Heathrow Performance Report

Service Quality Rebate and Bonus - February 2020

Integrated Planning and Performance - Airport Operations

Printed: 13 March 2020

Heathrow
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Heathrow Performance Report February 2020

Passenger Experience and Service Level Performance

	T2	T3	T4	T5
Departure lounge seat availability* Ease of finding a seat	4.34	4.20	4.32	4.08
Cleanliness* Overall cleanliness of the terminal	4.37	4.18	4.29	4.31
Wayfinding* Ease of finding your way around the airport	4.31	4.26	4.31	4.26
Flight information* Accuracy and ease of finding flight information	4.40	4.41	4.43	4.39
Wi-Fi* Ease of using WiFi	4.20	4.21	4.31	4.24
Security* Passenger satisfaction	4.27	4.24	4.27	4.21
CSA queues - Times queue <5 minutes Based on 15min time periods measured	97.04%	95.66%	97.63%	97.01%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.75%	99.45%	100%	99.40%
Staff search Based on 15min time periods measured	99.60%	99.80%	99.35%	96.17%
Transfer Search Based on 15min time periods measured	98.81%	96.89%	99.74%	97.68%

	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	97.76%	95.15%	97.41%	95.94%	95.71%

* SQRB calculation based on moving annual average (MAA) for these metrics

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Service Level Performance

	T2	T3	T4	T5
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.69%	99.61%	99.72%	99.73%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.62%	99.72%	99.72%	99.70%
Stands Availability of stands	99.82%	99.60%	99.63%	99.90%
FEGP Availability ofFixed Electrical Ground Power	99.99%	99.99%	99.97%	99.99%
Jetties Availability of Air-Bridges	99.85%	99.29%	99.47%	99.76%
PCA Availability of Pre-conditioned Air	99.99%	100%		100%
SEGs	99.97%	99.98%	100%	99.71%
Pier Service* % Pier served passengers	96.57%	95.42%	99.99%	
Arrivals Reclaims Bag reclaim belts availability	99.44%	99.81%	99.88%	99.97%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				100%
TTS - Two cars Track Transit System - % time two cars available				99.78%

Financial Report- Bonus and Rebates

Rebates:

	Feb - 2020						YTD	
	T2	T3	T4	T5	Campus	Estimated Rebate	Estimated Rebate	Total Failures
Departure lounge seat availability	✓	✓	✓	✓		**£ -**	**£ -**	**0**
Cleanliness	✓	✓	✓	✓		£ -	£ -	0
Wayfinding	✓	✓	✓	✓		**£ -**	**£ -**	**0**
Flight information	✓	✓	✓	✓		**£ -**	**£ -**	**0**
CSA Queues - Both	✓	✓	✓	✓		**£ -**	**£ -**	**0**
Staff Search	✓	✓	✓	✓		£ -	£ -	0
Transfer search	✓	✓	✓	✓		**£ -**	**£ -**	**0**
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					✓	**£ -**	**£ -**	**0**
Aerodrome Congestion					✓	£ -	£ -	0
TTS - % Both				✓		**£ -**	**£ -**	**0**
					Total	£ -	£ -	0

Bonuses:

		Feb - 2020					YTD	
Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
4.10	**4.50**	4.34	4.20	4.32	4.08	**£ -**	**£ -**	**0**
4.20	4.50	4.37	4.18	4.29	4.31	**£ -**	**£ -**	**0**
4.20	**4.50**	4.31	4.26	4.31	4.26	**£ 113,312**	**£ 226,624**	**2**
4.40	4.70	4.40	4.41	4.43	4.39	**£ -**	**£ -**	**0**
					Total	**£ 113,312**	**£ 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

