



Heathrow Performance Report

Service Quality Rebate and Bonus - May 2020

Integrated Planning and Performance - Airport Operations

Printed: 16 June 2020

Heathrow
Making every journey better

Heathrow Performance Report May 2020

*SQRB calculation is based on moving 10x month average for these metrics

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.35	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	4.32	4.25	
Flight information* Accuracy and ease of finding flight information	4.40	4.42	4.42	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	92.07%	closed		98.29%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	97.88%	closed		99.08%	
Staff search ** Based on 15min time periods measured	No measurement				
Transfer Search Based on 15min time periods measured	99.95%	100%	100%	No measurement	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	96.43%	97.65%	100%	99.41%	92.40%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.74%	99.98%	99.99%	99.84%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.63%	99.98%	100%	99.95%
Stands Availability of stands	99.71%	99.89%	99.62%	99.73%
FEGP Availability of Fixed Electrical Ground Power	100%	100%	100%	99.99%
Jetties Availability of Air-Bridges	99.97%	99.97%	100%	99.98%
PCA Availability of Pre-conditioned Air	100%	100%		100%
SEGs	100%	100%	100%	99.98%
Pier Service % Pier served passengers	96.61%	95.40%	99.98%	
Arrivals Reclaims Bag reclaim belts availability	99.74%	100%	100%	100%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.81%
TTS - Two cars *** Track Transit System - % time two cars available				No measurement

Financial Report- Bonus and Rebates

	Rebates:					YTD		
	May - 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			✓		£ -	£ -	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		May - 2020				YTD
	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	4.31	4.26	4.32	4.25	£ -	£ 226,624	2
	4.40	4.70	4.40	4.42	4.42	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 10x 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.**

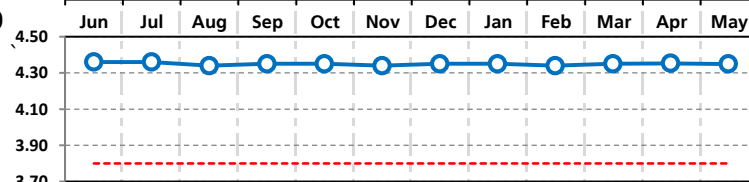
Terminal 2 Performance Report May 2020

*SQRB calculation is based on moving 10x month average for these metrics

Passenger Experience and Service Level Performance

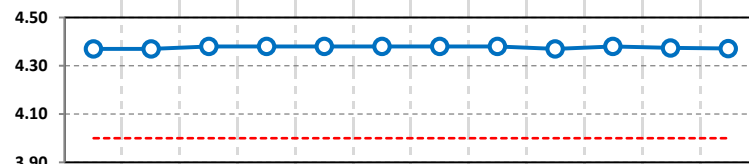
Departure lounge seat availability*
Ease of finding a seat

Target	May-20	vs. Apr-20
3.80	4.35	▼ 0.00



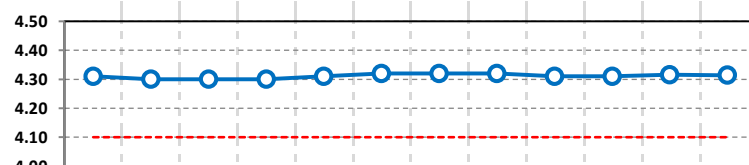
Cleanliness*
Overall cleanliness of the terminal

Target	May-20	vs. Apr-20
4.00	4.37	▼ 0.00



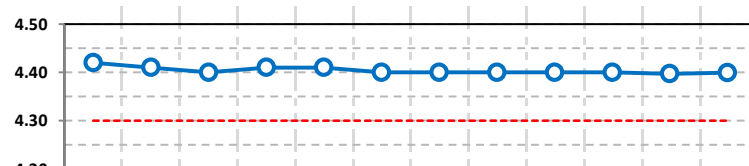
Wayfinding*
Ease of finding your way around the airport

Target	May-20	vs. Apr-20
4.10	4.31	▼ 0.00



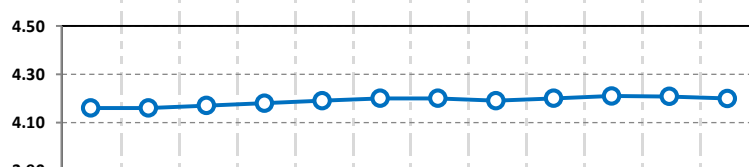
Flight information*
Accuracy and ease of finding flight information

