



Heathrow Performance Report

Service Quality Rebate and Bonus - June 2020

Integrated Planning and Performance - Airport Operations

Printed: 14 July 2020

Heathrow
Making every journey better

Heathrow Performance Report June 2020

*SQRB calculation is based on moving 9x month average for these metrics

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.36	4.20	4.32	4.08	
Cleanliness* Overall cleanliness of the terminal	4.37	4.19	4.29	4.31	
Wayfinding* Ease of finding your way around the airport	4.32	4.26	4.31	4.25	
Flight information* Accuracy and ease of finding flight information	4.41	4.42	4.41	4.39	
Wi-Fi* Ease of using WiFi	4.20	4.20	4.30	4.24	
Security* Passenger satisfaction	4.28	4.25	4.27	4.21	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	81.67%	closed		96.90%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	98.05%	closed		98.60%	
Staff search ** Based on 15min time periods measured	No measurement				
Transfer Search Based on 15min time periods measured	99.38%	100%	100%	No measurement	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	96.43%	98.81%	100%	99.46%	93.51%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.70%	99.97%	99.95%	99.86%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.54%	100%	99.74%	99.92%
Stands Availability of stands	99.88%	99.86%	99.61%	99.87%
FEGP Availability of Fixed Electrical Ground Power	100%	99.99%	100%	99.99%
Jetties Availability of Air-Bridges	99.94%	99.99%	100%	99.95%
PCA Availability of Pre-conditioned Air	99.99%	100%		99.98%
SEGs	99.98%	100%	100%	99.99%
Pier Service % Pier served passengers	99.91%			100%
Arrivals Reclaims Bag reclaim belts availability	99.66%	100%	100%	100%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.95%
TTS - Two cars *** Track Transit System - % time two cars available				No measurement

Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Jun - 2020					Estimated Rebate	Estimated Rebate	Total Failures
	T2	T3	T4	T5	Campus			
Departure lounge seat availability						£ -	£ -	0
Cleanliness						£ -	£ -	0
Wayfinding						£ -	£ -	0
Flight information						£ -	£ -	0
CSA Queues - Both	X			X		£ -	£ -	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					X	£ -	£ -	0
Aerodrome Congestion					✓	£ -	£ -	0
TTS - % Both						£ -	£ -	0
Total						£ -	£ -	0

	Bonuses:								
	Lower Threshold		Upper Threshold		Jun - 2020				YTD
	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass		
	4.10	4.50	4.36	4.20	4.32	4.08	£ -	£ -	0
	4.20	4.50	4.37	4.19	4.29	4.31	£ -	£ -	0
	4.20	4.50	4.32	4.26	4.31	4.25	£ -	£ 226,624	2
	4.40	4.70	4.41	4.42	4.41	4.39	£ -	£ -	0
Total							£ -	£ 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 9x month average for these metrics as there were no surveys conducted in May 2020
** Staff Search not being measured as all WJ staff are on furlough, in line with UK Government guidance
*** One train operational due to reduced passenger numbers

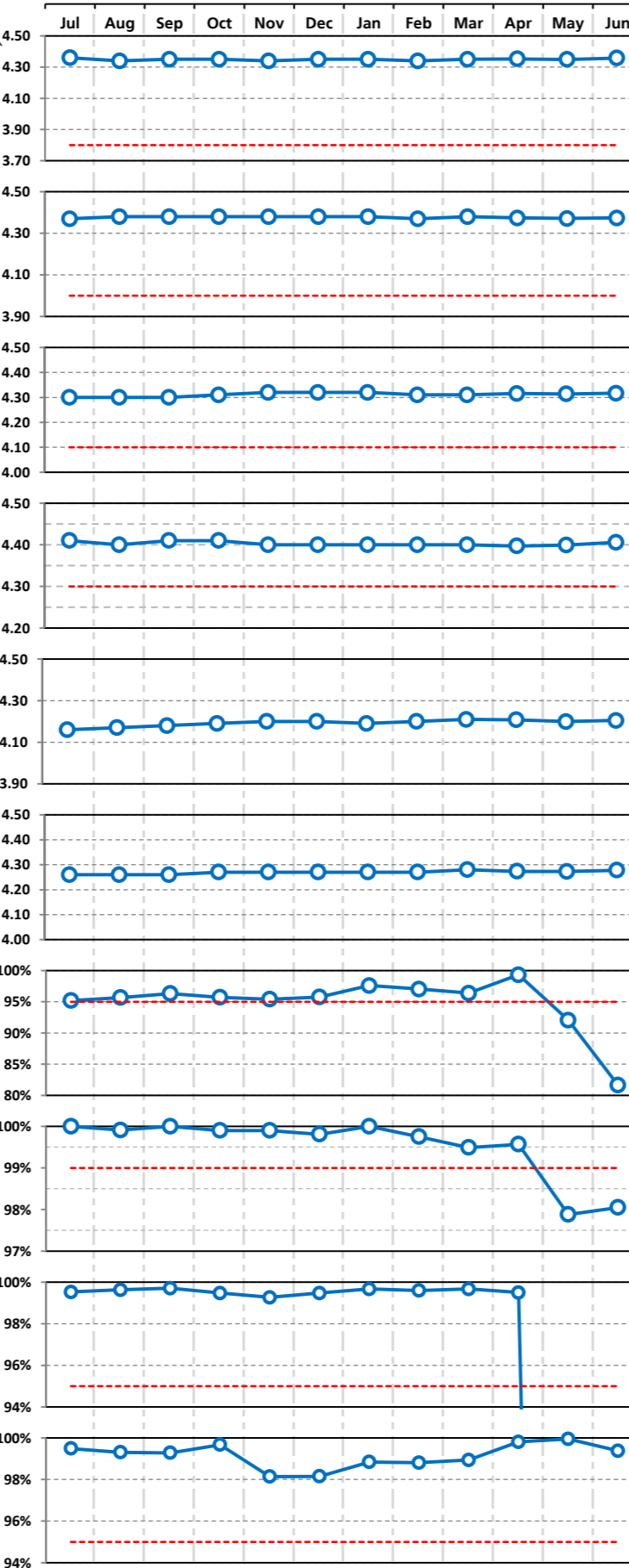
Credit Notes:
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month. **Rebates and bonuses are exempt and therefore not payable at this time.**

