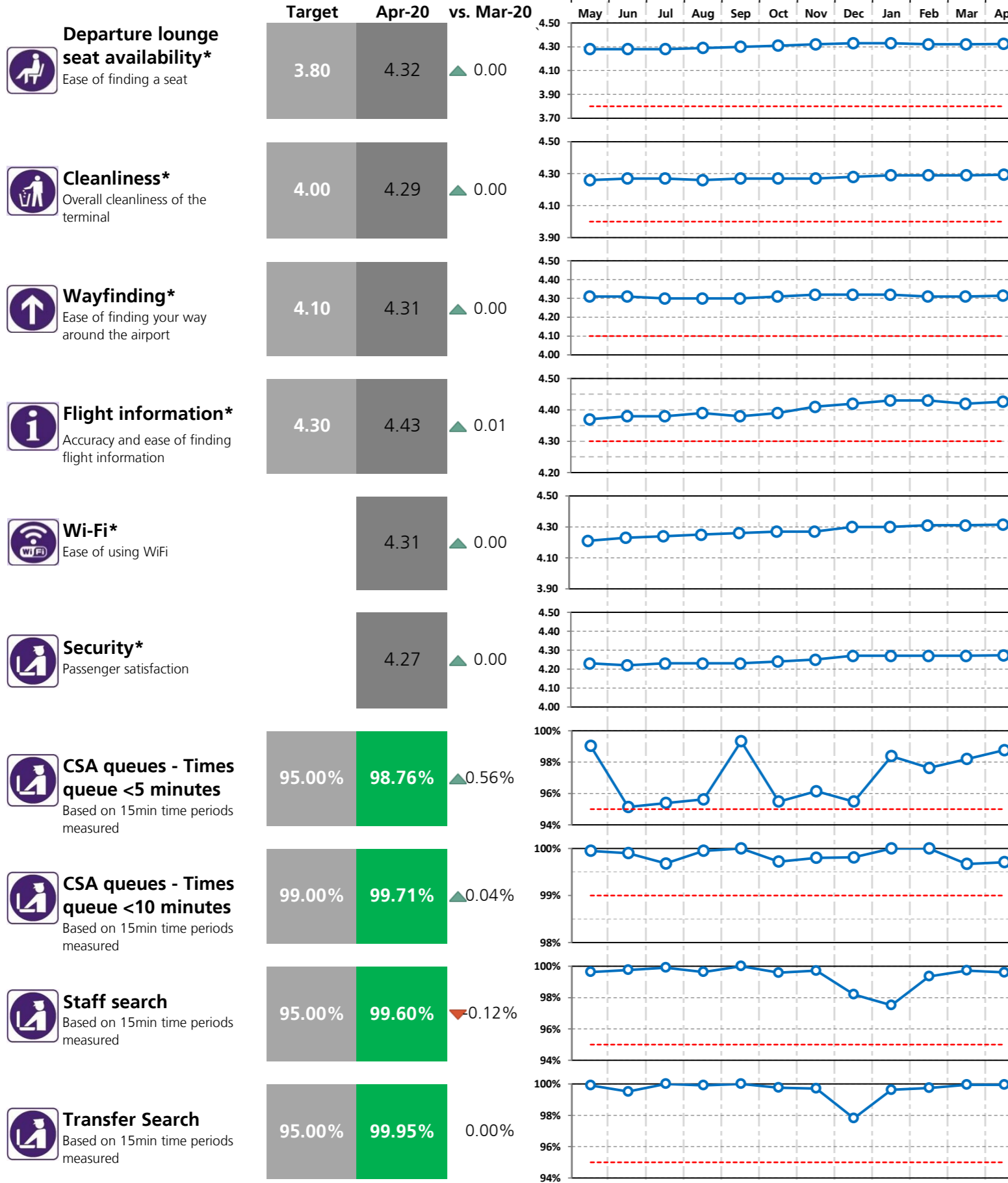
**Credit Notes:**  
 Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2020 - December 2020  
**Bonus:** All business units must exceed Lower Threshold.  
 Lowest Score will be used to calculate bonus term each month for qualifying measures  
 All bonus measures are based on MAA