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 February 2020

SQRB calculation based on moving annual average (MAA) for these metrics

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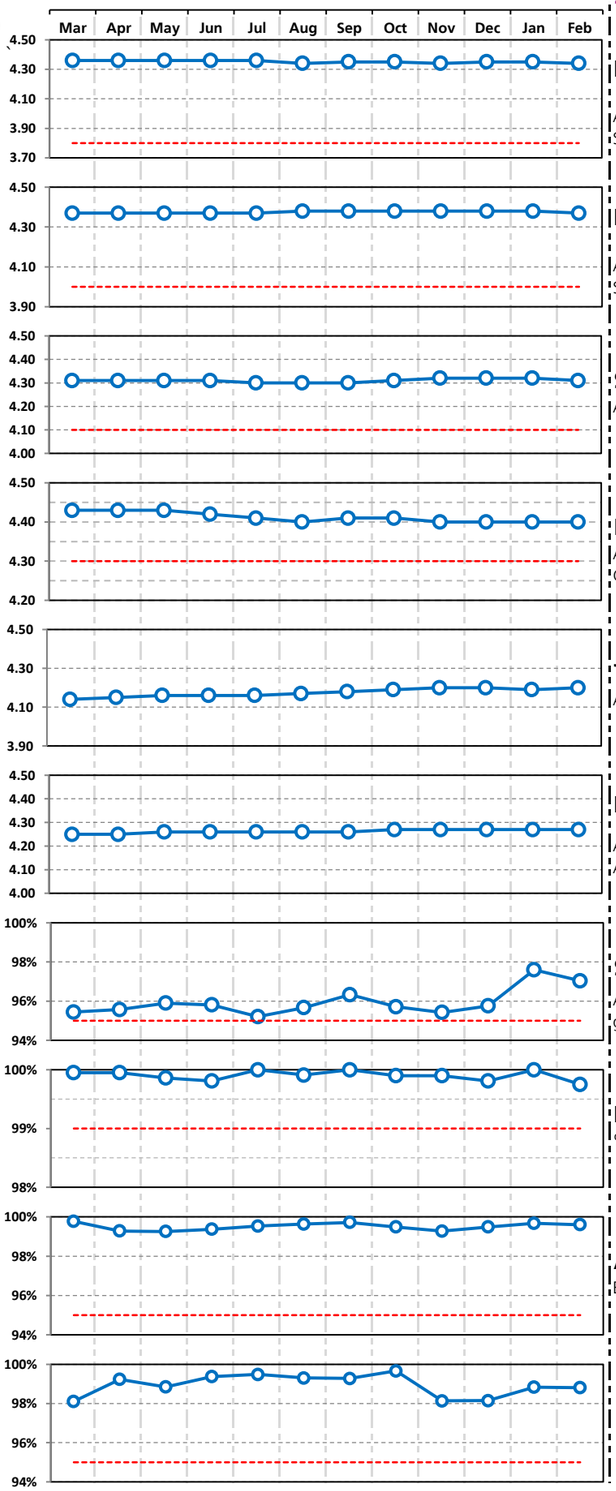
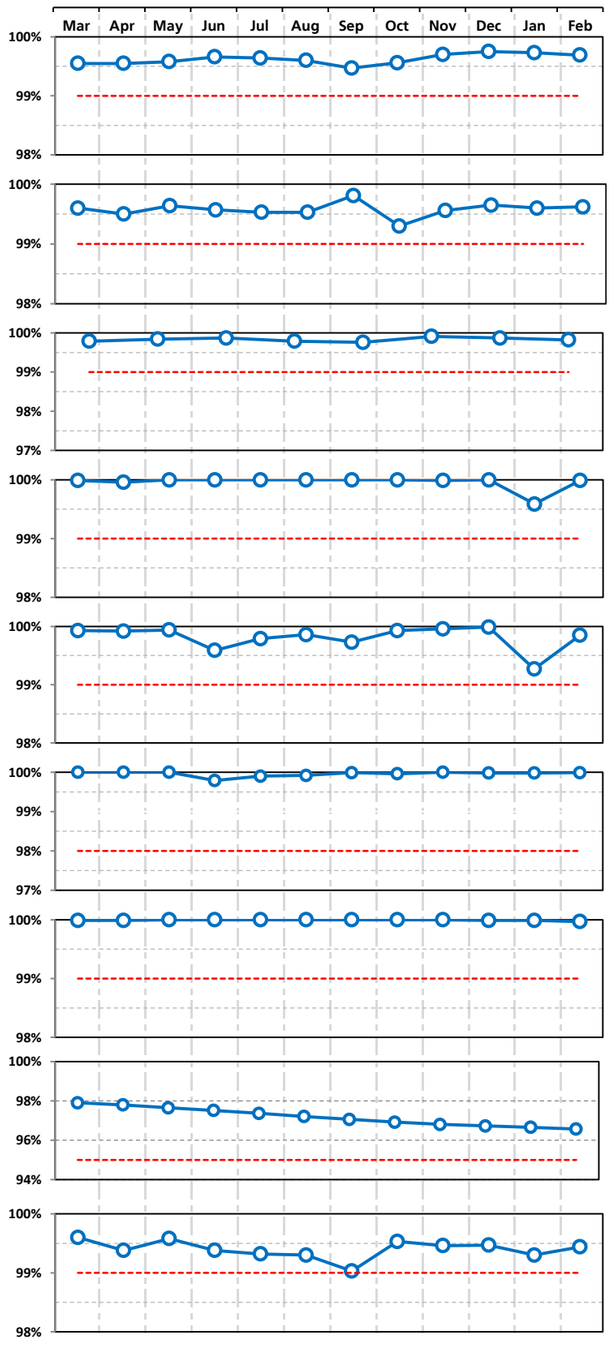
Passenger Experience and Service Level Performance

