



# Heathrow Performance Report

Service Quality Rebate and Bonus - September 2020

Operational Planning

Printed: 14 October 2020

**Heathrow**  
Making every journey better

# Heathrow Performance Report September 2020

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.39	4.25	4.32	4.17	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.40	4.19	4.32	4.33	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.34	4.27	4.33	4.27	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.43	4.41	4.43	4.40	
<b>Wi-Fi*</b> Ease of using WiFi	4.19	4.20	4.35	4.23	
<b>Security*</b> Passenger satisfaction	4.30	4.27	4.29	4.23	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	92.71%			94.71%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.05%			99.36%	
<b>Staff search **</b> Based on 15min time periods measured	98.81%	99.95%	100%	99.89%	
<b>Transfer Search</b> Based on 15min time periods measured	99.95%			99.40%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	97.63%	97.30%	100%	97.40%	94.28%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.76%	99.90%	99.97%	99.62%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.59%	100%	100%	99.60%
<b>Stands</b> Availability of stands	99.88%	99.80%	95.21%	99.77%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.99%	99.99%	100%	99.71%
<b>Jetties</b> Availability of Air-Bridges	100%	100%	100%	99.98%
<b>PCA</b> Availability of Pre-conditioned Air	99.97%	100%		100%
<b>SEGs</b>	99.99%	100%	100%	99.98%
<b>Pier Service</b> % Pier served passengers	99.99%			93.60%
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.60%	100%	100%	99.96%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				100%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				97.73%

## Financial Report- Bonus and Rebates

	Rebates:					Estimated Rebate	Estimated Rebate	Total Failures
	Sep - 2020				YTD			
	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>	X			X		£ -	£ -	0
Staff Search						£ -	£ -	0
<b>Transfer search</b>	✓	✓	✓			£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	X	✓		£ -	£ -	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:		Sep - 2020				Estimated Bonus	Estimated Bonus	Total Pass
	Lower Threshold	Upper Threshold	T2	T3	T4	T5			
	4.10	4.50	4.39	4.25	4.32	4.17	£ -	£ -	0
	4.20	4.50	4.40	4.19	4.32	4.33	£ -	£ -	0
	4.20	4.50	4.34	4.27	4.33	4.27	£ -	£ 226,624	2
	4.40	4.70	4.43	4.41	4.43	4.40	£ -	£ -	0
<b>Total</b>							£ -	£ 226,624	2

**Bonus:** All business units must exceed Lower Threshold.  
Rebates and bonuses are exempt and therefore not payable at this time.  
Financial year is from January 2020 - December 2020

\*SQRB calculation is based on a 6x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

\*\* Wilson James returned to review Staff Search Queue Times and T5 Transfers

**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.**

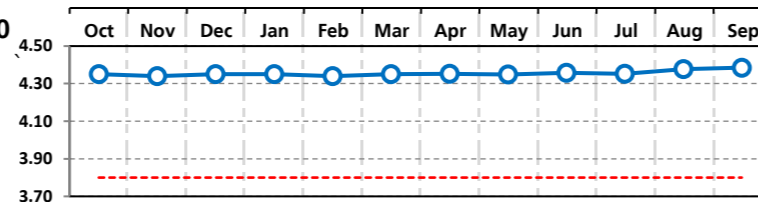
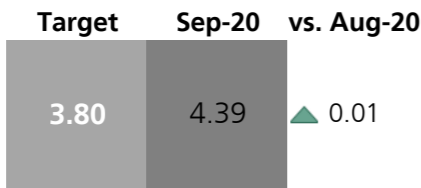
# Terminal 2 Performance Report September 2020

Classification: Internal

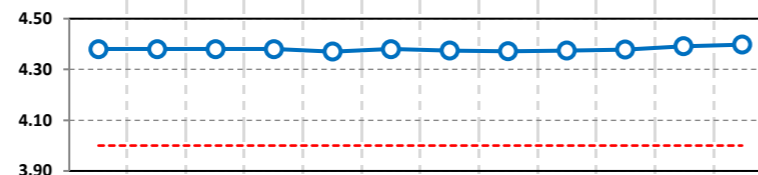
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## Passenger Experience and Service Level Performance

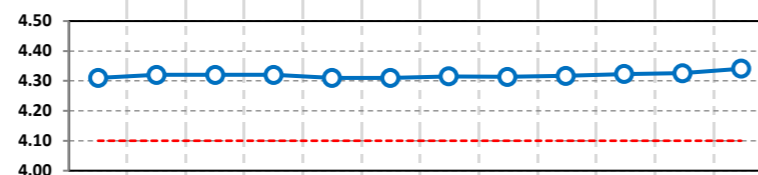
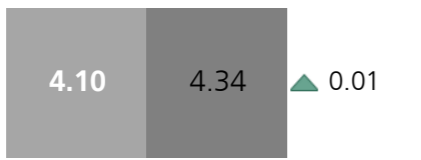
**Departure lounge seat availability\***  
Ease of finding a seat



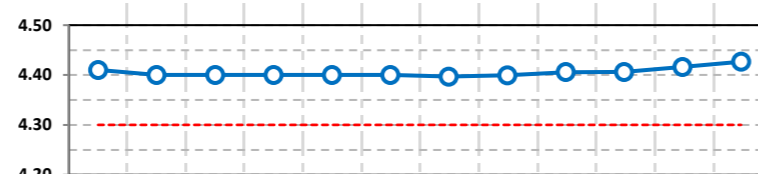
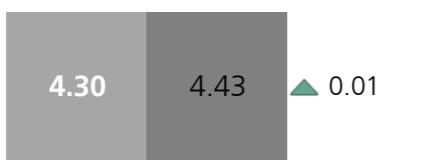
**Cleanliness\***  
Overall cleanliness of the terminal



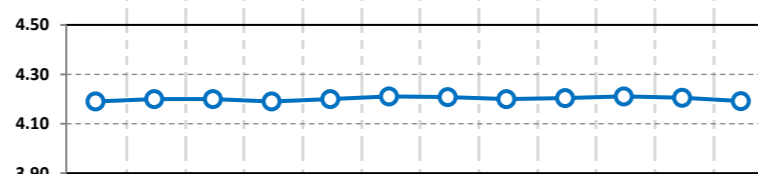
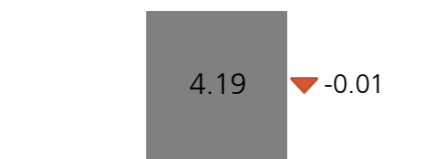
**Wayfinding\***  
Ease of finding your way around the airport



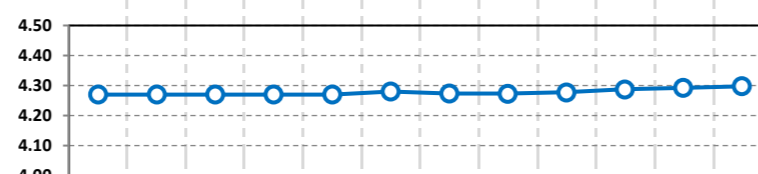
**Flight information\***  
Accuracy and ease of finding flight information