Terminal 2 Performance Report June 2020

*SQRB calculation is based on moving 9x month average for these metrics

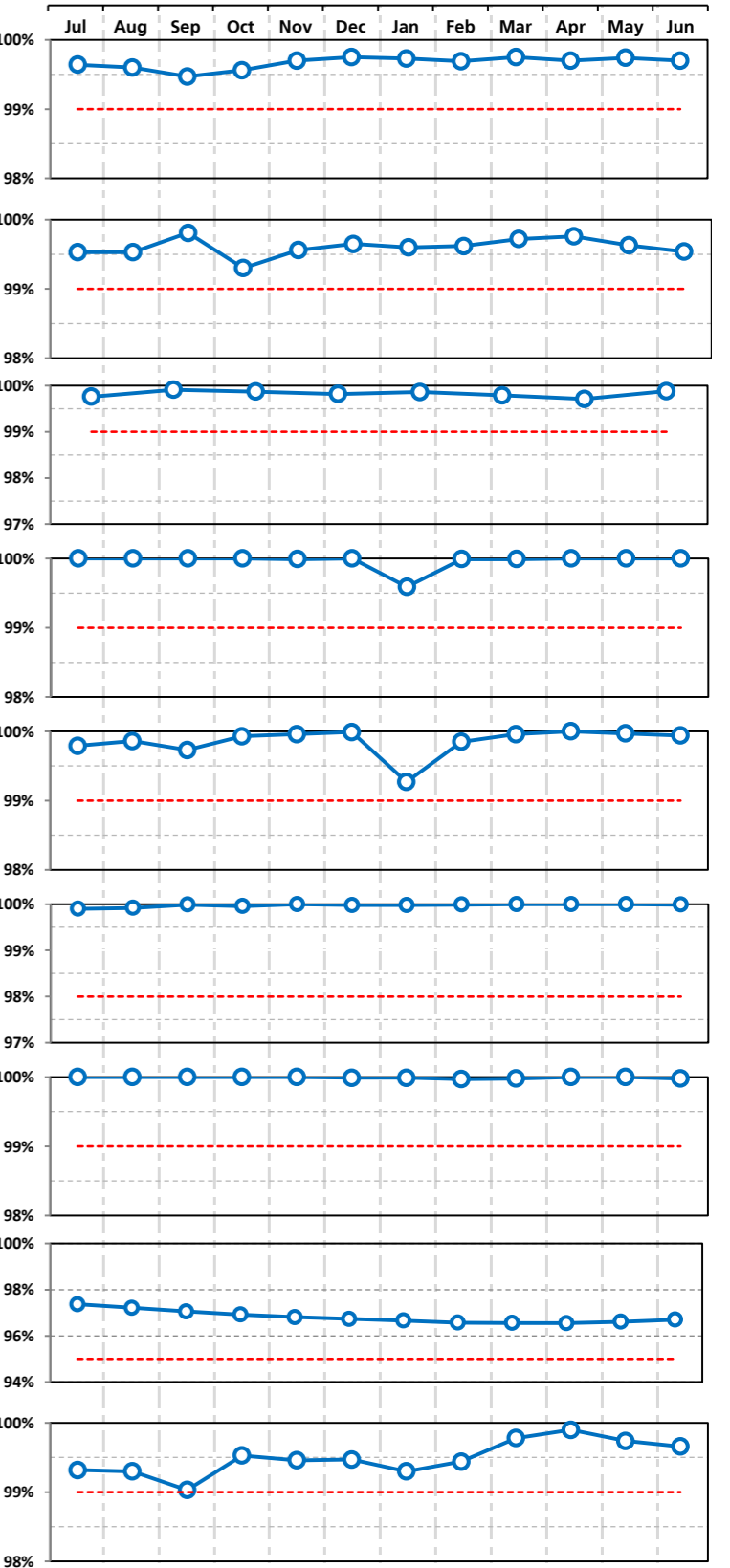
Passenger Experience and Service Level Performance

	Target	Jun-20	vs. May-20
Departure lounge seat availability* Ease of finding a seat	3.80	4.36	▲ 0.01
Cleanliness* Overall cleanliness of the terminal	4.00	4.37	▲ 0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.32	▲ 0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.41	▲ 0.01
Wi-Fi* Ease of using WiFi		4.20	▲ 0.00
Security* Passenger satisfaction		4.28	▲ 0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	81.67%	▼ 10.40%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	98.05%	▲ 0.17%
Staff search Based on 15min time periods measured	95.00%	N/A	
Transfer Search Based on 15min time periods measured	95.00%	99.38%	▼ 0.57%