Target	May-20	vs. Apr-20
4.30	4.40	▲ 0.00



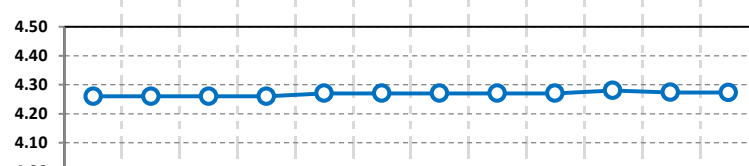
Wi-Fi*
Ease of using WiFi

Target	May-20	vs. Apr-20
	4.20	▼ -0.01



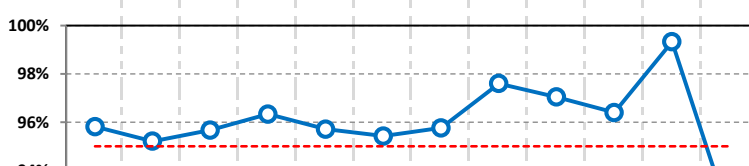
Security*
Passenger satisfaction

Target	May-20	vs. Apr-20
	4.27	▼ 0.00



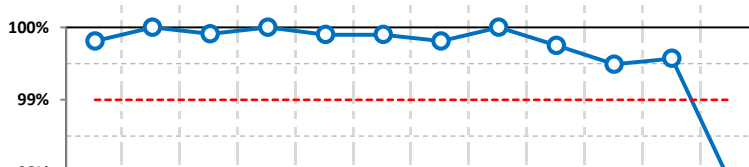
CSA queues - Times queue <5 minutes
Based on 15min time periods measured

Target	May-20	vs. Apr-20
95.00%	92.07%	▼ 7.26%



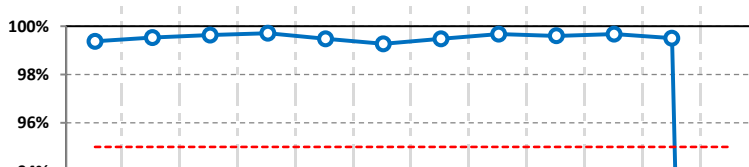
CSA queues - Times queue <10 minutes
Based on 15min time periods measured

Target	May-20	vs. Apr-20
99.00%	97.88%	▼ 1.69%



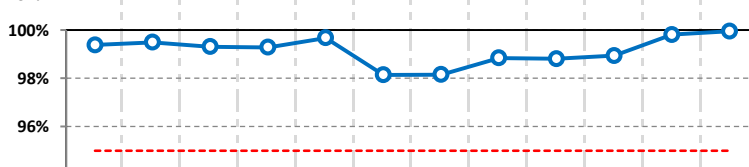
Staff search
Based on 15min time periods measured

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



Transfer Search
Based on 15min time periods measured

Target	May-20	vs. Apr-20
95.00%	99.95%	▲ 0.14%

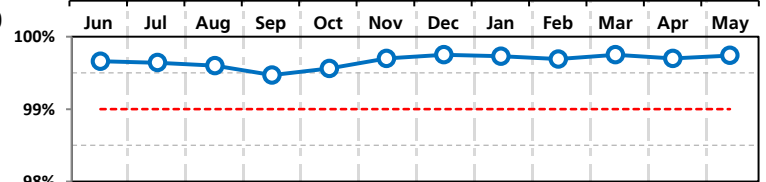


Service Level Performance

PSE (General)

Availability of Passenger Sensitive Equipment (General)

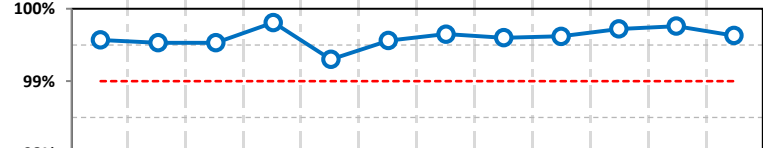
Target	May-20	vs. Apr-20
99.00%	99.74%	▲ 0.04%



PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)

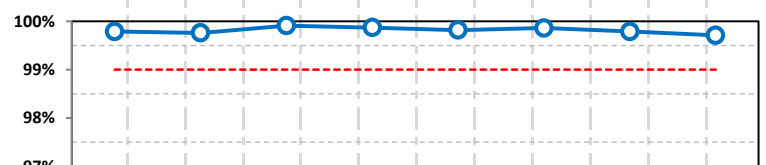
Target	May-20	vs. Apr-20
99.00%	99.63%	▼ -0.13%



Stands

Availability of stands

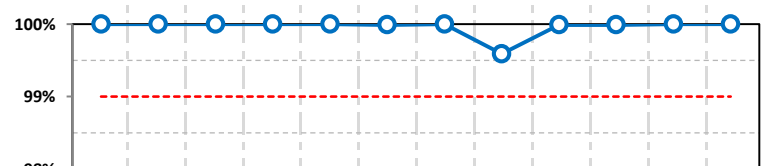
Target	May-20	vs. Apr-20
99.00%	99.71%	▼ -0.08%



FEGP

Availability Fixed Electrical Ground Power

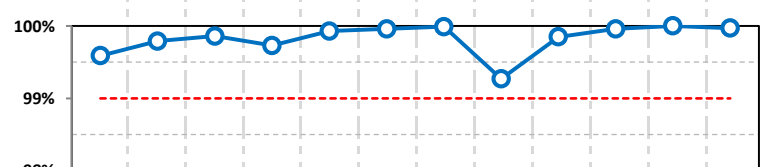
Target	May-20	vs. Apr-20
99.00%	100%	0.00%