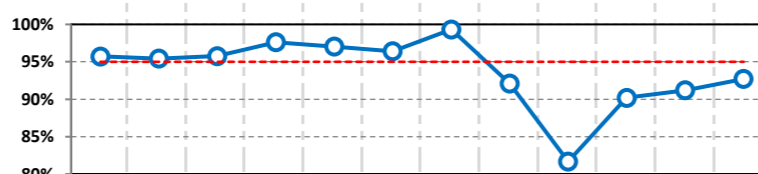
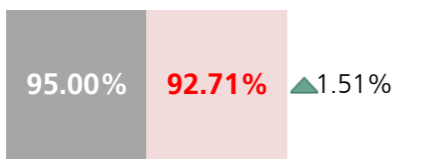
**Wi-Fi\***  
Ease of using WiFi



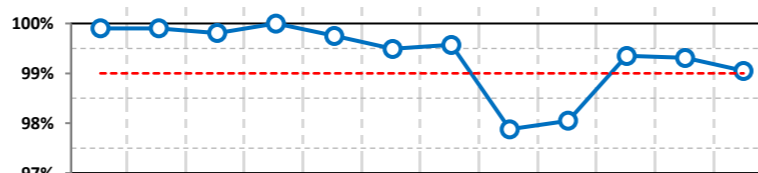
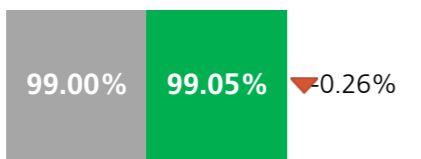
**Security\***  
Passenger satisfaction



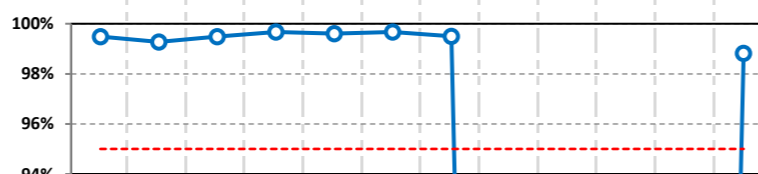
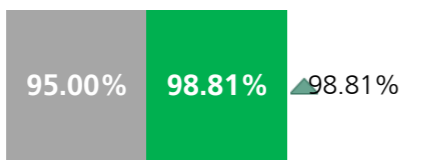
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



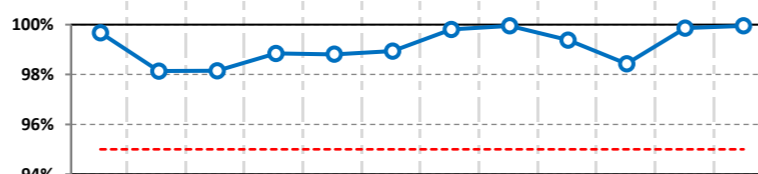
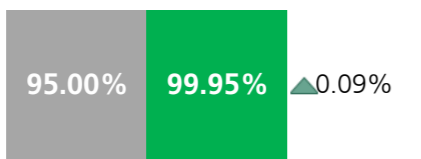
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



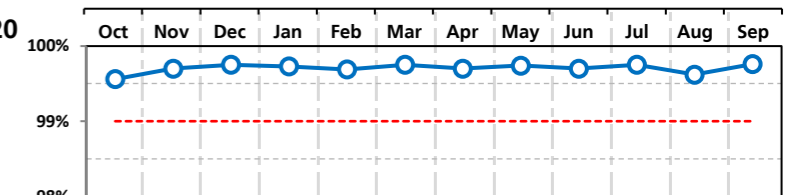
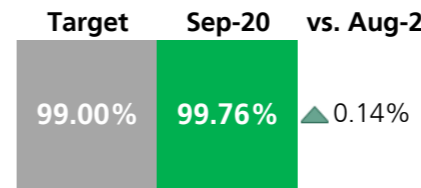
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

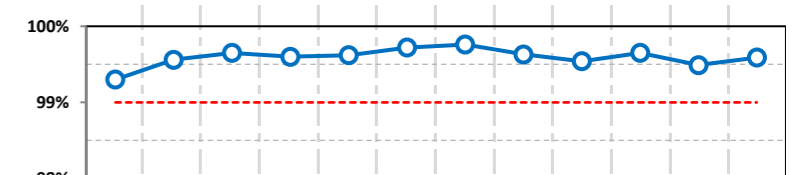
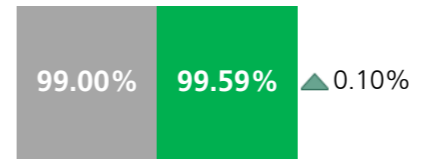
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



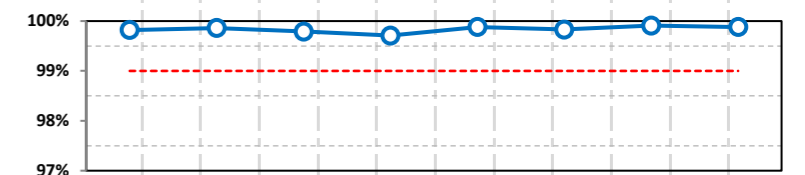
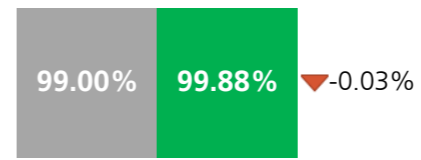
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



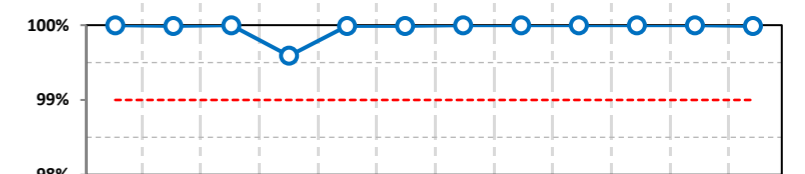
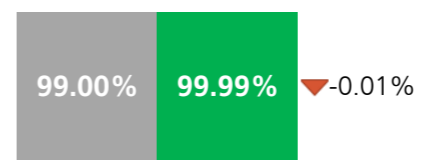
**Stands**

Availability of stands



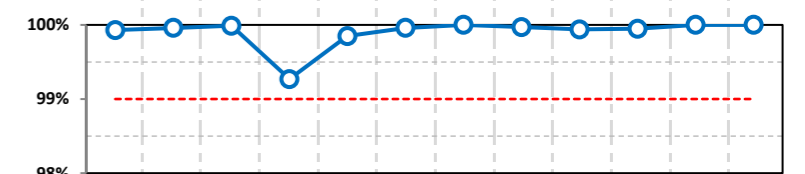
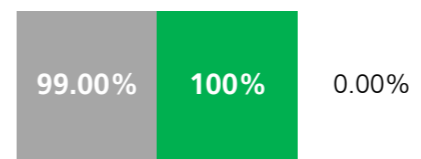
**FEGP**