Service Level Performance

	Target	Jun-20	vs. May-20
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.70%	▼ -0.04%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.54%	▼ -0.09%
Stands Availability of stands	99.00%	99.88%	▲ 0.17%
FEGP Availability Fixed Electrical Ground Power	99.00%	100%	0.00%
Jetties Availability of Air-Bridges	99.00%	99.94%	▼ -0.03%
PCA Availability of Pre-Conditioned Air	98.00%	99.99%	▼ -0.01%
SEGs Availability of Stand entry guidance	99.00%	99.98%	▼ -0.02%
Pier Service % Pier served passengers	95.00%	96.70%	▲ 0.09%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.66%	▼ -0.08%



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

Terminal 2 Performance Report June 2020

Financial Report - Bonus and Rebates

Rebates:

	Jun - 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	X	£ -	£ -	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	Jun - 2020		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.36	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.37	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.32	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	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 June 2020

*SQRB calculation is based on moving 9x month average for these metrics

Passenger Experience and Service Level Performance

Departure lounge seat availability*
Ease of finding a seat

Target	Jun-20	vs. May-20
3.80	4.20	▲ 0.00

Cleanliness*
Overall cleanliness of the terminal

Target	Jun-20	vs. May-20
4.00	4.19	▲ 0.01

Wayfinding*
Ease of finding your way around the airport

Target	Jun-20	vs. May-20
4.10	4.26	▲ 0.00

Flight information*
Accuracy and ease of finding flight information

Target	Jun-20	vs. May-20
4.30	4.42	▲ 0.00

Wi-Fi*
Ease of using WiFi

Target	Jun-20	vs. May-20
	4.20	▼ 0.00

Security*
Passenger satisfaction

Target	Jun-20	vs. May-20
	4.25	▲ 0.01

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

Target	Jun-20	vs. May-20
95.00%	N/A	

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

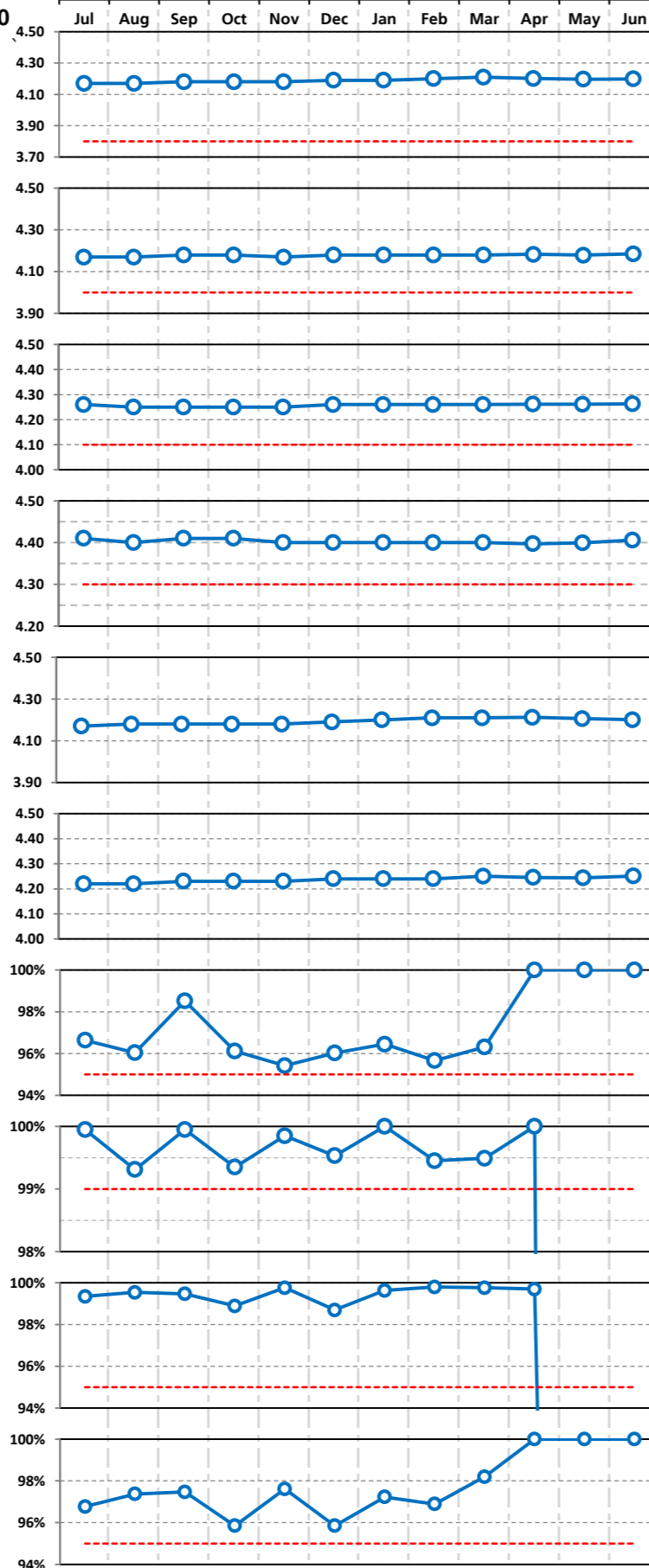
Target	Jun-20	vs. May-20
99.00%	N/A	

Staff search
Based on 15min time periods measured

Target	Jun-20	vs. May-20
95.00%	N/A	

Transfer Search
Based on 15min time periods measured

Target	Jun-20	vs. May-20
95.00%	100%	0.00%



Service Level Performance

PSE (General)