	Target	Feb-20	vs. Jan-20
Departure lounge seat availability* Ease of finding a seat	3.80	4.34	-0.01
Cleanliness* Overall cleanliness of the terminal	4.00	4.37	-0.01
Wayfinding* Ease of finding your way around the airport	4.10	4.31	-0.01
Flight information* Accuracy and ease of finding flight information	4.30	4.40	0.00
Wi-Fi* Ease of using WiFi		4.20	0.01
Security* Passenger satisfaction		4.27	0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	97.04%	-0.56%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.75%	-0.25%
Staff search Based on 15min time periods measured	95.00%	99.60%	-0.07%
Transfer Search Based on 15min time periods measured	95.00%	98.81%	-0.03%



Service Level Performance

	Target	Feb-20	vs. Jan-20
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.69%	-0.04%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.62%	0.02%
Stands Availability of stands	99.00%	99.82%	-0.05%
FEGP Availability Fixed Electrical Ground Power	99.00%	99.99%	0.40%
Jetties Availability of Air-Bridges	99.00%	99.85%	0.58%
PCA Availability of Pre-Conditioned Air	98.00%	99.99%	0.01%
SEGs Availability of Stand entry guidance	99.00%	99.97%	-0.02%
Pier Service* % Pier served passengers	95.00%	96.57%	-0.09%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.44%	0.14%



Notes:

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

Terminal 2 Performance Report February 2020

Financial Report - Bonus and Rebates

Rebates:

	Target Achieved	Feb - 2020 Estimated Rebate	Year-to-Date Estimated Rebate	Year-to-Date Number of failures
Departure lounge seat availability	✓	£ -	£ -	**0**
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	**0**
Flight information	✓	£ -	£ -	**0**
CSA queues - Both	✓	£ -	£ -	**0**
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
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Feb - 2020 Estimated Bonus (All Terminals)	Year-to-Date Estimated Bonus (All Terminals)	Year-to-Date Number of Bonus
Departure lounge seat availability	**MAA**	**4.10**	**4.50**	**4.34**	£ -	£ -	**0**
Cleanliness	MAA	4.20	**4.50**	**4.37**	£ -	£ -	**0**
Wayfinding	**MAA**	**4.20**	**4.50**	**4.31**	£ 113,312	£ 226,624	**2**
Flight information	MAA	4.40	**4.70**	**4.40**	£ -	£ -	0
					£ 113,312	£ 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