Availability Fixed Electrical Ground Power



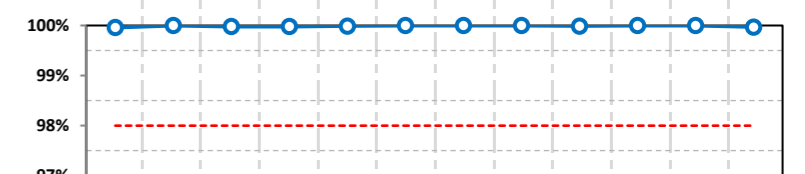
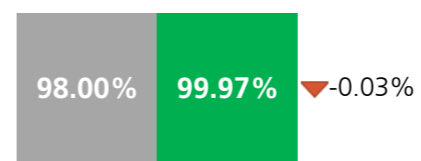
**Jetties**

Availability of Air-Bridges



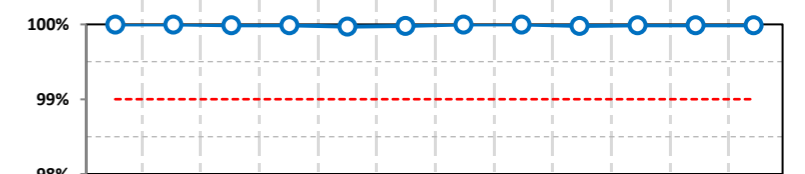
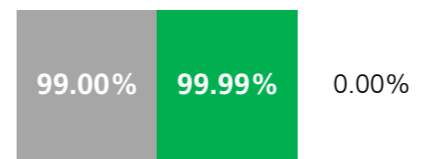
**PCA**

Availability of Pre-Conditioned Air



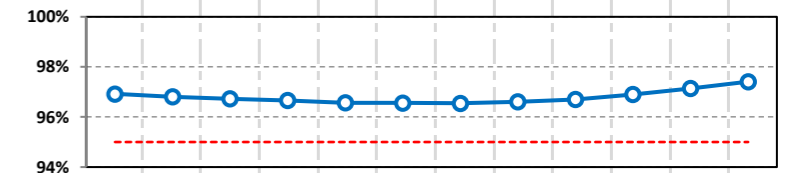
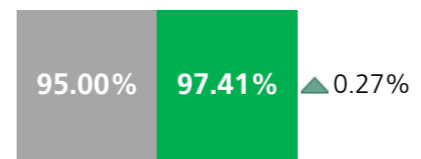
**SEGS**

Availability of Stand entry guidance



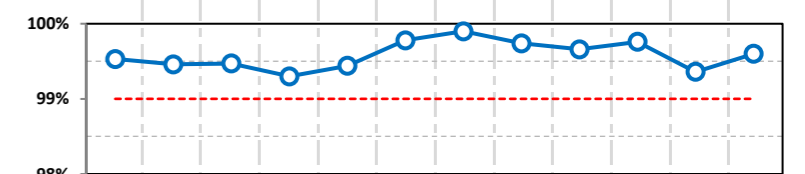
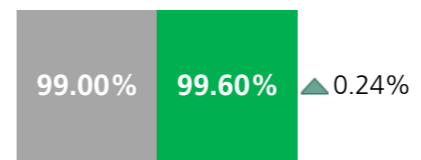
**Pier Service**

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**

\*SQRB calculation is based on a 6x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

## Terminal 2 Performance Report September 2020

## Financial Report - Bonus and Rebates

## Rebates:

	Sep - 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>	X	£ -	£ -	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	Sep - 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	4.39	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.40	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.34	£ -	£ 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

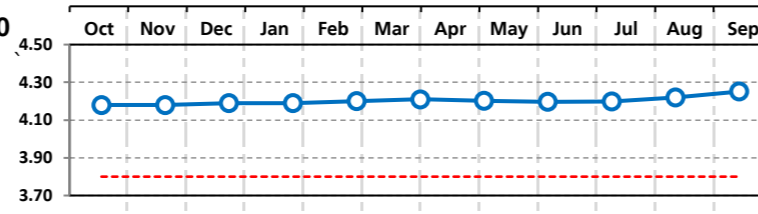
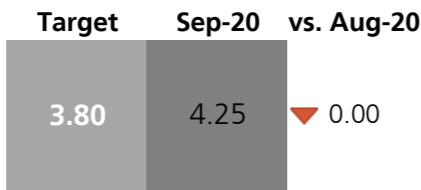
# Terminal 3 Performance Report September 2020

Classification: Internal

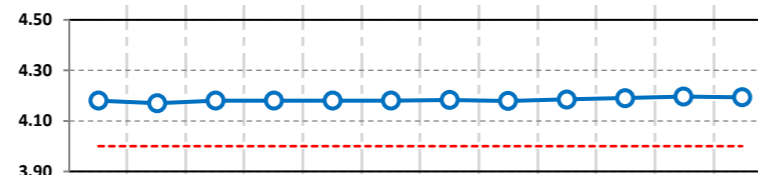
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## Passenger Experience and Service Level Performance

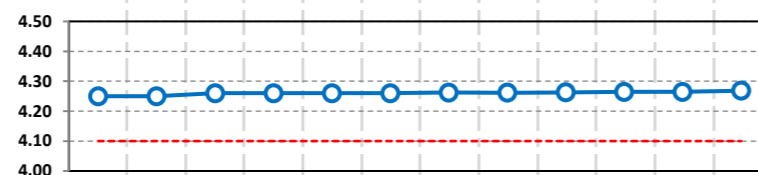
**Departure lounge seat availability\***  
Ease of finding a seat



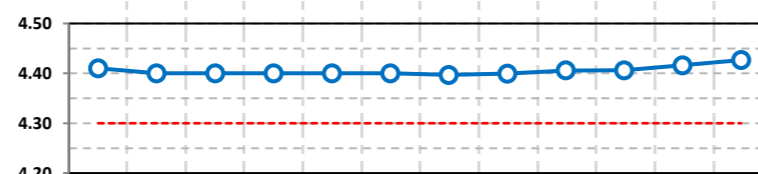
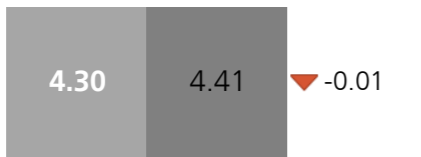
**Cleanliness\***  
Overall cleanliness of the terminal



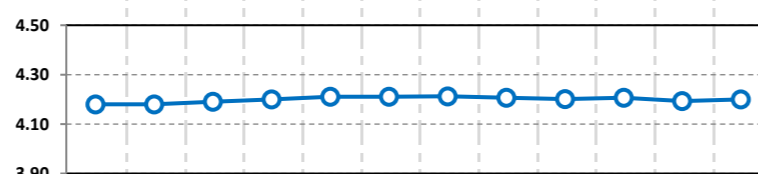
**Wayfinding\***  
Ease of finding your way around the airport