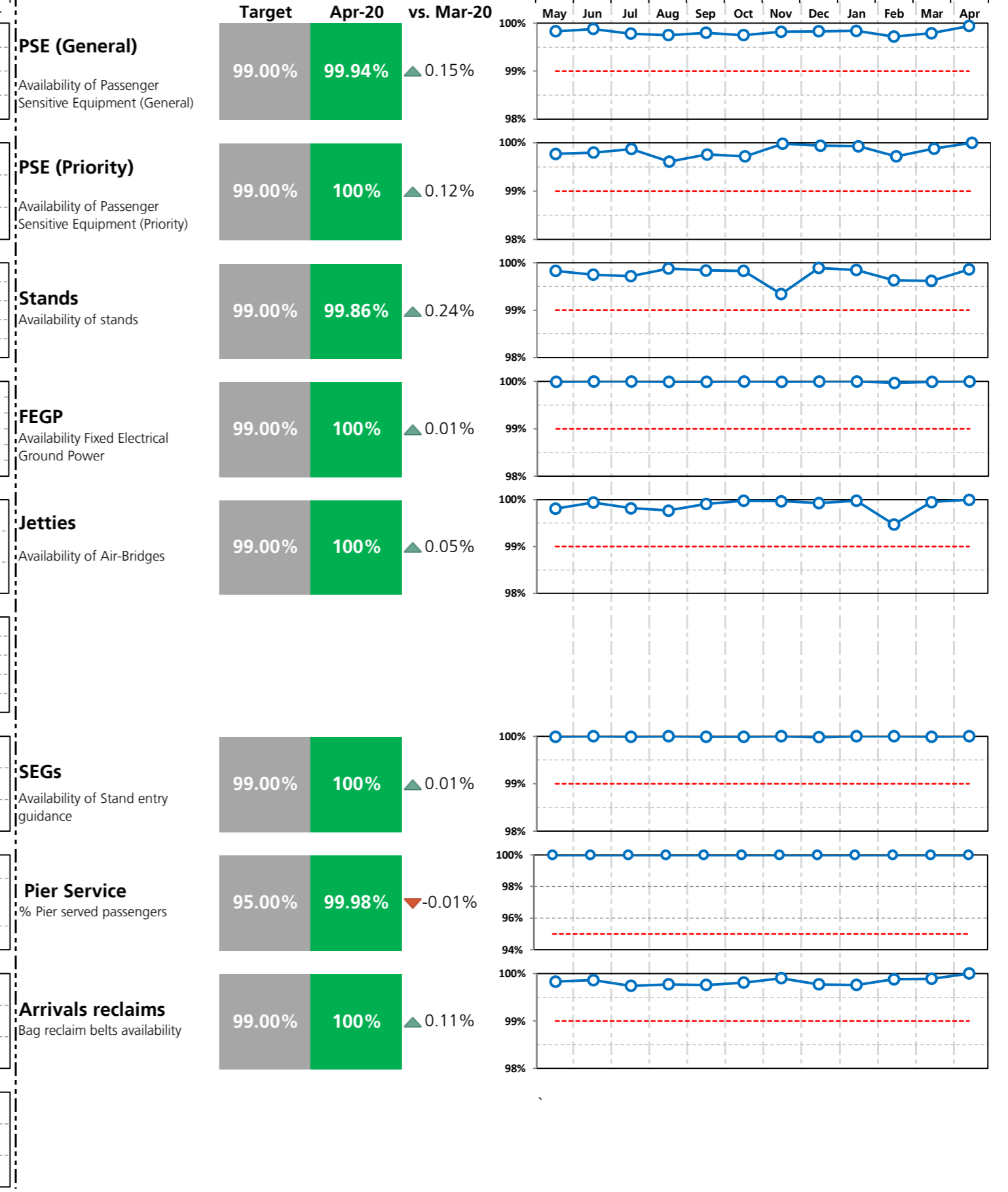
# Terminal 4 Performance Report April 2020

\*SQRB calculation is based on moving 11x month average for these metrics

## Passenger Experience and Service Level Performance



## Service Level Performance



**Notes:**  
Passenger experience rating threshold 0 to 5, with 5 the highest score.

**Rebates:**

	Apr - 2020		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	0
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	0
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

**Bonuses:**

	Measure	Lower Threshold	Upper Threshold	Actual	Apr - 2020		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.32	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.29	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.31	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.43	£ -	£ -	0	
					£ -	£ 226,624	2	

**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 2020 - December 2020

**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

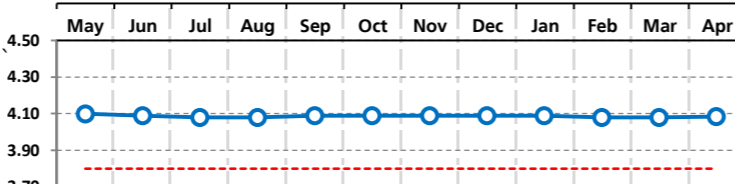
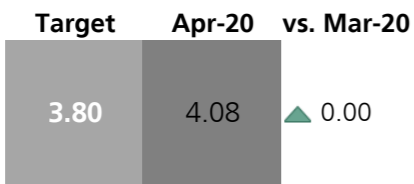