Jetties

Availability of Air-Bridges

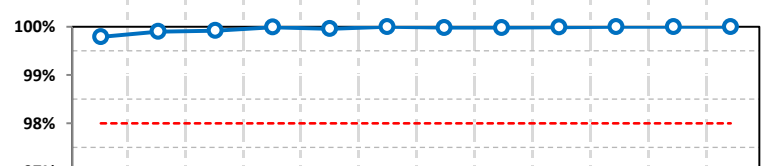
Target	May-20	vs. Apr-20
99.00%	99.97%	▼ -0.03%



PCA

Availability of Pre-Conditioned Air

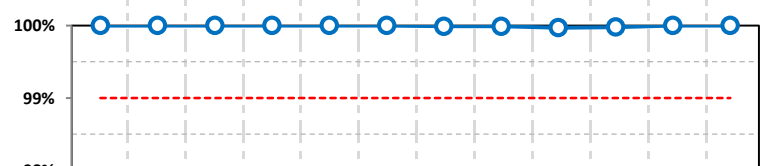
Target	May-20	vs. Apr-20
98.00%	100%	0.00%



SEGs

Availability of Stand entry guidance

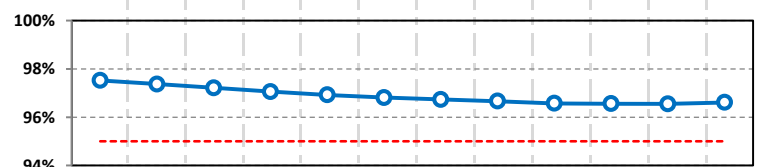
Target	May-20	vs. Apr-20
99.00%	100%	0.00%



Pier Service

% Pier served passengers

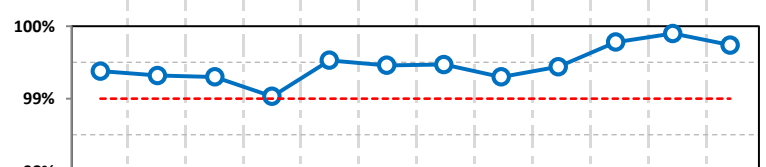
Target	May-20	vs. Apr-20
95.00%	96.61%	▲ 0.06%



Arrivals reclaims

Bag reclaim belts availability

Target	May-20	vs. Apr-20
99.00%	99.74%	▼ -0.16%



Notes:

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

Terminal 2 Performance Report May 2020

Financial Report - Bonus and Rebates

Rebates:

	Target Achieved	May - 2020	Year-to-Date	
		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	May - 2020	Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.35	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.37	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.31	£ -	£ 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 May 2020