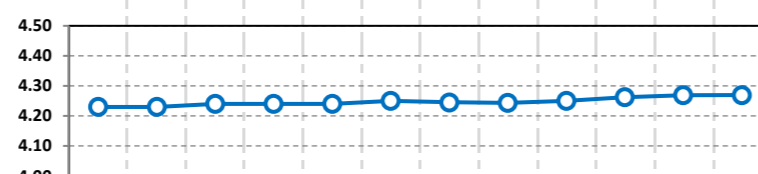
**Flight information\***  
Accuracy and ease of finding flight information



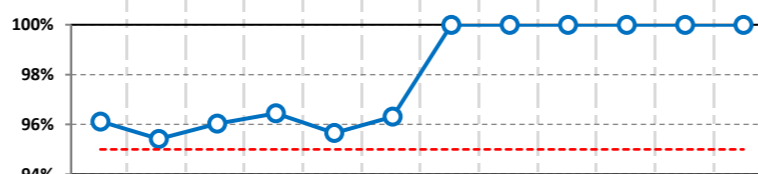
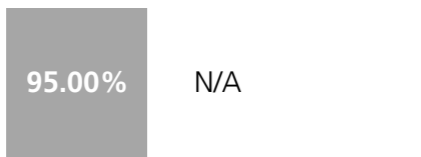
**Wi-Fi\***  
Ease of using WiFi



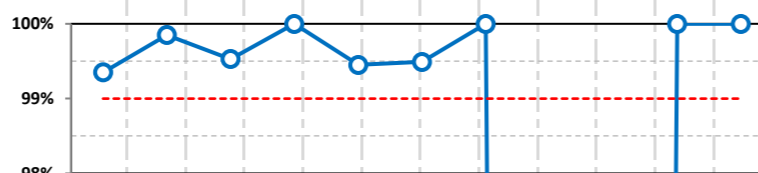
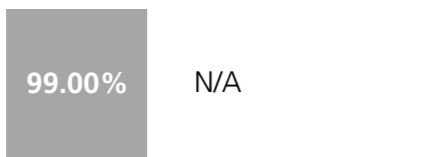
**Security\***  
Passenger satisfaction



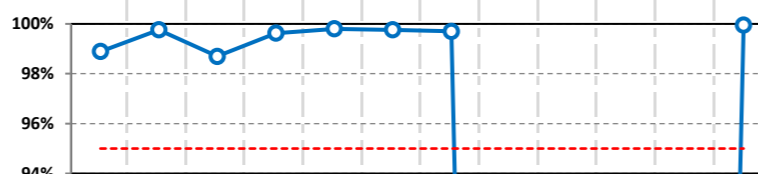
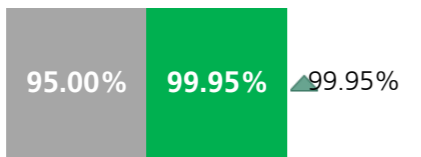
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



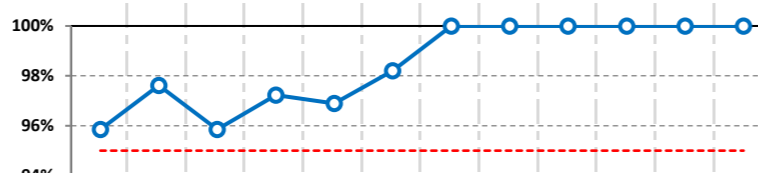
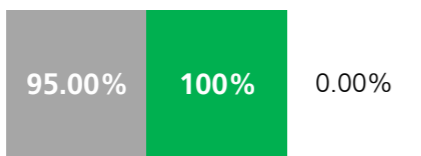
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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

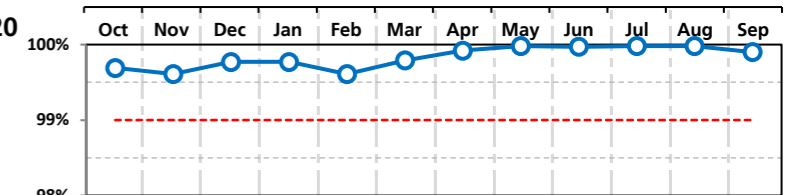
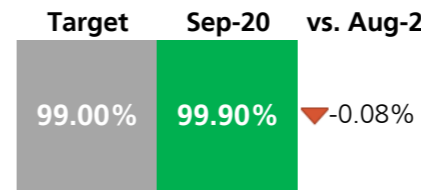


**Transfer Search**  
Based on 15min time periods measured

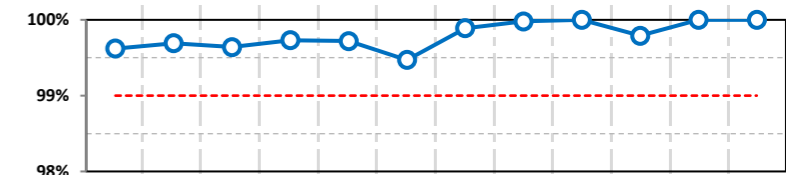
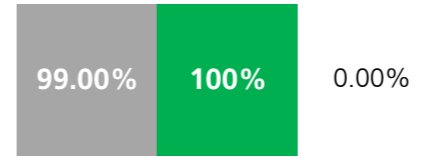


## Service Level Performance

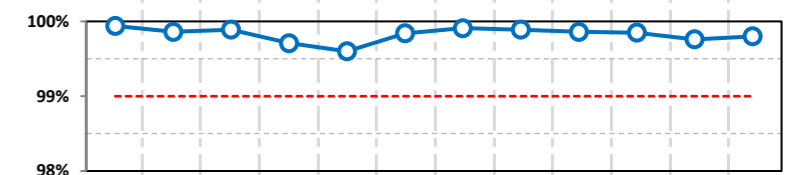
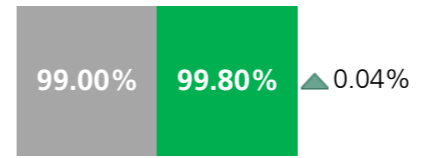
**PSE (General)**  
Availability of Passenger Sensitive Equipment (General)



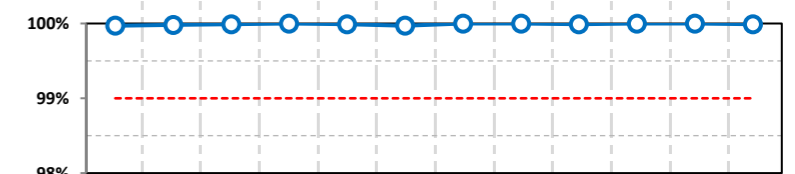
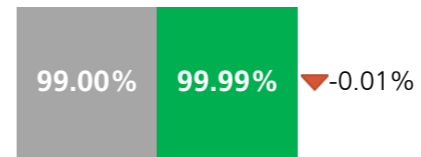
**PSE (Priority)**  
Availability of Passenger Sensitive Equipment (Priority)