# Terminal 5 Performance Report April 2020

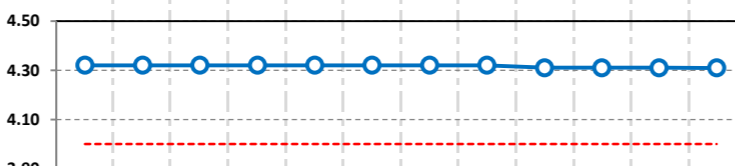
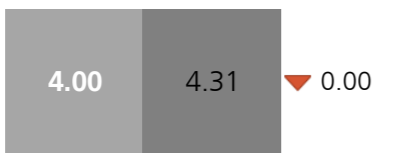
\*SQRB calculation is based on moving 11x month average for these metrics

## Passenger Experience and Service Level Performance

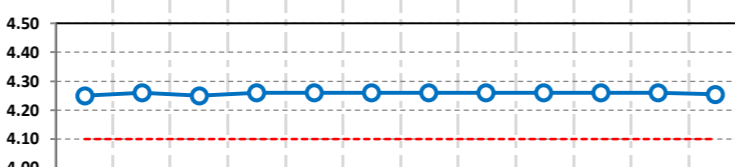
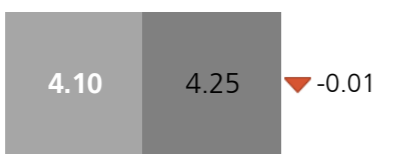
**Departure lounge seat availability\***  
Ease of finding a seat



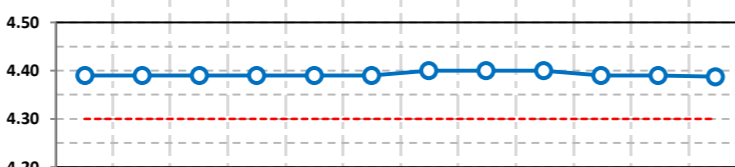
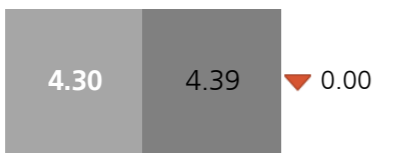
**Cleanliness\***  
Overall cleanliness of the terminal



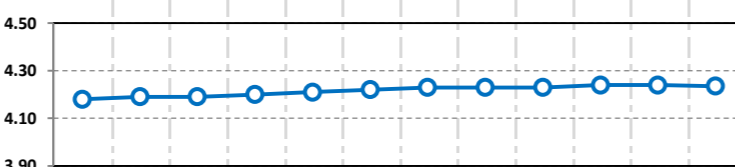
**Wayfinding\***  
Ease of finding your way around the airport



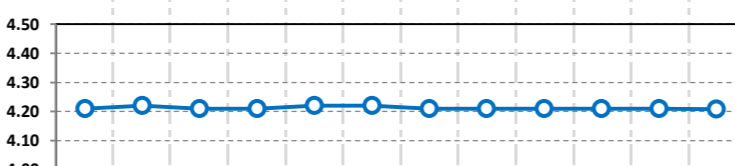
**Flight information\***  
Accuracy and ease of finding flight information



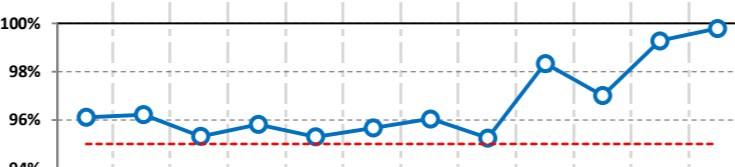
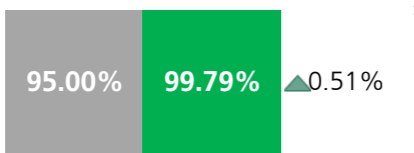
**Wi-Fi\***  
Ease of using WiFi



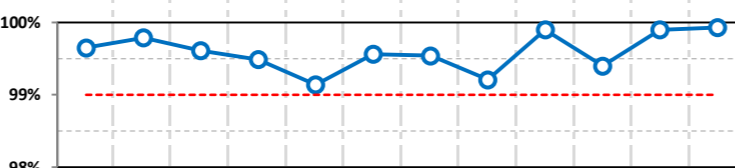
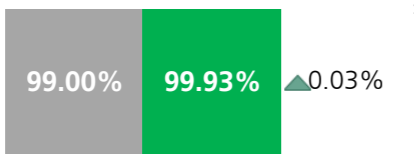
**Security\***  
Passenger satisfaction