Printed: 13 Mar 2020 at 20:06. For further information please click here

Or contact: Integrated_Planning@heathrow.com

Terminal 3 Performance Report February 2020

SQRB calculation based on moving annual average (MAA) for these metrics

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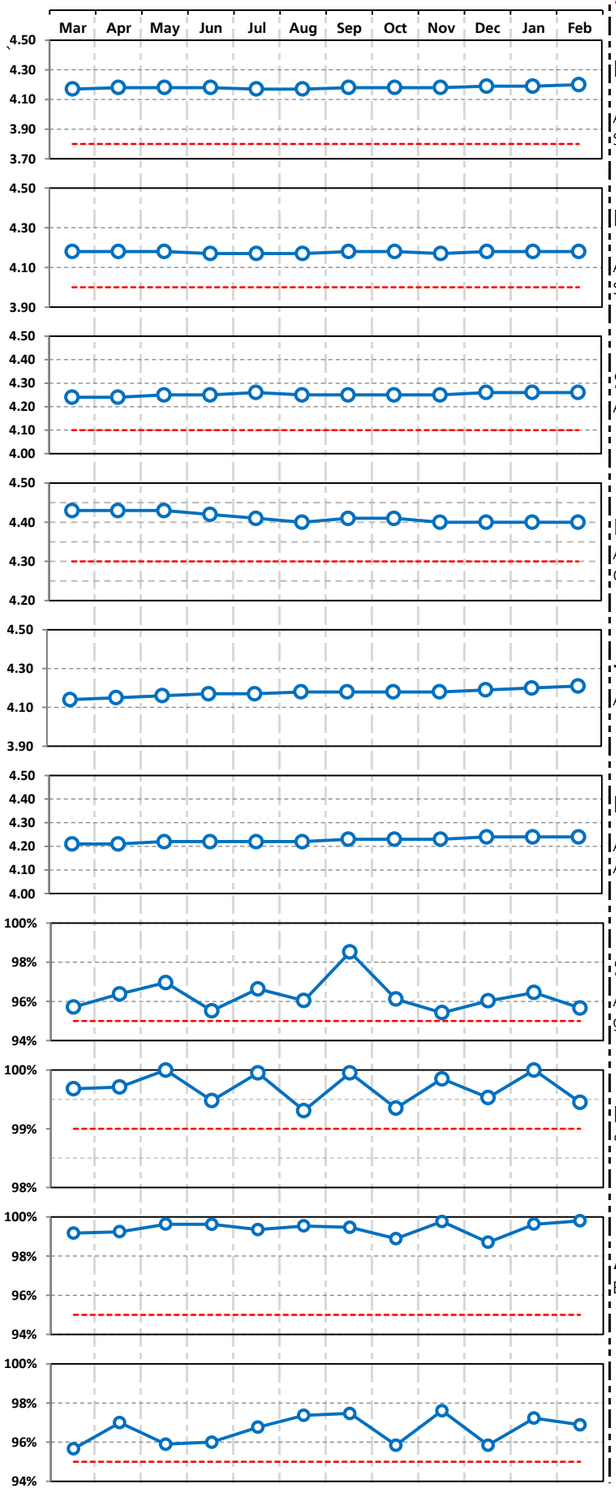
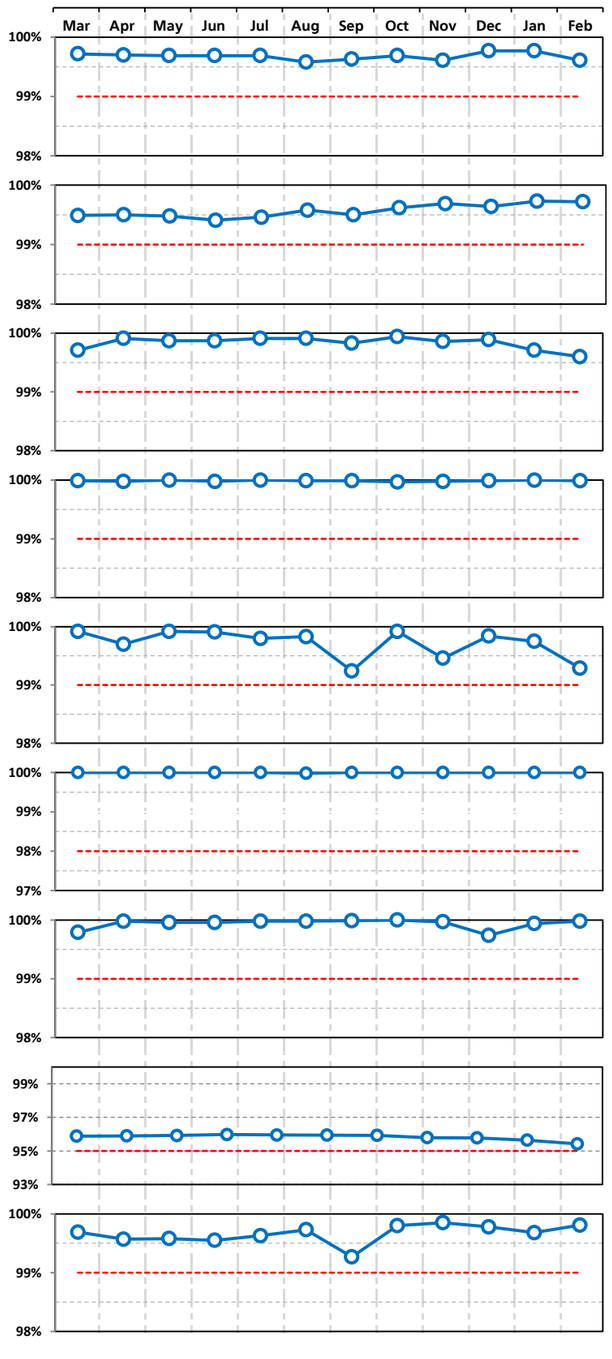
Passenger Experience and Service Level Performance

	Target	Feb-20	vs. Jan-20
Departure lounge seat availability* Ease of finding a seat	3.80	4.20	▲ 0.01
Cleanliness* Overall cleanliness of the terminal	4.00	4.18	0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.26	0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.41	0.00
Wi-Fi* Ease of using WiFi		4.21	▲ 0.01
Security* Passenger satisfaction		4.24	0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	95.66%	▼-0.79%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.45%	▼-0.55%
Staff search Based on 15min time periods measured	95.00%	99.80%	▲0.17%
Transfer Search Based on 15min time periods measured	95.00%	96.89%	▼-0.34%