*SQRB calculation is based on moving 10x month average for these metrics

Passenger Experience and Service Level Performance

Departure lounge seat availability*
Ease of finding a seat

Target	May-20	vs. Apr-20
3.80	4.20	▼ 0.00

Cleanliness*
Overall cleanliness of the terminal

Target	May-20	vs. Apr-20
4.00	4.18	▼ 0.00

Wayfinding*
Ease of finding your way around the airport

Target	May-20	vs. Apr-20
4.10	4.26	▼ 0.00

Flight information*
Accuracy and ease of finding flight information

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

Wi-Fi*
Ease of using WiFi

Target	May-20	vs. Apr-20
	4.21	▼ -0.01

Security*
Passenger satisfaction

Target	May-20	vs. Apr-20
	4.24	▼ 0.00

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

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

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

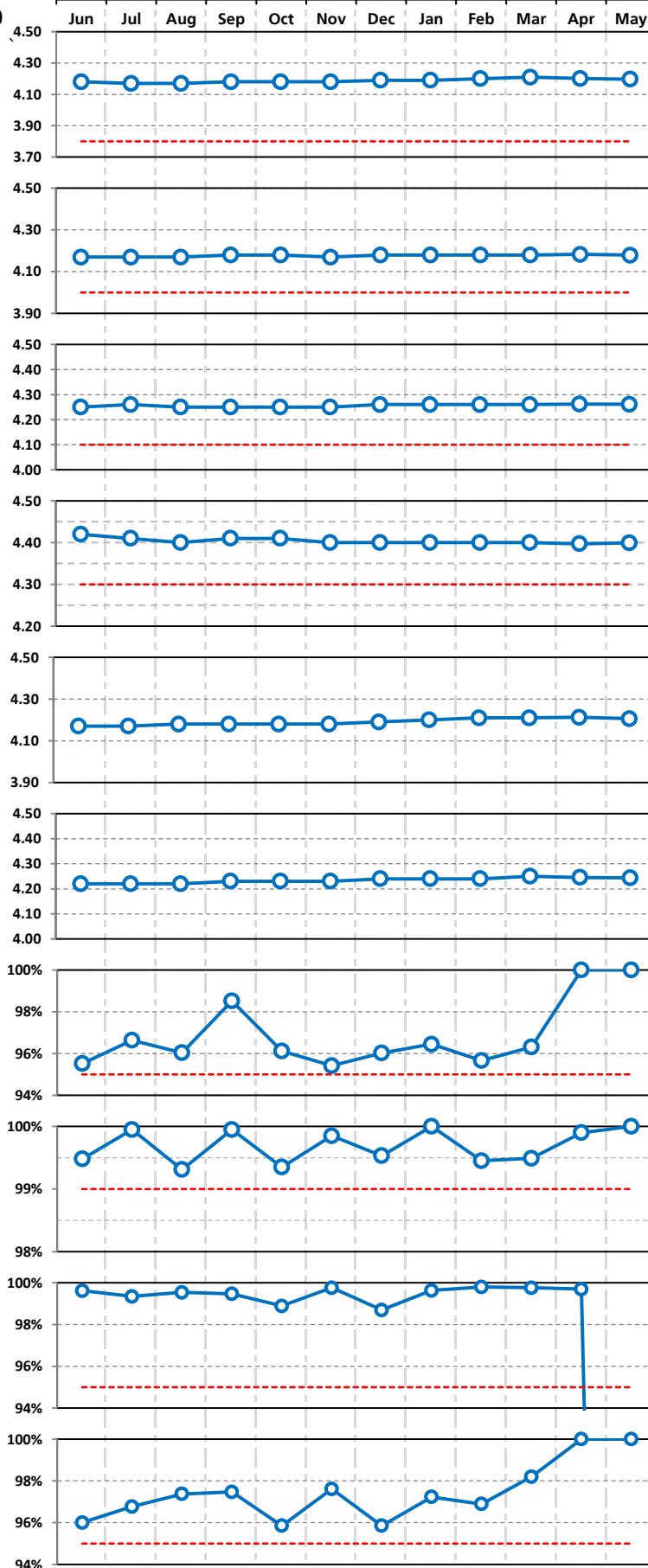
Target	May-20	vs. Apr-20
99.00%	N/A	

Staff search
Based on 15min time periods measured

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

Transfer Search
Based on 15min time periods measured

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



Service Level Performance

PSE (General)
Availability of Passenger Sensitive Equipment (General)

Target	May-20	vs. Apr-20
99.00%	99.98%	▲ 0.06%

PSE (Priority)
Availability of Passenger Sensitive Equipment (Priority)

Target	May-20	vs. Apr-20
99.00%	99.98%	▲ 0.09%

Stands
Availability of stands

Target	May-20	vs. Apr-20
99.00%	99.89%	▼ -0.02%

FEGP
Availability Fixed Electrical Ground Power

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

Jetties
Availability of Air-Bridges

Target	May-20	vs. Apr-20
99.00%	99.97%	▼ -0.03%

PCA
Availability of Pre-Conditioned Air

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

SEGs
Availability of Stand entry guidance

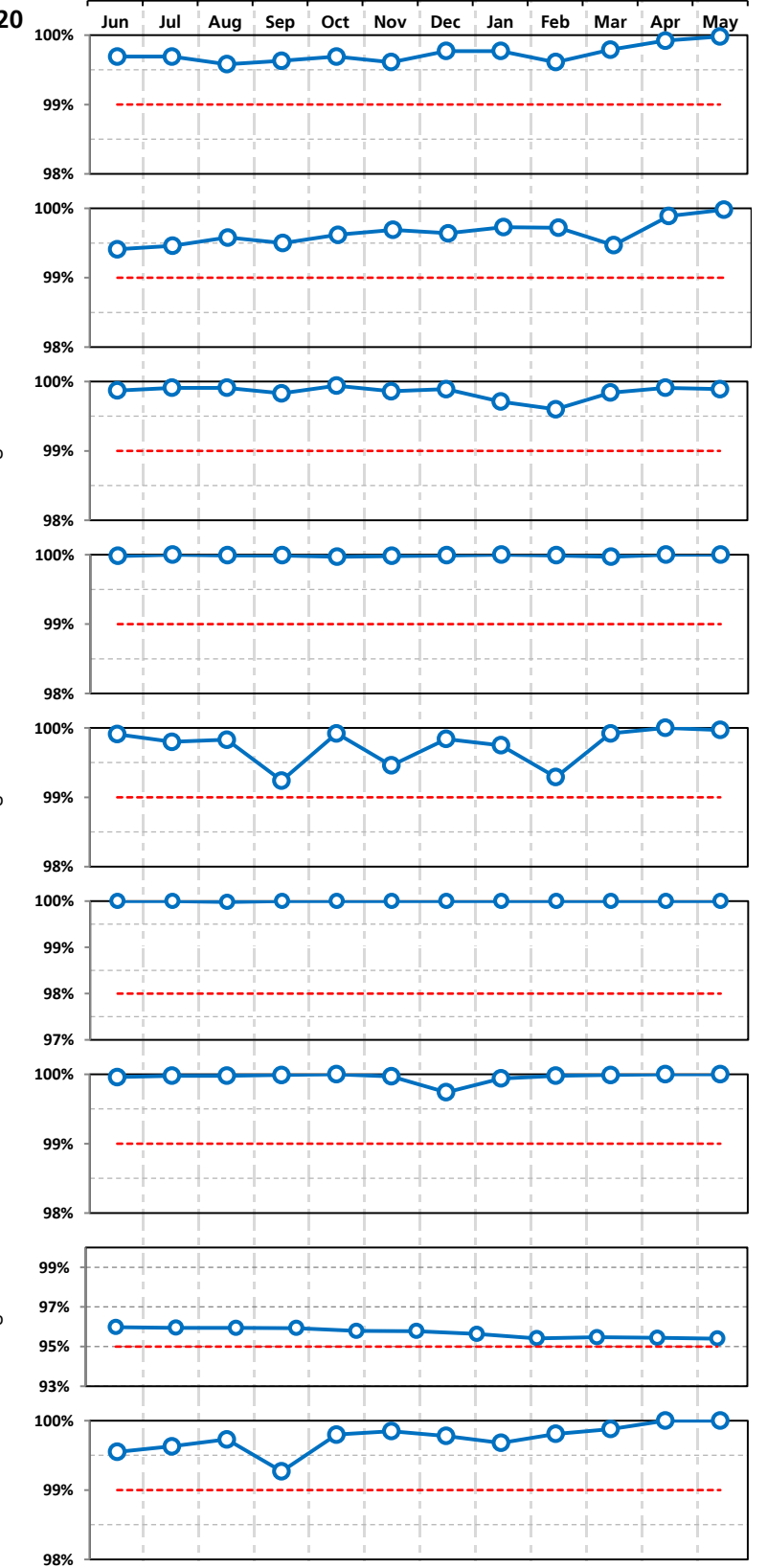
Target	May-20	vs. Apr-20
99.00%	100%	0.00%