Availability of Passenger Sensitive Equipment (General)

Target	Jun-20	vs. May-20
99.00%	99.97%	▼-0.01%

PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)

Target	Jun-20	vs. May-20
99.00%	100%	▲ 0.02%

Stands

Availability of stands

Target	Jun-20	vs. May-20
99.00%	99.86%	▼-0.03%

FEGP

Availability Fixed Electrical Ground Power

Target	Jun-20	vs. May-20
99.00%	99.99%	▼-0.01%

Jetties

Availability of Air-Bridges

Target	Jun-20	vs. May-20
99.00%	99.99%	▲ 0.02%

PCA

Availability of Pre-Conditioned Air

Target	Jun-20	vs. May-20
98.00%	100%	0.00%

SEGs

Availability of Stand entry guidance

Target	Jun-20	vs. May-20
99.00%	100%	0.00%

Pier Service

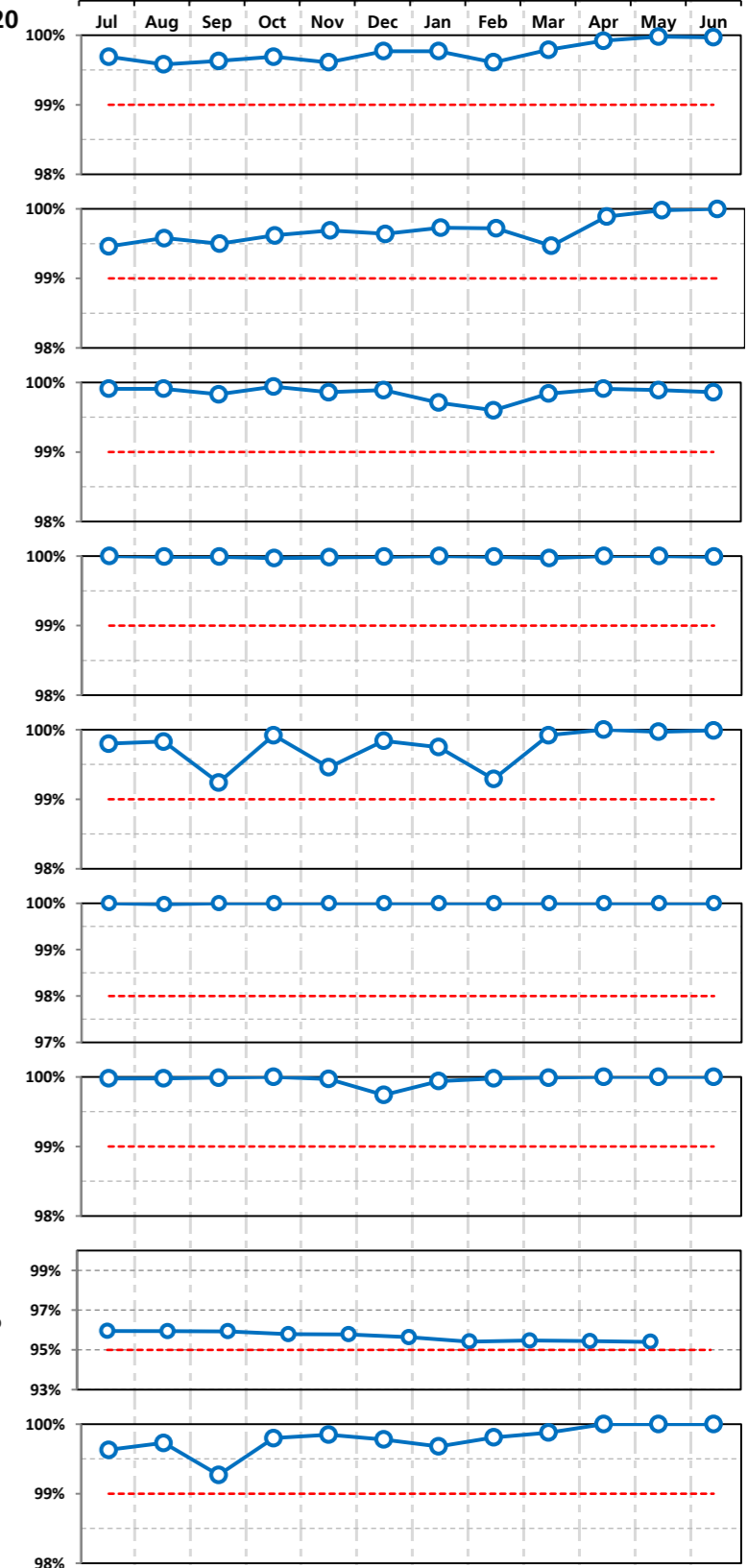
% Pier served passengers

Target	Jun-20	vs. May-20
95.00%	0.00%	▼-95.40%

Arrivals reclaims

Bag reclaim belts availability

Target	Jun-20	vs. May-20
99.00%	100%	0.00%



Notes:

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

Rebates:

	Jun - 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:

	Measure	Lower Threshold	Upper Threshold	Actual	Jun - 2020		Year-to-Date	
					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	4.19	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.26	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.42	£ -	£ -	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