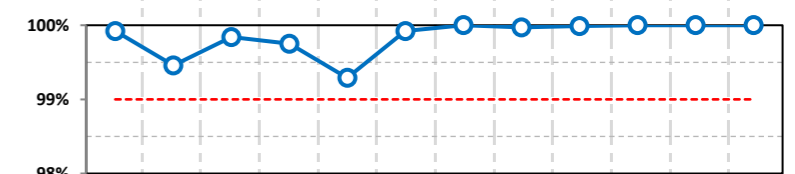
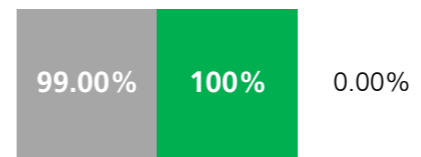
**Stands**  
Availability of stands



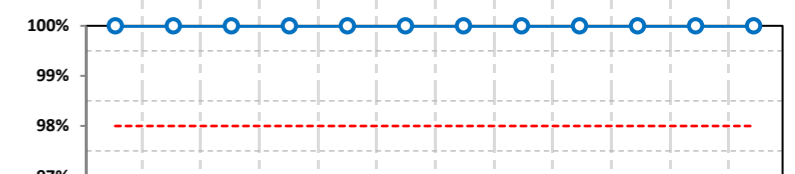
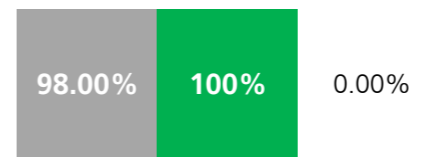
**FEGP**  
Availability Fixed Electrical Ground Power



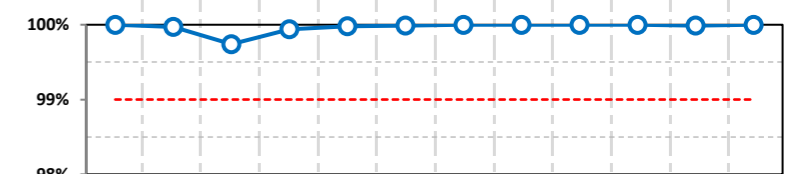
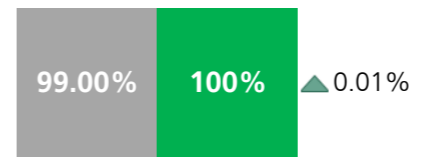
**Jetties**  
Availability of Air-Bridges



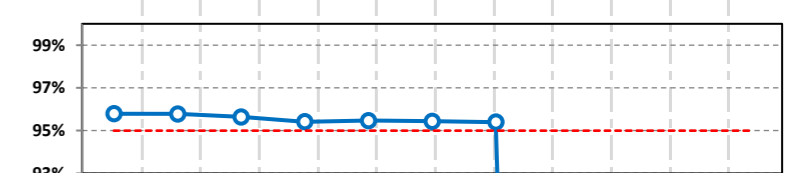
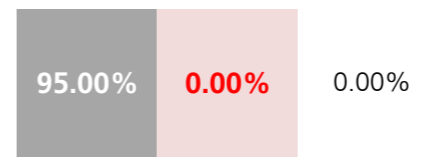
**PCA**  
Availability of Pre-Conditioned Air



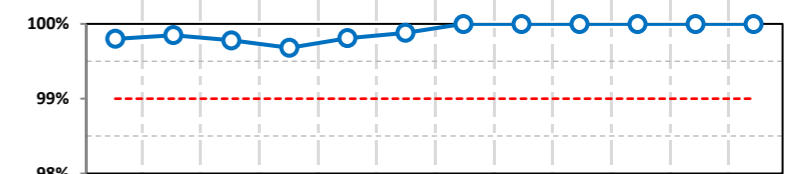
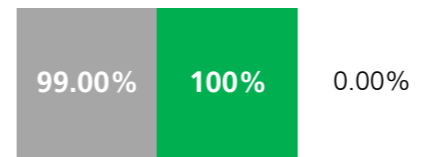
**SEGS**  
Availability of Stand entry guidance



**Pier Service**  
% Pier served passengers



**Arrivals reclaims**  
Bag reclaim belts availability



**Notes:**

\*SQRB calculation is based on a 6x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

# Terminal 3 Performance Report September 2020

Classification: Internal

## Financial Report - Bonus and Rebates

### Rebates:

	Sep - 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	Sep - 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	4.25	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.19	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.27	£ -	£ 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

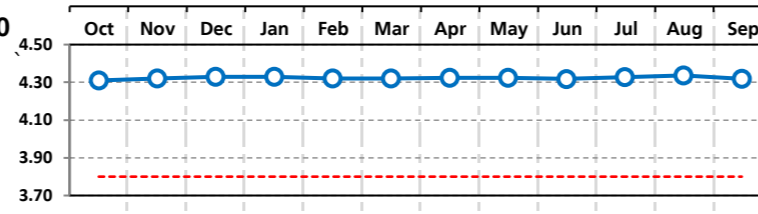
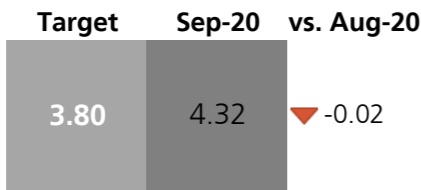
# Terminal 4 Performance Report September 2020

Classification: Internal

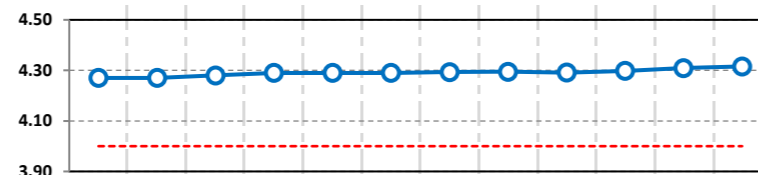
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## Passenger Experience and Service Level Performance

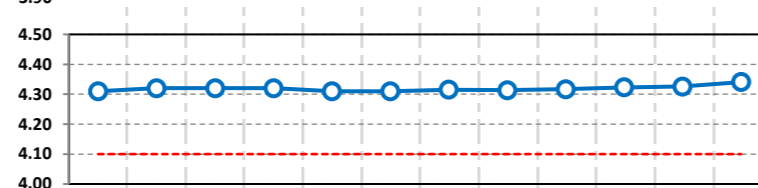
**Departure lounge seat availability\***  
Ease of finding a seat



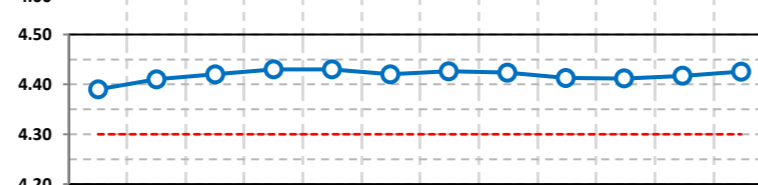
**Cleanliness\***  
Overall cleanliness of the terminal