Pier Service
% Pier served passengers

Target	May-20	vs. Apr-20
95.00%	95.40%	▼ -0.04%

Arrivals reclaims
Bag reclaim belts availability

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



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

Terminal 3 Performance Report May 2020

Financial Report - Bonus and Rebates

Rebates:

	May - 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	May - 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	4.18	£ -	£ -	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

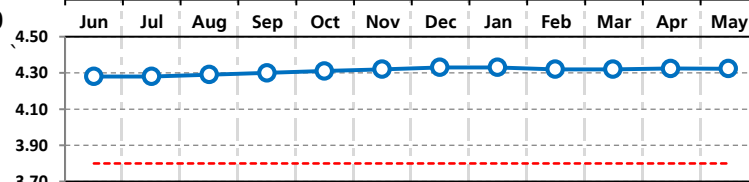
Terminal 4 Performance Report May 2020

*SQRB calculation is based on moving 10x month average for these metrics

Passenger Experience and Service Level Performance

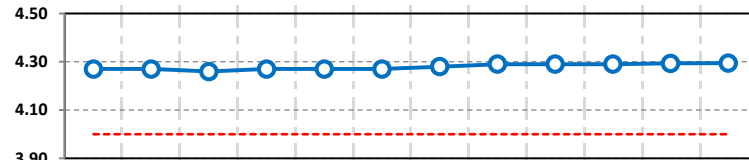
Departure lounge seat availability*
Ease of finding a seat

Target	May-20	vs. Apr-20
3.80	4.32	▼ 0.00



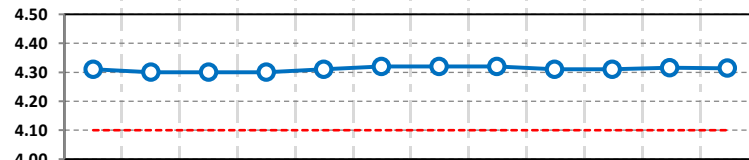
Cleanliness*
Overall cleanliness of the terminal

Target	May-20	vs. Apr-20
4.00	4.29	▲ 0.00



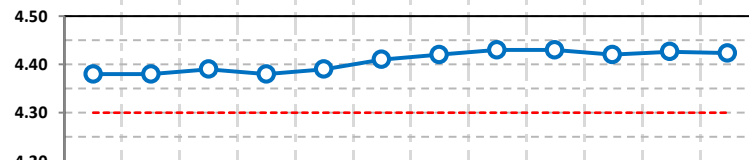
Wayfinding*
Ease of finding your way around the airport

Target	May-20	vs. Apr-20
4.10	4.32	▲ 0.01



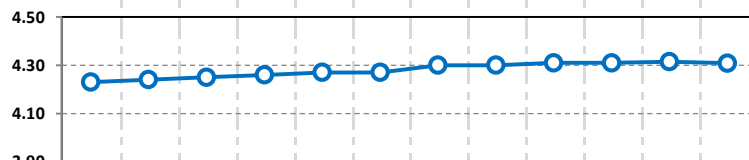
Flight information*
Accuracy and ease of finding flight information