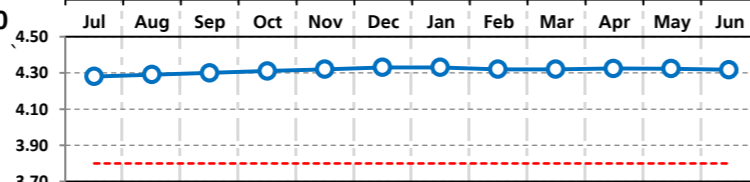
Terminal 4 Performance Report June 2020

*SQRB calculation is based on moving 9x month average for these metrics

Passenger Experience and Service Level Performance

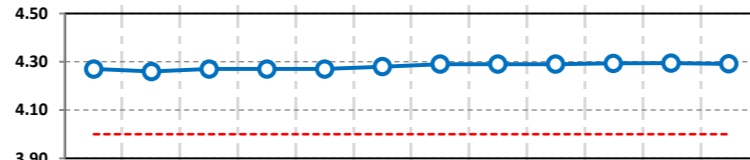
Departure lounge seat availability*
Ease of finding a seat

Target	Jun-20	vs. May-20
3.80	4.32	▼ -0.01



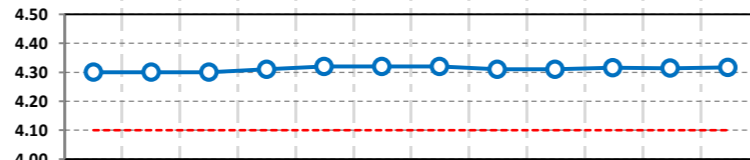
Cleanliness*
Overall cleanliness of the terminal

Target	Jun-20	vs. May-20
4.00	4.29	▼ 0.00



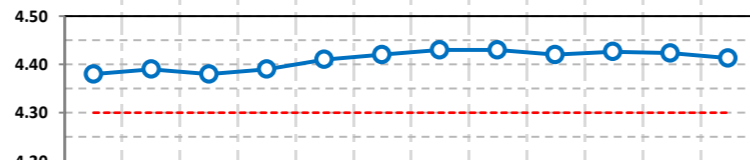
Wayfinding*
Ease of finding your way around the airport

Target	Jun-20	vs. May-20
4.10	4.31	▼ -0.01



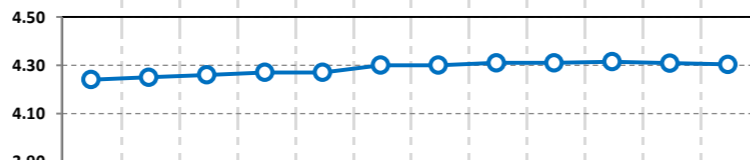
Flight information*
Accuracy and ease of finding flight information

Target	Jun-20	vs. May-20
4.30	4.41	▼ -0.01



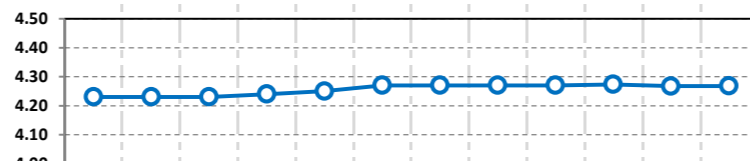
Wi-Fi*
Ease of using WiFi

Target	Jun-20	vs. May-20
	4.30	▼ -0.01



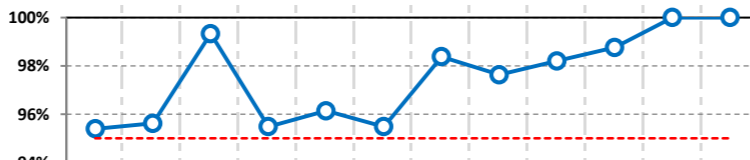
Security*
Passenger satisfaction

Target	Jun-20	vs. May-20
	4.27	▲ 0.00



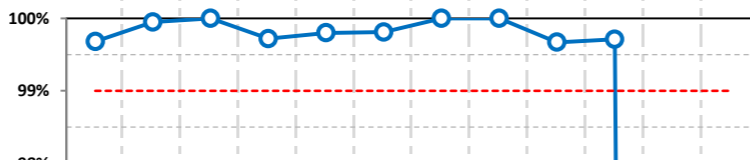
CSA queues - Times queue <5 minutes
Based on 15min time periods measured

Target	Jun-20	vs. May-20
95.00%	N/A	



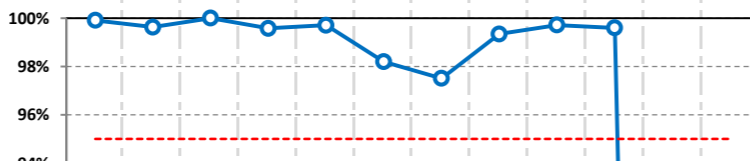
CSA queues - Times queue <10 minutes
Based on 15min time periods measured

Target	Jun-20	vs. May-20
99.00%	N/A	



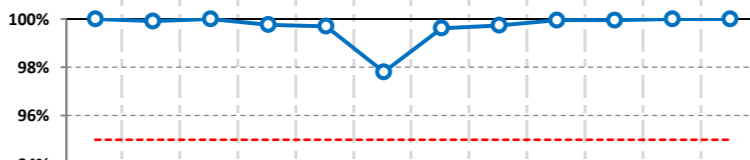
Staff search
Based on 15min time periods measured