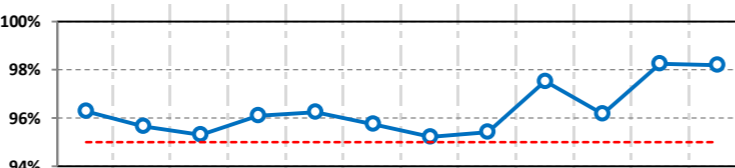
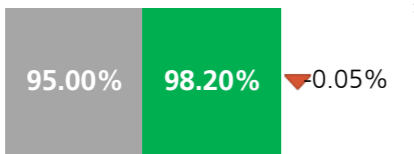
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



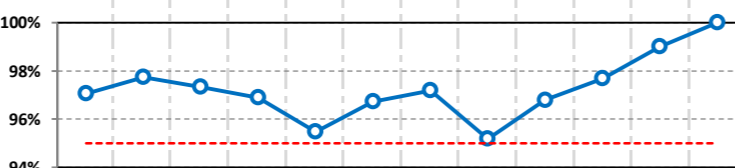
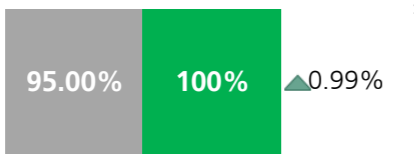
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured



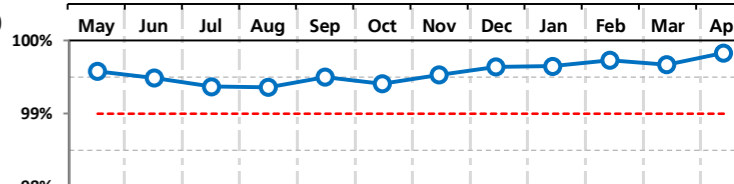
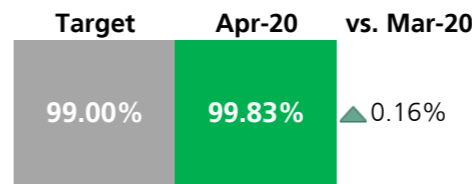
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

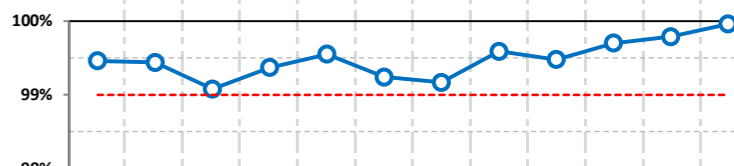
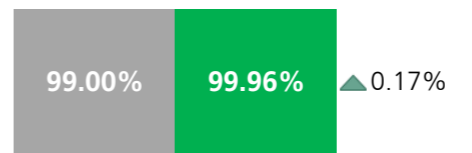
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



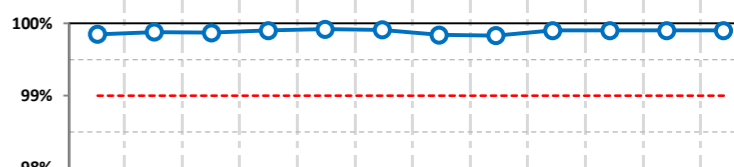
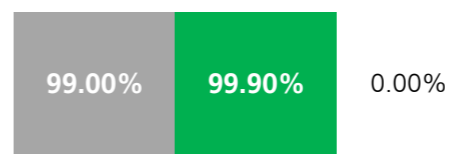
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



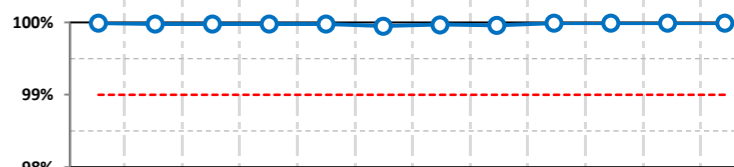
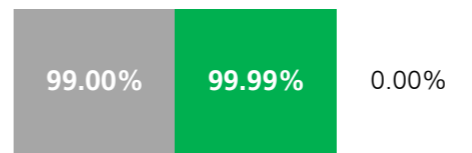
**Stands**