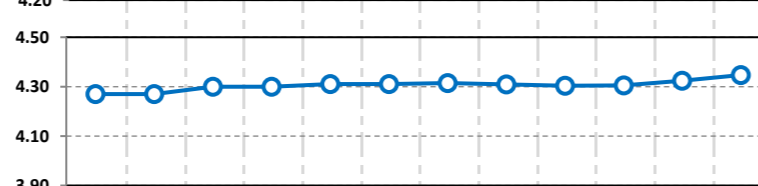
**Wayfinding\***  
Ease of finding your way around the airport



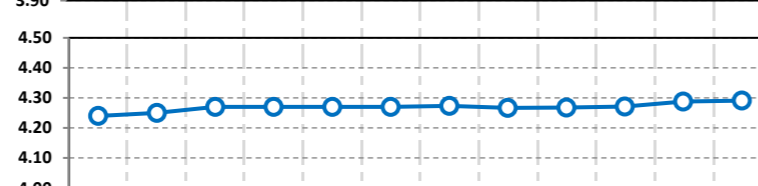
**Flight information\***  
Accuracy and ease of finding flight information



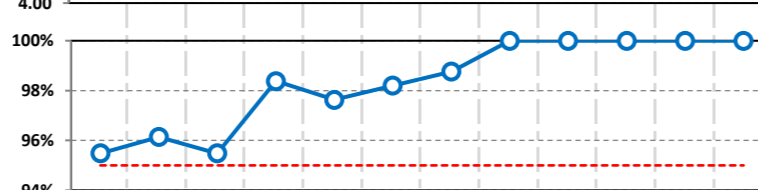
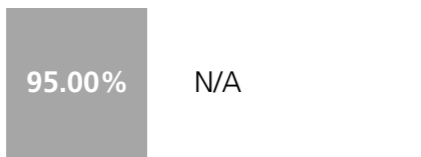
**Wi-Fi\***  
Ease of using WiFi



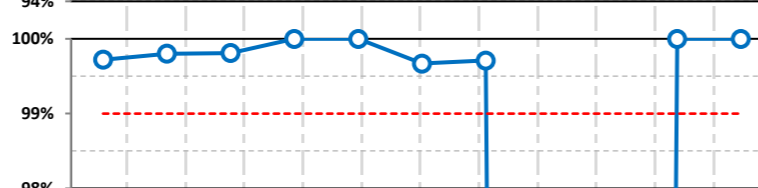
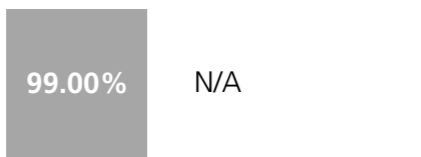
**Security\***  
Passenger satisfaction



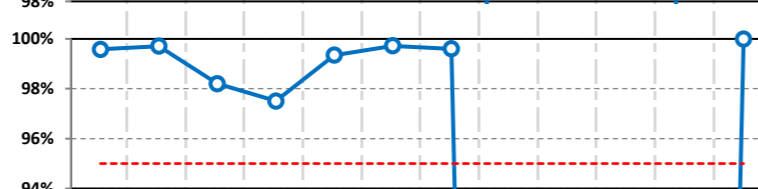
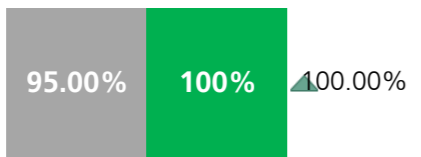
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



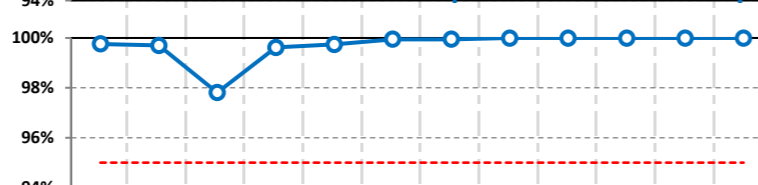
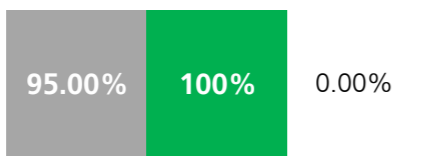
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



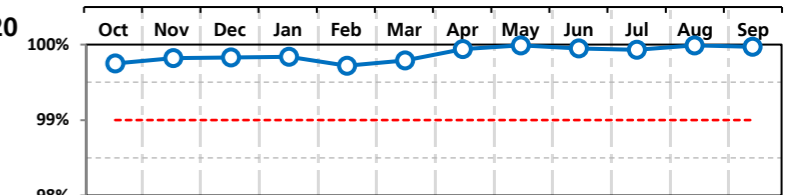
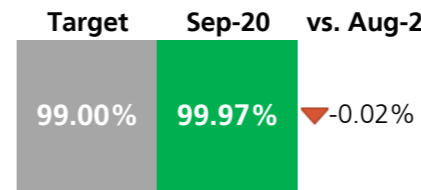
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

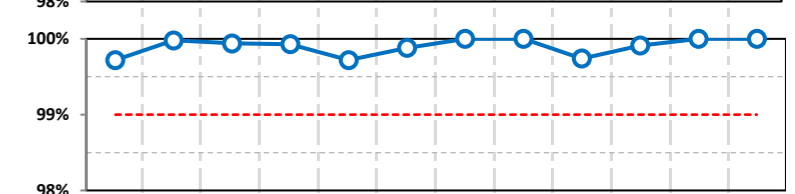
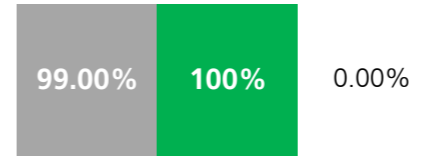
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



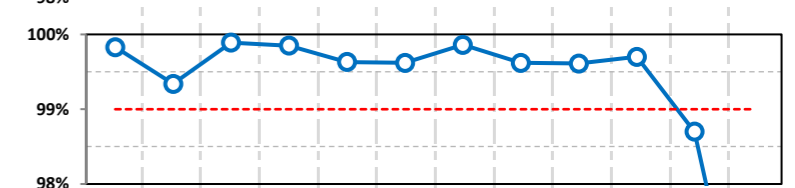
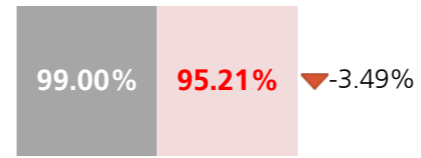
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