Target	May-20	vs. Apr-20
4.30	4.42	▼ 0.00



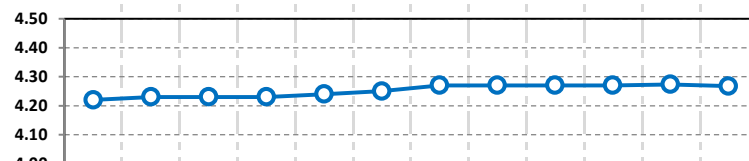
Wi-Fi*
Ease of using WiFi

Target	May-20	vs. Apr-20
	4.31	▼ -0.01



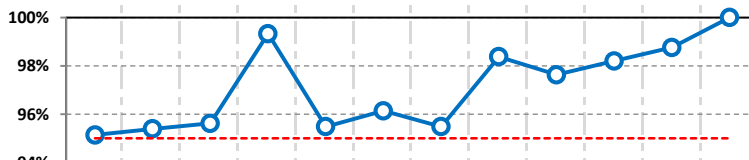
Security*
Passenger satisfaction

Target	May-20	vs. Apr-20
	4.27	▼ -0.01



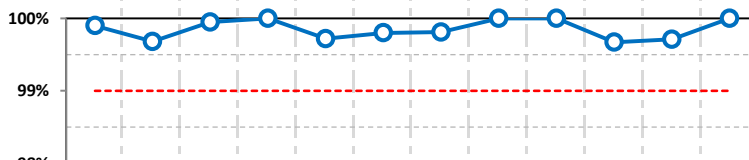
CSA queues - Times queue <5 minutes
Based on 15min time periods measured

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



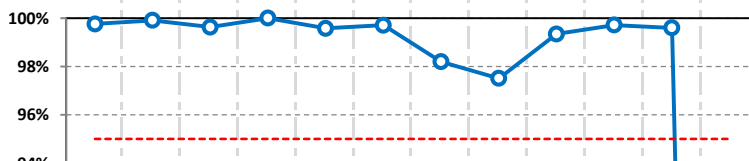
CSA queues - Times queue <10 minutes
Based on 15min time periods measured

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



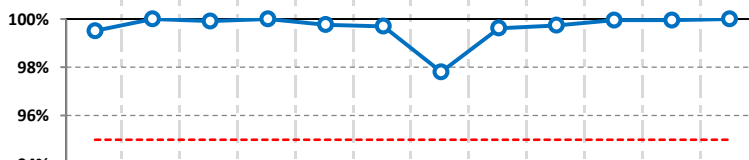
Staff search
Based on 15min time periods measured

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



Transfer Search
Based on 15min time periods measured

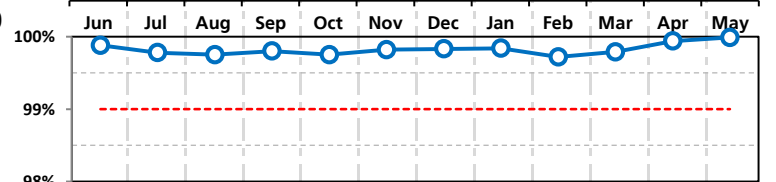
Target	May-20	vs. Apr-20
95.00%	100%	▲ 0.05%



Service Level Performance

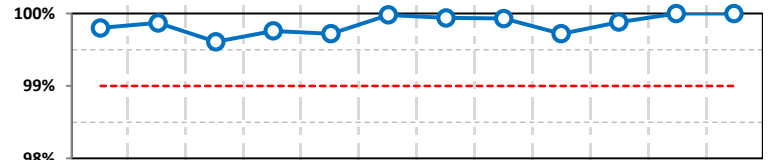
PSE (General)
Availability of Passenger Sensitive Equipment (General)

Target	May-20	vs. Apr-20
99.00%	99.99%	▲ 0.05%



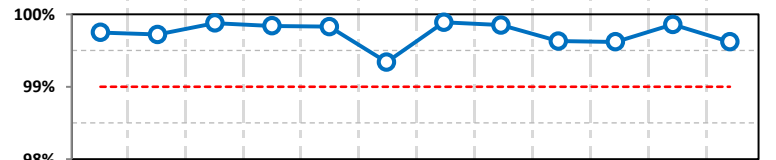
PSE (Priority)
Availability of Passenger Sensitive Equipment (Priority)

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



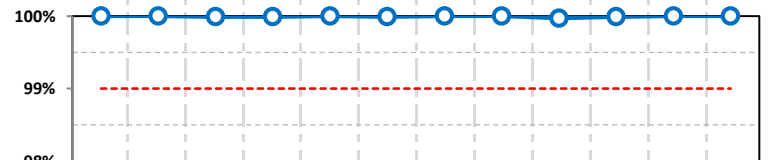
Stands
Availability of stands

Target	May-20	vs. Apr-20
99.00%	99.62%	▼ -0.24%



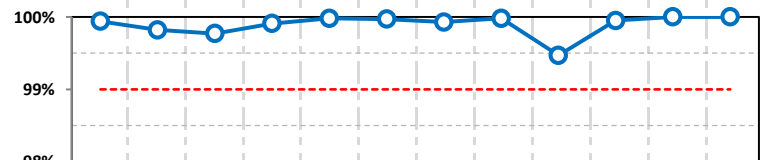
FEGP
Availability Fixed Electrical Ground Power