Target	Jun-20	vs. May-20
95.00%	N/A	



Transfer Search
Based on 15min time periods measured

Target	Jun-20	vs. May-20
95.00%	100%	0.00%

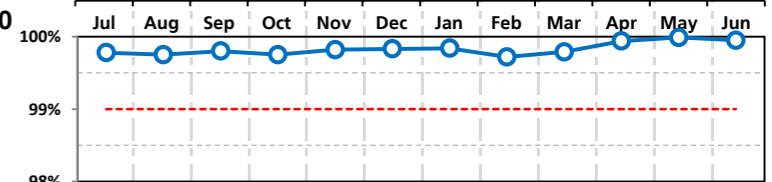


Service Level Performance

PSE (General)

Availability of Passenger Sensitive Equipment (General)

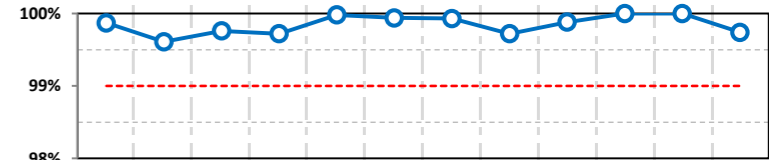
Target	Jun-20	vs. May-20
99.00%	99.95%	▼ -0.04%



PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)

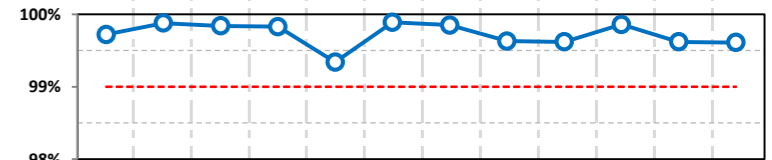
Target	Jun-20	vs. May-20
99.00%	99.74%	▼ -0.26%



Stands

Availability of stands

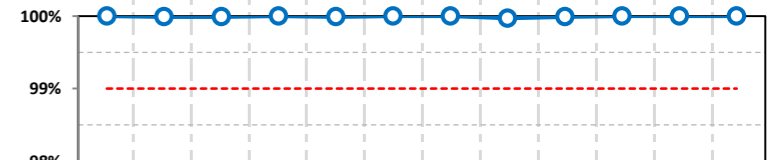
Target	Jun-20	vs. May-20
99.00%	99.61%	▼ -0.01%



FEGP

Availability Fixed Electrical Ground Power

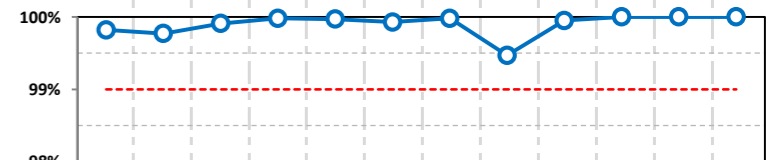
Target	Jun-20	vs. May-20
99.00%	100%	0.00%



Jetties

Availability of Air-Bridges

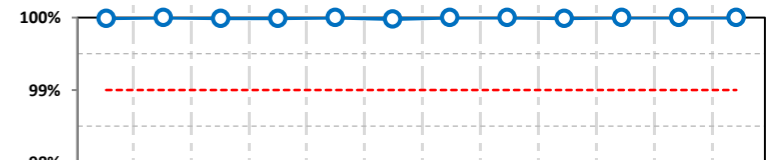
Target	Jun-20	vs. May-20
99.00%	100%	0.00%



SEGS

Availability of Stand entry guidance

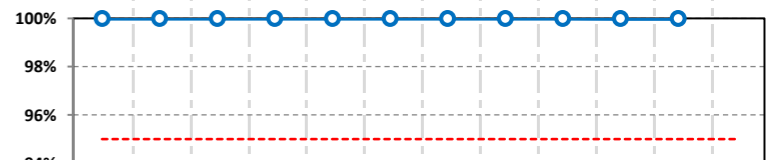
Target	Jun-20	vs. May-20
99.00%	100%	0.00%



Pier Service

% Pier served passengers

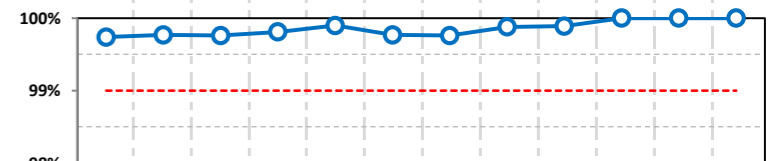
Target	Jun-20	vs. May-20
95.00%	0.00%	▼ -99.98%



Arrivals reclaims

Bag reclaim belts availability

Target	Jun-20	vs. May-20
99.00%	100%	0.00%



Notes:

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

Terminal 4 Performance Report June 2020

Financial Report - Bonus and Rebates

Rebates:

	Jun - 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:

	Measure	Lower Threshold	Upper Threshold	Actual	Jun - 2020		Year-to-Date	
					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	£ -	£ 226,624	2	
Flight information	MAA	4.40	4.70	4.41	£ -	£ -	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