Service Level Performance

	Target	Feb-20	vs. Jan-20
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.61%	▼-0.16%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.72%	▼-0.01%
Stands Availability of stands	99.00%	99.60%	▼-0.11%
FEGP Availability Fixed Electrical Ground Power	99.00%	99.99%	▼-0.01%
Jetties Availability of Air-Bridges	99.00%	99.29%	▼-0.46%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.98%	▲0.04%
Pier Service* % Pier served passengers	95.00%	95.42%	▼-0.22%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.81%	▲0.13%



Notes:

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

Terminal 3 Performance Report February 2020

Financial Report - Bonus and Rebates

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Rebates:

	Feb - 2020		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	✓	£ -	£ -	**0**
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
		£ -	£ -	0

Bonuses:

					Feb - 2020	Year-to-Date	
	Measure	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**	**4.20**	£ -	£ -	**0**
Cleanliness	MAA	4.20	**4.50**	**4.18**	£ -	£ -	**0**
Wayfinding	**MAA**	**4.20**	**4.50**	**4.26**	£ 113,312	£ 226,624	**2**
Flight information	MAA	4.40	**4.70**	**4.41**	£ -	£ -	0
					£ 113,312	£ 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 4 Performance Report February 2020

SQRB calculation based on moving annual average (MAA) for these metrics

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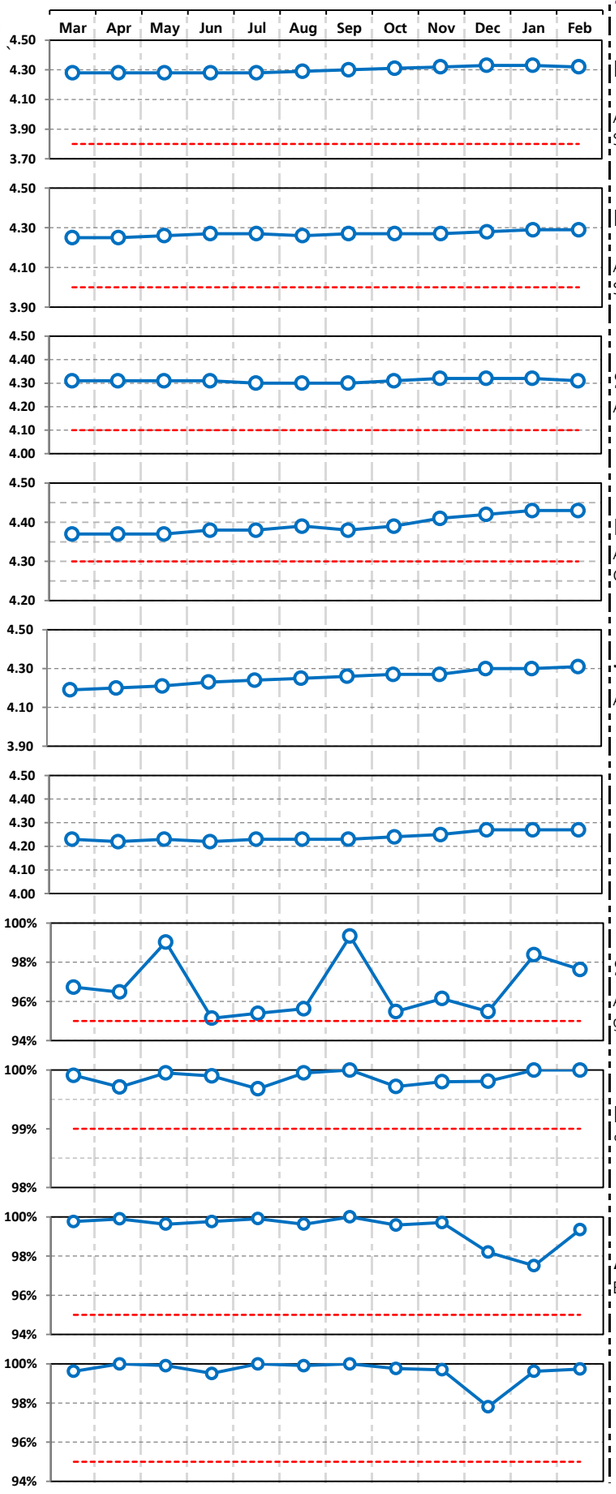
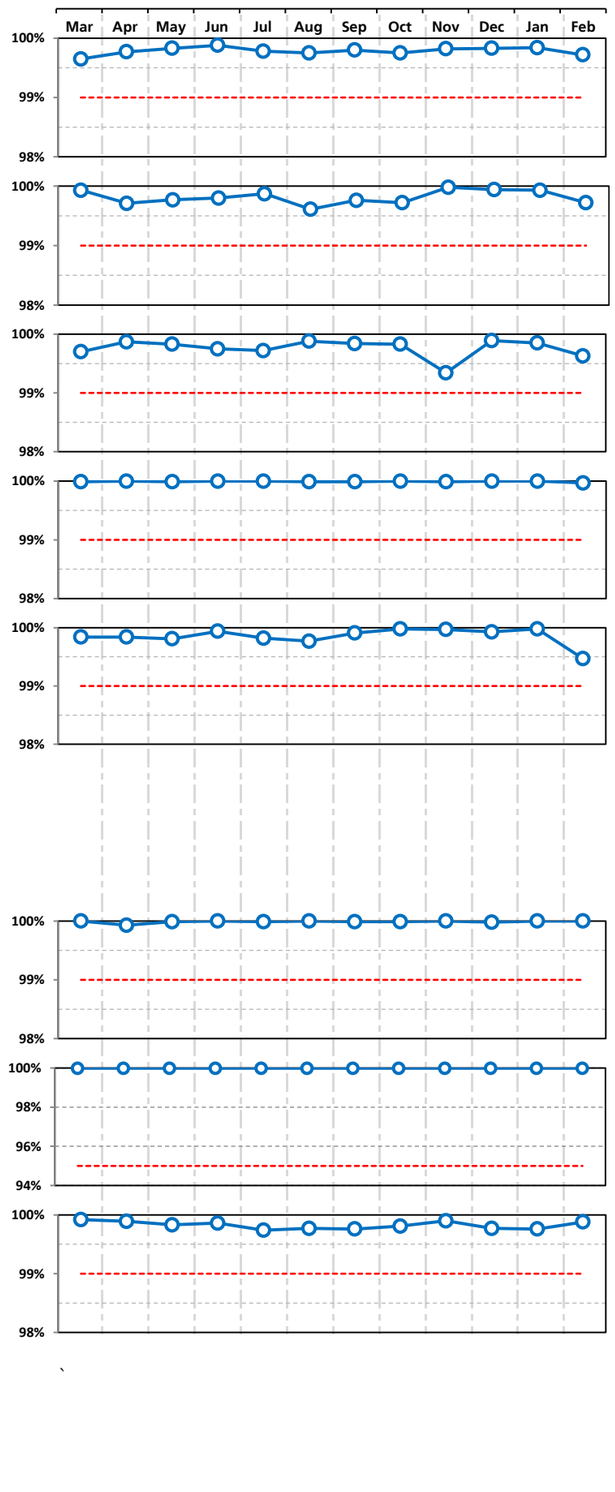
Passenger Experience and Service Level Performance