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



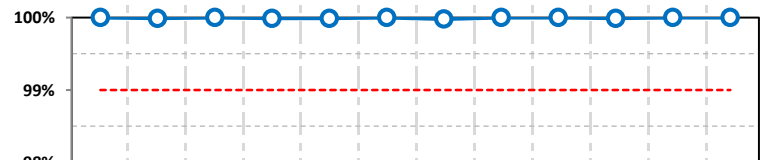
Jetties
Availability of Air-Bridges

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



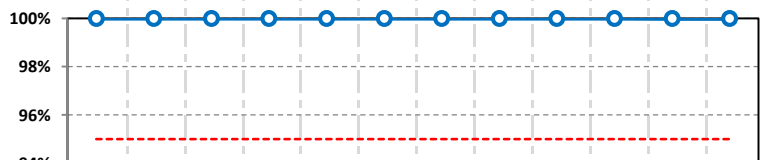
SEGS
Availability of Stand entry guidance

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



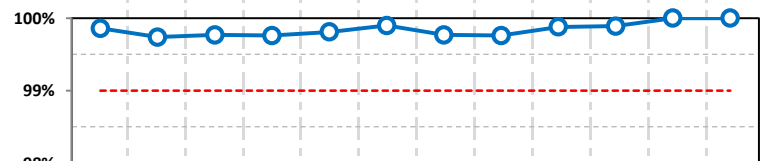
Pier Service
% Pier served passengers

Target	May-20	vs. Apr-20
95.00%	99.98%	0.00%



Arrivals reclaims
Bag reclaim belts availability

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



Notes:

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

Terminal 4 Performance Report May 2020

Financial Report - Bonus and Rebates

Rebates:

	May - 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	May - 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	4.32	£ -	£ 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