Availability of stands



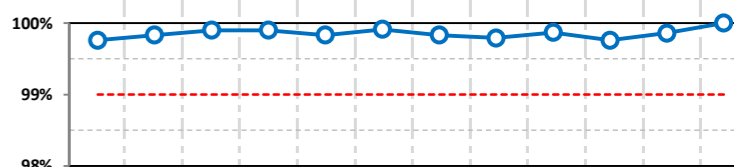
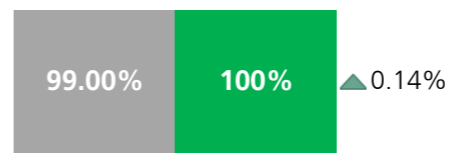
**FEGP**

Availability Fixed Electrical Ground Power



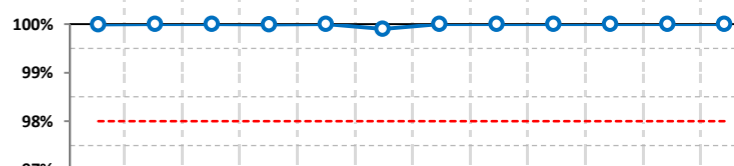
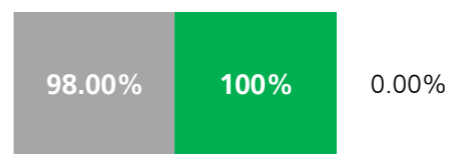
**Jetties**

Availability of Air-Bridges



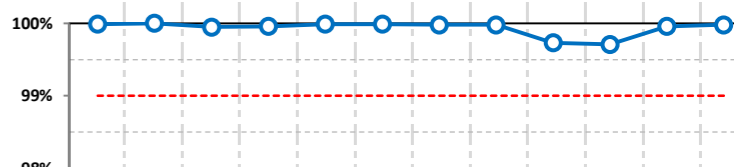
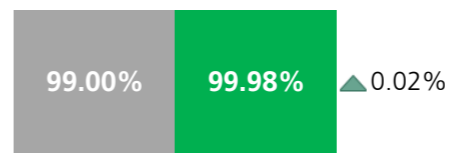
**PCA**

Availability of Pre-Conditioned Air



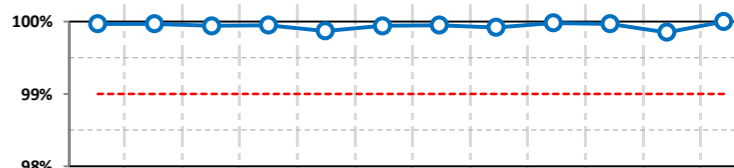
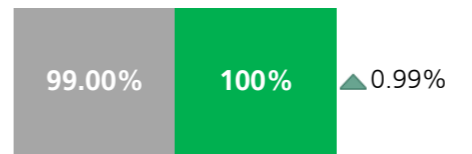
**SEGs**

Availability of Stand entry guidance



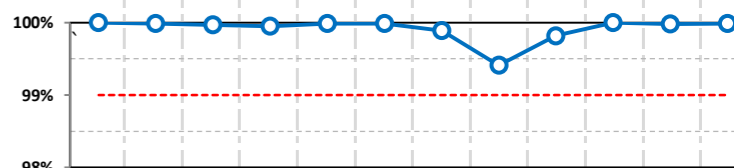
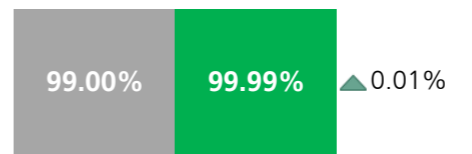
**Arrivals reclaims**

Bag reclaim belts availability



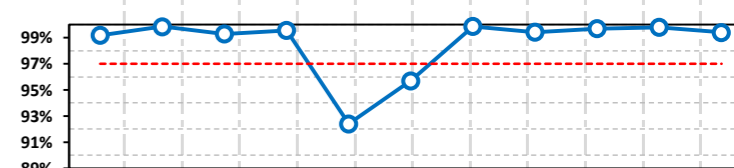
**TTS - One car**

Track Transit System - one car availability



**TTS - Two cars**

Track Transit System - % time two cars available



**Notes:**

Passenger experience rating threshold 0 to 5, with 5 the highest score.

**Rebates:**

	Apr - 2020		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	0
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	0
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
<b>Transfer search</b>	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
<b>PSE (Priority)</b>	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
<b>FEGP</b>	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
<b>PCA</b>	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
<b>Pier Service</b>				
Arrivals reclaims	✓	£ -	£ -	0
<b>TTS - % Both</b>		£ -	£ -	0
		£ -	£ -	0

**Bonuses:**

	Measure	Lower Threshold	Upper Threshold	Actual	Apr - 2020		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.08	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.31	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.25	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0	
					£ -	£ 226,624	2	

**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 2020 - December 2020

**Bonus:** All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

# Heathrow

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