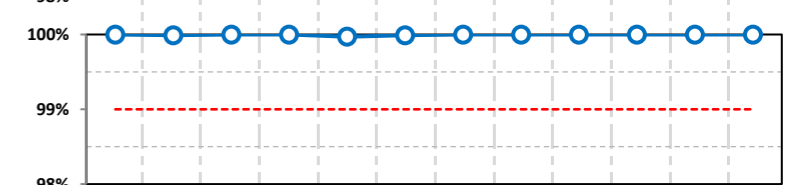
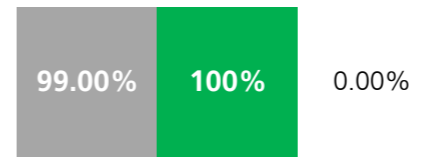
**Stands**

Availability of stands



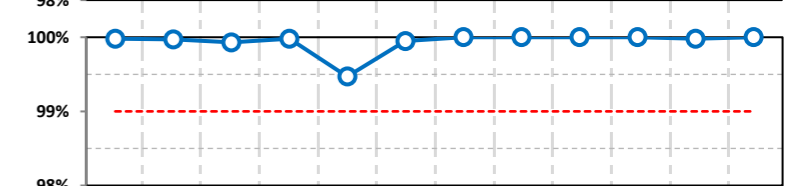
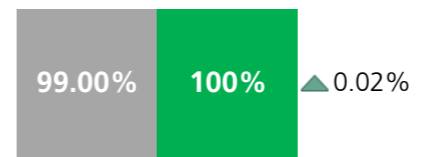
**FEGP**

Availability Fixed Electrical Ground Power



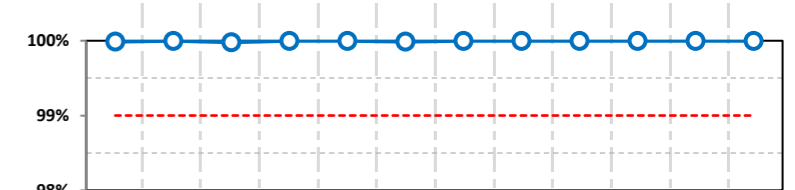
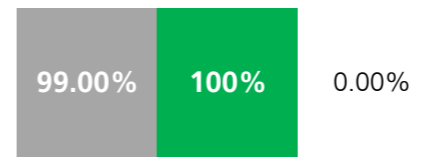
**Jetties**

Availability of Air-Bridges



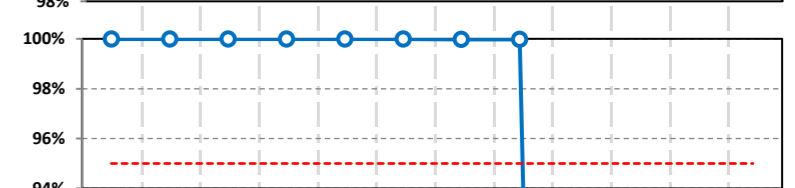
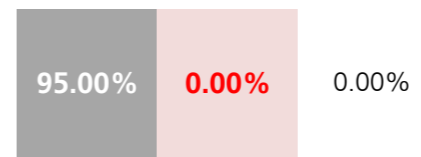
**SEGS**

Availability of Stand entry guidance



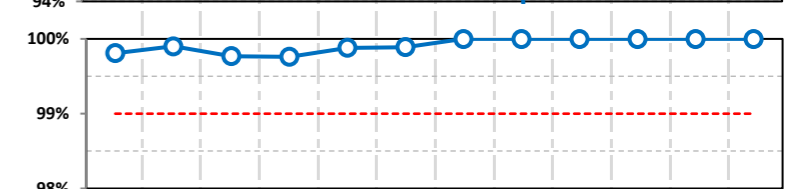
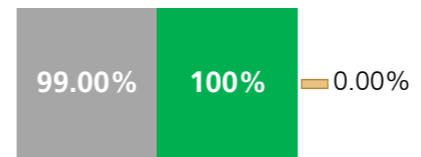
**Pier Service**

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**

\*SQRB calculation is based on a 6x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

# Terminal 4 Performance Report September 2020

## Financial Report - Bonus and Rebates

Classification: Internal

### Rebates:

	Sep - 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	X	£ -	£ -	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	Sep - 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	4.32	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.33	£ -	£ 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