	Target	Feb-20	vs. Jan-20
Departure lounge seat availability* Ease of finding a seat	3.80	4.32	▼ -0.01
Cleanliness* Overall cleanliness of the terminal	4.00	4.29	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	4.43	0.00
Wi-Fi* Ease of using WiFi		4.31	▲ 0.01
Security* Passenger satisfaction		4.27	0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	97.63%	▼ -0.75%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	100%	0.00%
Staff search Based on 15min time periods measured	95.00%	99.35%	▲ 1.84%
Transfer Search Based on 15min time periods measured	95.00%	99.74%	▲ 0.12%



Service Level Performance

	Target	Feb-20	vs. Jan-20
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.72%	▼ -0.12%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.72%	▼ -0.21%
Stands Availability of stands	99.00%	99.63%	▼ -0.22%
FEGP Availability Fixed Electrical Ground Power	99.00%	99.97%	▼ -0.03%
Jetties Availability of Air-Bridges	99.00%	99.47%	▼ -0.51%
SEGs Availability of Stand entry guidance	99.00%	100%	0.00%
Pier Service* % Pier served passengers	95.00%	99.99%	0.00%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.88%	▲ 0.12%



Notes:

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

Terminal 4 Performance Report February 2020

Financial Report - Bonus and Rebates

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Rebates:

	Feb - 2020		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	✓	£ -	£ -	**0**
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
		£ -	£ -	0

Bonuses:

				Feb - 2020		Year-to-Date	
	Measure	Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
Departure lounge seat availability	**MAA**	**4.10**	**4.50**	**4.32**	£ -	£ -	**0**
Cleanliness	MAA	4.20	**4.50**	**4.29**	£ -	£ -	**0**
Wayfinding	**MAA**	**4.20**	**4.50**	**4.31**	£ 113,312	£ 226,624	**2**
Flight information	MAA	4.40	**4.70**	**4.43**	£ -	£ -	0
					£ 113,312	£ 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 February 2020