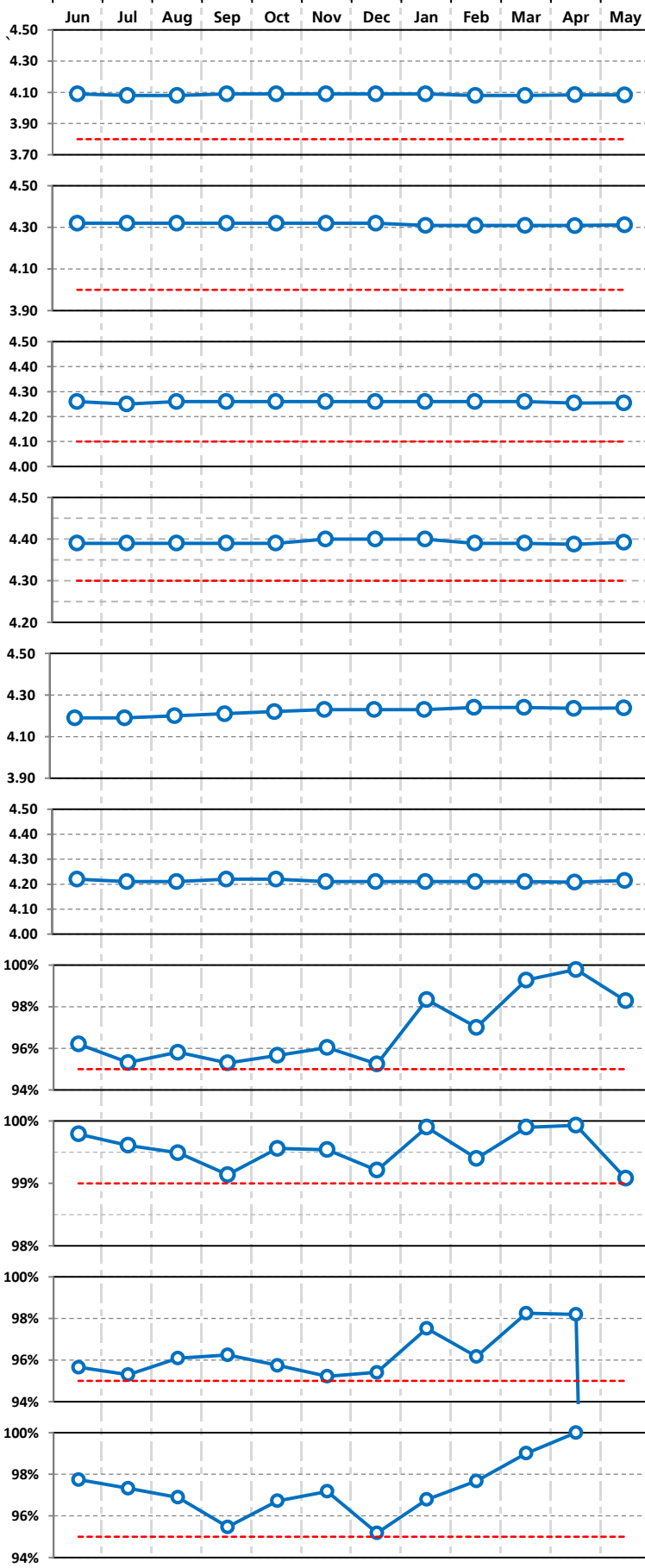
All bonus measures are based on MAA

Terminal 5 Performance Report May 2020

*SQRB calculation is based on moving 10x month average for these metrics

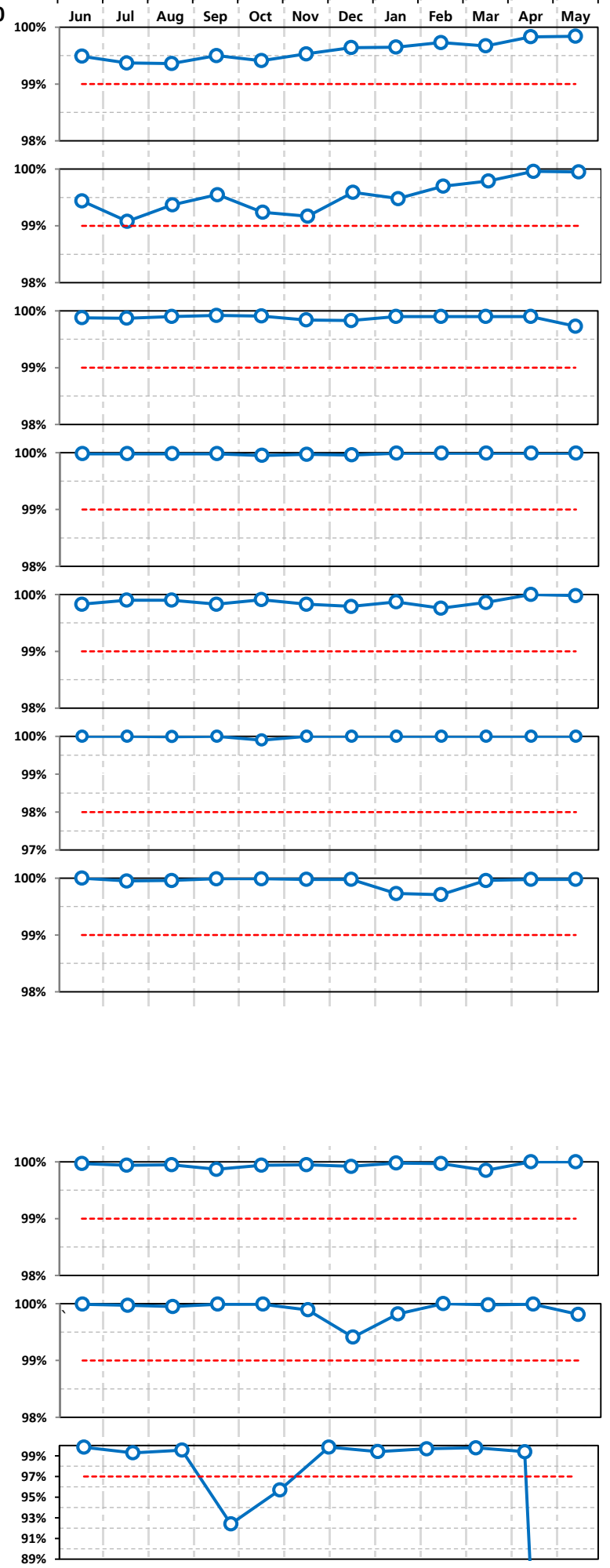
Passenger Experience and Service Level Performance

	Target	May-20	vs. Apr-20
Departure lounge seat availability* Ease of finding a seat	3.80	4.08	▼ 0.00
Cleanliness* Overall cleanliness of the terminal	4.00	4.31	▲ 0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.25	▲ 0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.39	▲ 0.00
Wi-Fi* Ease of using WiFi		4.24	▲ 0.00
Security* Passenger satisfaction		4.21	▲ 0.01
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	98.29%	▼ 1.50%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.08%	▼ 0.85%
Staff search Based on 15min time periods measured	95.00%	N/A	
Transfer Search Based on 15min time periods measured	95.00%	N/A	



Service Level Performance

	Target	May-20	vs. Apr-20
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.84%	▲ 0.01%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.95%	▼ 0.01%
Stands Availability of stands	99.00%	99.73%	▼ 0.17%
FEGP Availability Fixed Electrical Ground Power	99.00%	99.99%	0.00%
Jetties Availability of Air-Bridges	99.00%	99.98%	▼ 0.02%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.98%	0.00%
Arrivals reclaims Bag reclaim belts availability	99.00%	100%	0.00%
TTS - One car Track Transit System - one car availability	99.00%	99.81%	▼ 0.18%
TTS - Two cars Track Transit System - % time two cars available	97.00%	N/A	



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

Terminal 5 Performance Report May 2020

Financial Report - Bonus and Rebates

Rebates:

	May - 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:

	Measure	Lower Threshold	Upper Threshold	May - 2020		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.08	£ -	£ -	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

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