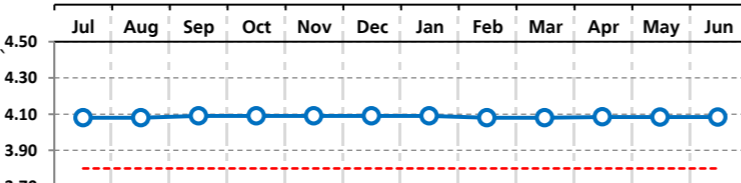
Terminal 5 Performance Report June 2020

*SQRB calculation is based on moving 9x month average for these metrics

Passenger Experience and Service Level Performance

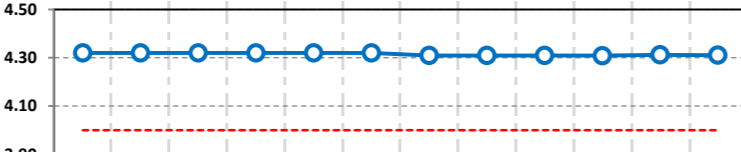
Departure lounge seat availability*
Ease of finding a seat

Target	Jun-20	vs. May-20
3.80	4.08	▼ 0.00



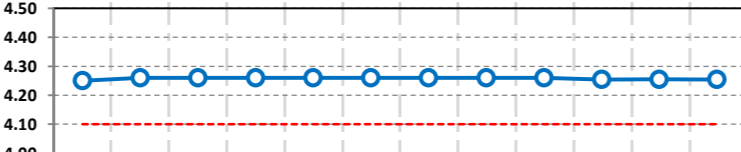
Cleanliness*
Overall cleanliness of the terminal

Target	Jun-20	vs. May-20
4.00	4.31	▼ 0.00



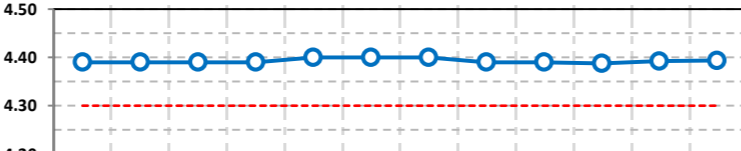
Wayfinding*
Ease of finding your way around the airport

Target	Jun-20	vs. May-20
4.10	4.25	▼ 0.00



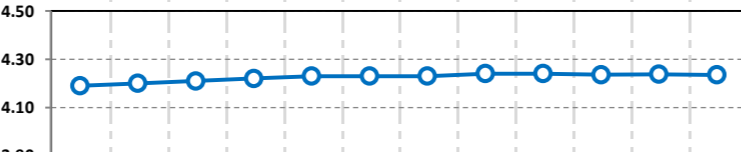
Flight information*
Accuracy and ease of finding flight information

Target	Jun-20	vs. May-20
4.30	4.39	▲ 0.00



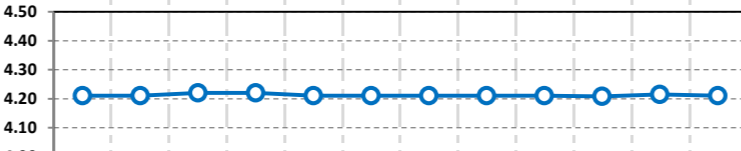
Wi-Fi*
Ease of using WiFi

Target	Jun-20	vs. May-20
	4.24	▼ 0.00



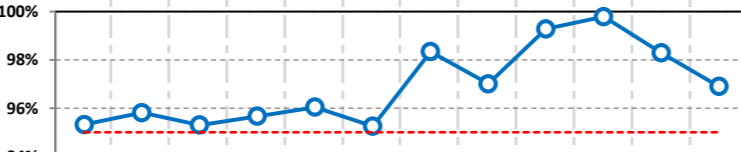
Security*
Passenger satisfaction

Target	Jun-20	vs. May-20
	4.21	▼ 0.00



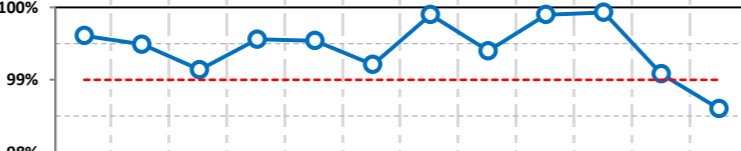
CSA queues - Times queue <5 minutes
Based on 15min time periods measured

Target	Jun-20	vs. May-20
95.00%	96.90%	▼ 1.39%



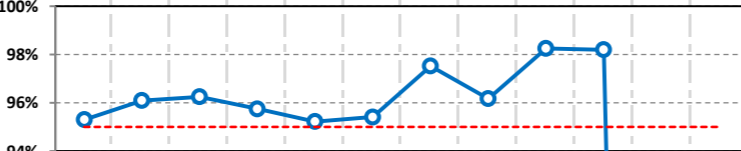
CSA queues - Times queue <10 minutes
Based on 15min time periods measured

Target	Jun-20	vs. May-20
99.00%	98.60%	▼ 0.48%



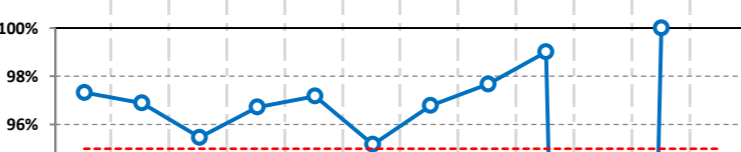
Staff search
Based on 15min time periods measured

Target	Jun-20	vs. May-20
95.00%	N/A	



Transfer Search
Based on 15min time periods measured

Target	Jun-20	vs. May-20
95.00%	N/A	

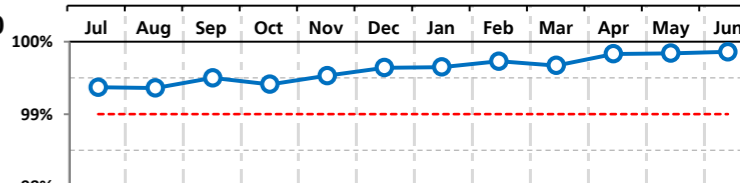


Service Level Performance

PSE (General)