SQRB calculation based on moving annual average (MAA) for these metrics

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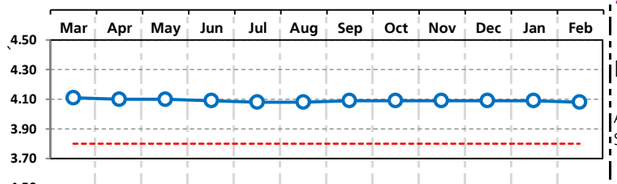
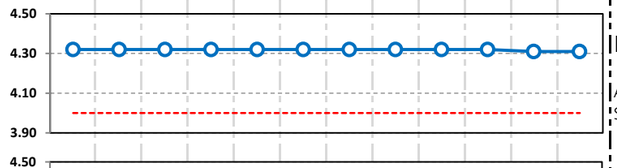
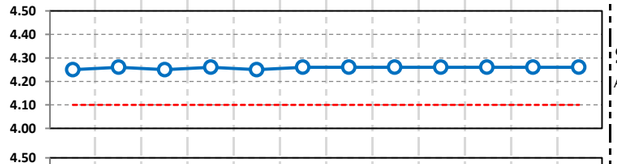
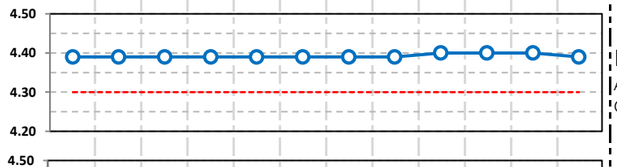
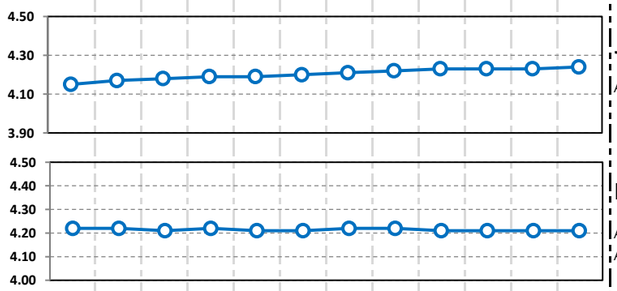
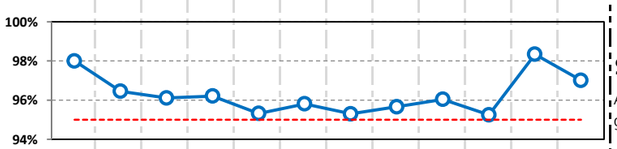
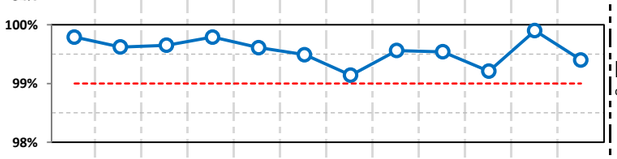
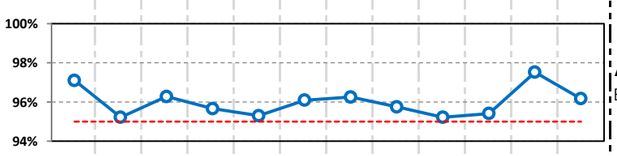
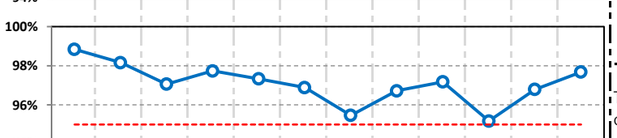
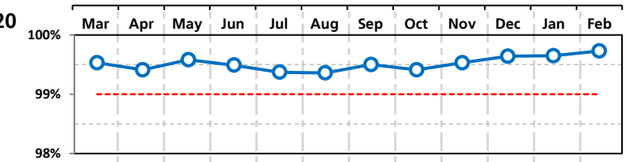
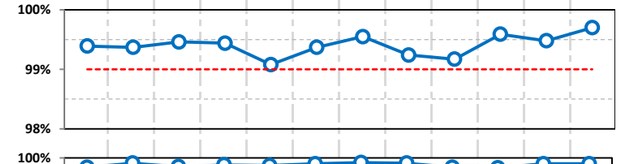
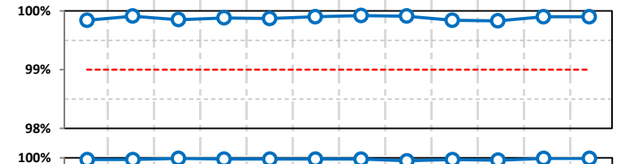
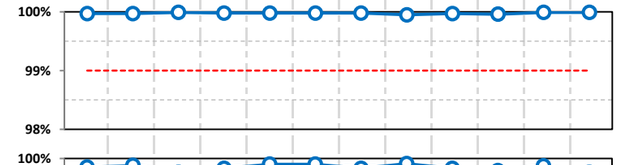
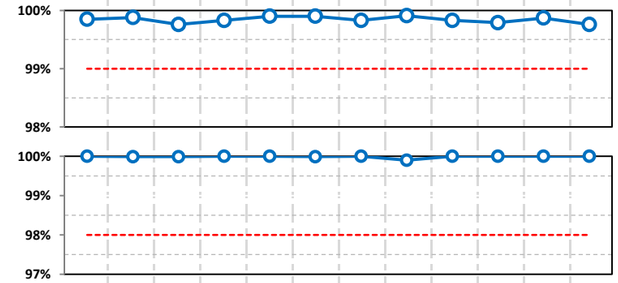
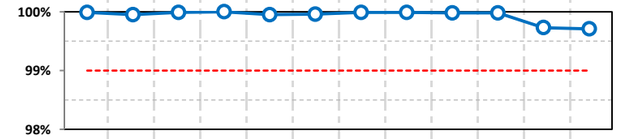
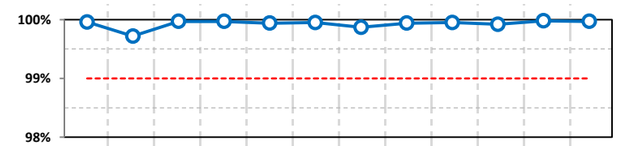
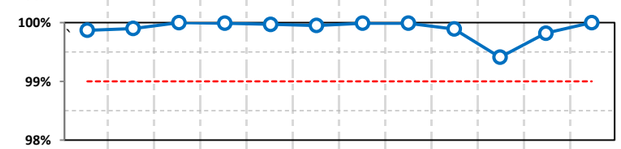
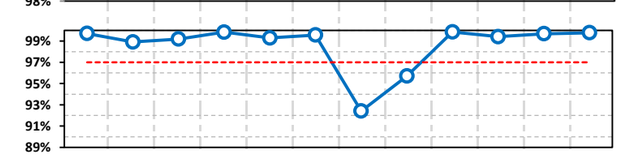
Passenger Experience and Service Level Performance