Availability of Passenger Sensitive Equipment (General)

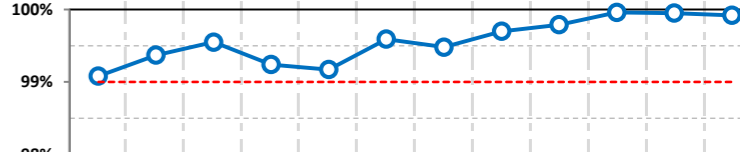
Target	Jun-20	vs. May-20
99.00%	99.86%	▲ 0.02%



PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)

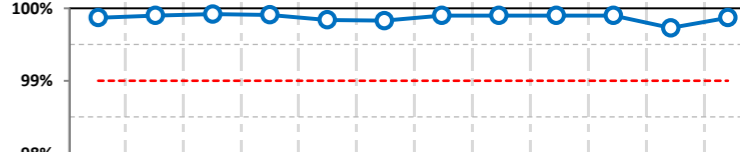
Target	Jun-20	vs. May-20
99.00%	99.92%	▼ -0.03%



Stands

Availability of stands

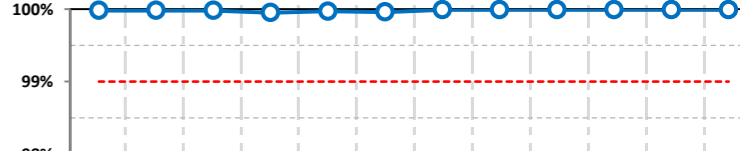
Target	Jun-20	vs. May-20
99.00%	99.87%	▲ 0.14%



FEGP

Availability Fixed Electrical Ground Power

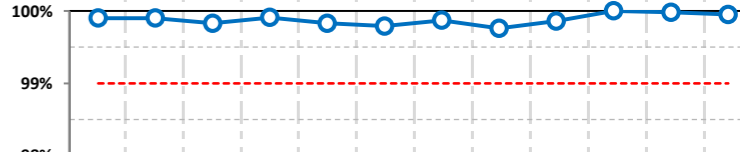
Target	Jun-20	vs. May-20
99.00%	99.99%	0.00%



Jetties

Availability of Air-Bridges

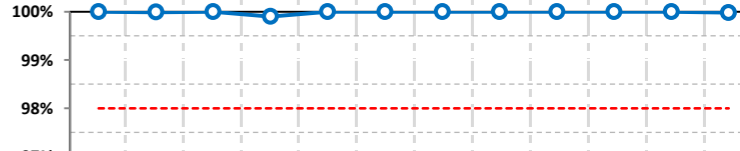
Target	Jun-20	vs. May-20
99.00%	99.95%	▼ -0.03%



PCA

Availability of Pre-Conditioned Air

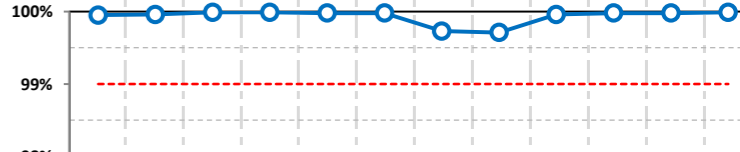
Target	Jun-20	vs. May-20
98.00%	99.98%	▼ -0.02%



SEGs

Availability of Stand entry guidance

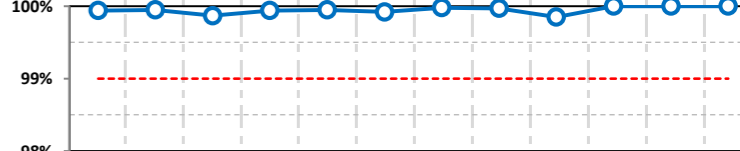
Target	Jun-20	vs. May-20
99.00%	99.99%	▲ 0.01%



Arrivals reclaims

Bag reclaim belts availability

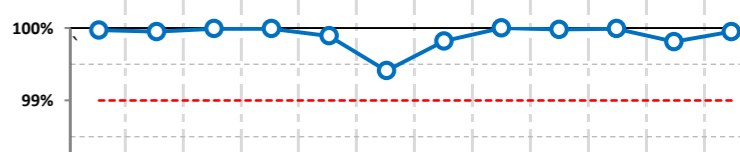
Target	Jun-20	vs. May-20
99.00%	100%	0.00%



TTS - One car

Track Transit System - one car availability

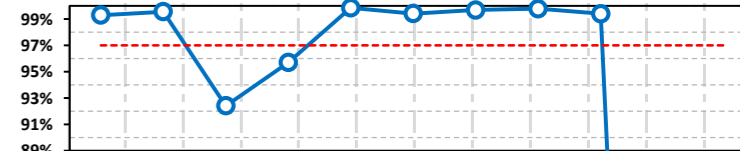
Target	Jun-20	vs. May-20
99.00%	99.95%	▲ 0.14%



TTS - Two cars

Track Transit System - % time two cars available

Target	Jun-20	vs. May-20
97.00%	N/A	



Notes:

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

Rebates:

	Jun - 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	X	£ -	£ -	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:

	Measure	Lower Threshold	Upper Threshold	Actual	Jun - 2020		Year-to-Date	
					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	4.25	£ -	£ 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

Making every journey better