	Target	Feb-20	vs. Jan-20	
Departure lounge seat availability* Ease of finding a seat	3.80	4.08	▼ -0.01	
Cleanliness* Overall cleanliness of the terminal	4.00	4.31	0.00	
Wayfinding* Ease of finding your way around the airport	4.10	4.26	0.00	
Flight information* Accuracy and ease of finding flight information	4.30	4.39	▼ -0.01	
Wi-Fi* Ease of using WiFi		4.24	▲ 0.01	
Security* Passenger satisfaction		4.21	0.00	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	97.01%	▼ -1.33%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.40%	▼ -0.50%	
Staff search Based on 15min time periods measured	95.00%	96.17%	▼ -1.35%	
Transfer Search Based on 15min time periods measured	95.00%	97.68%	▲ 0.89%	

Service Level Performance

	Target	Feb-20	vs. Jan-20	
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.73%	▲ 0.08%	
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.70%	▲ 0.22%	
Stands Availability of stands	99.00%	99.90%	0.00%	
FEGP Availability Fixed Electrical Ground Power	99.00%	99.99%	0.00%	
Jetties Availability of Air-Bridges	99.00%	99.76%	▼ -0.11%	
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%	
SEGs Availability of Stand entry guidance	99.00%	99.71%	▼ -0.02%	
Arrivals reclaims Bag reclaim belts availability	99.00%	99.97%	▲ 3.18%	
TTS - One car Track Transit System - one car availability	99.00%	100%	▲ 0.18%	
TTS - Two cars Track Transit System - % time two cars available	97.00%	99.78%	▲ 0.10%	

Notes:

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

Terminal 5 Performance Report February 2020

Financial Report - Bonus and Rebates

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Rebates:

	Feb - 2020		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	✓	£ -	£ -	**0**
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	**0**
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	**0**
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	**0**
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	**0**
SEGs	✓	£ -	£ -	0
Pier Service				
Arrivals reclaims	✓	£ -	£ -	0
TTS - % Both	✓	£ -	£ -	**0**
		£ -	£ -	0

Bonuses:

				Feb - 2020		Year-to-Date	
	Measure	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**	4.08	£ -	£ -	**0**
Cleanliness	MAA	4.20	4.50	**4.31**	£ -	£ -	**0**
Wayfinding	**MAA**	**4.20**	**4.50**	**4.26**	£ 113,312	£ 226,624	**2**
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0
					£ 113,312	£ 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

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