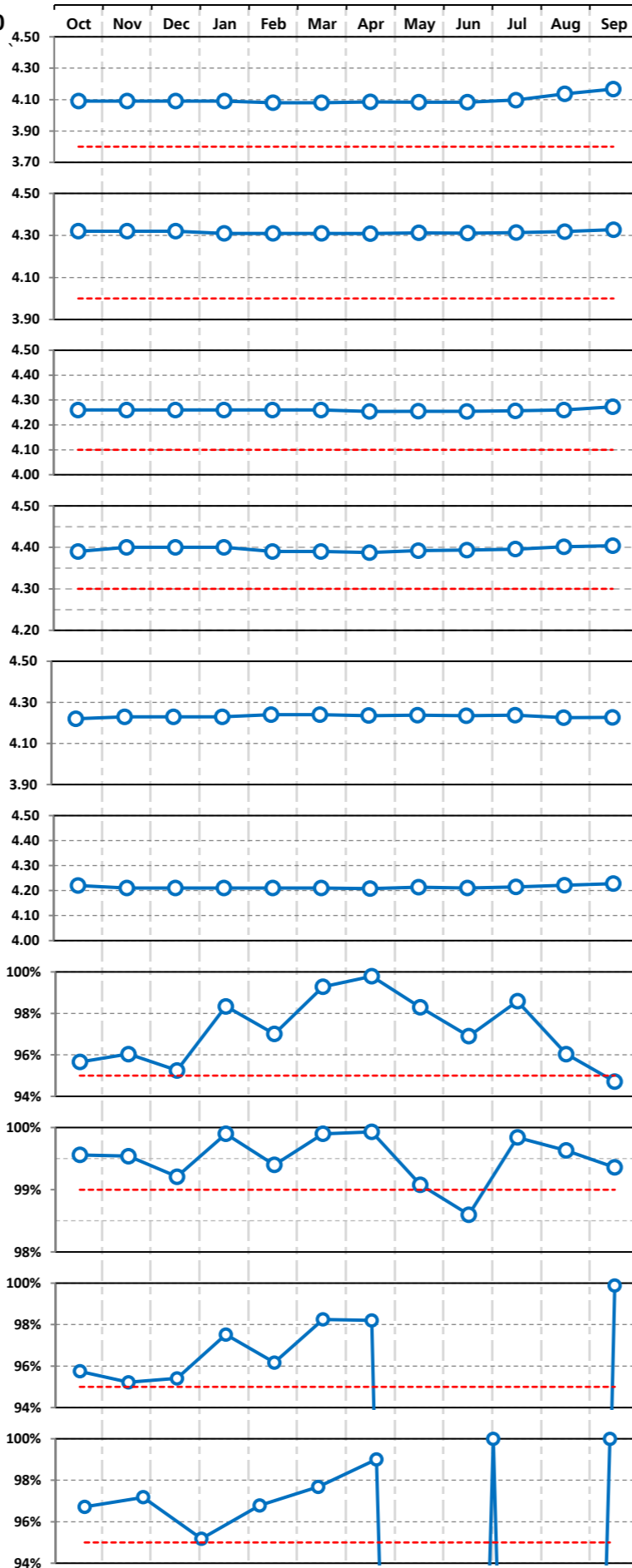
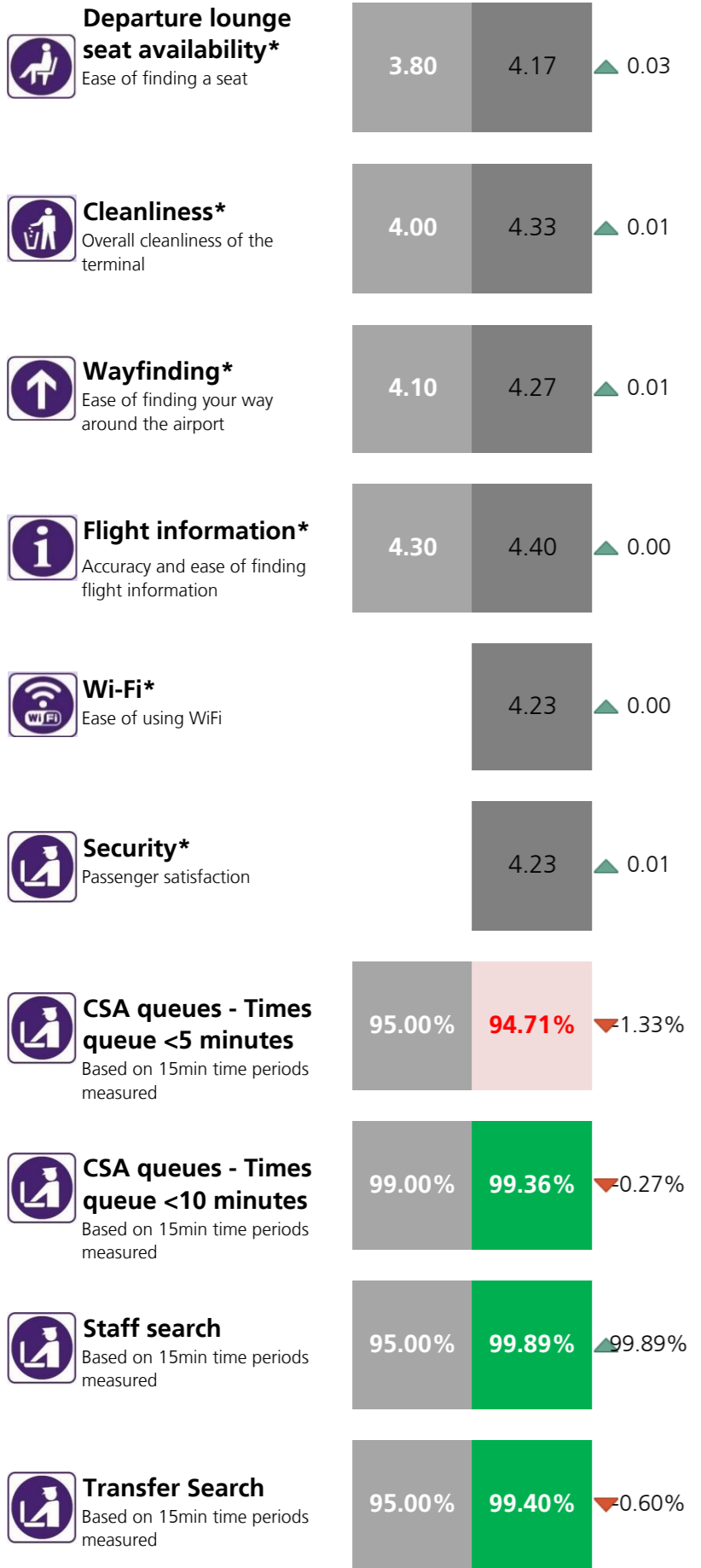


# Terminal 5 Performance Report September 2020

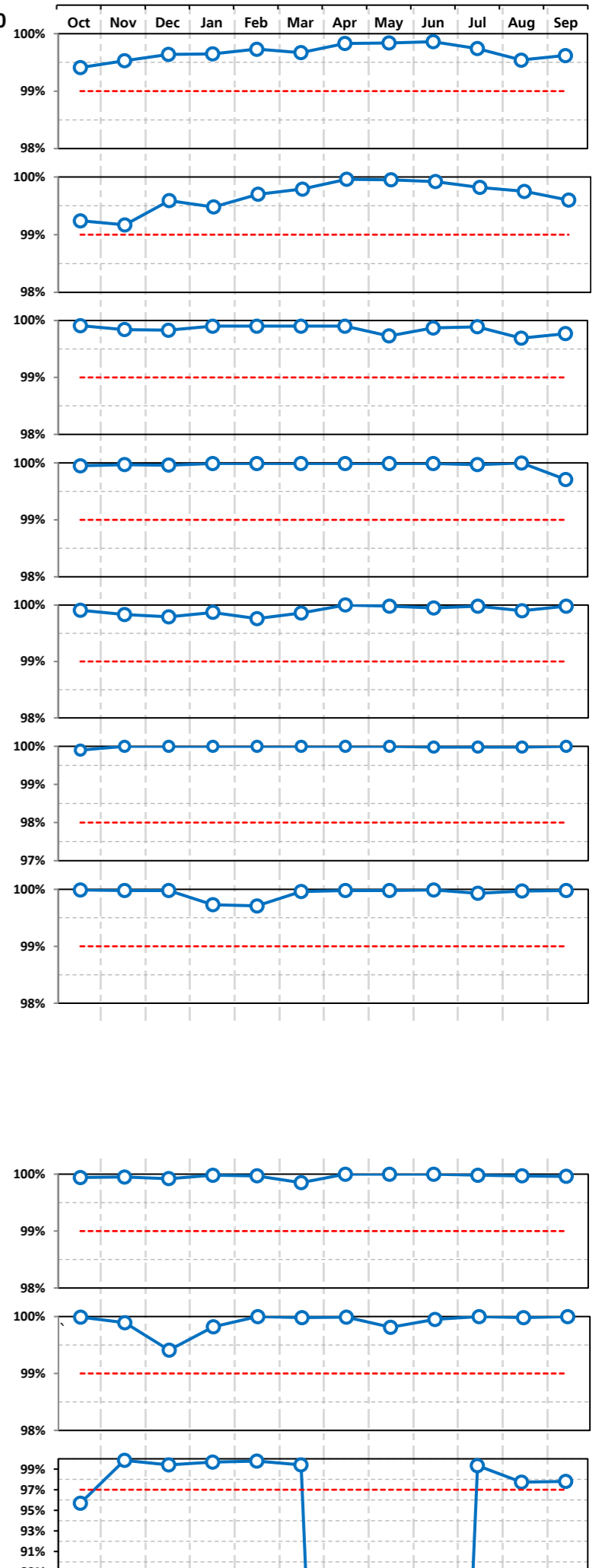
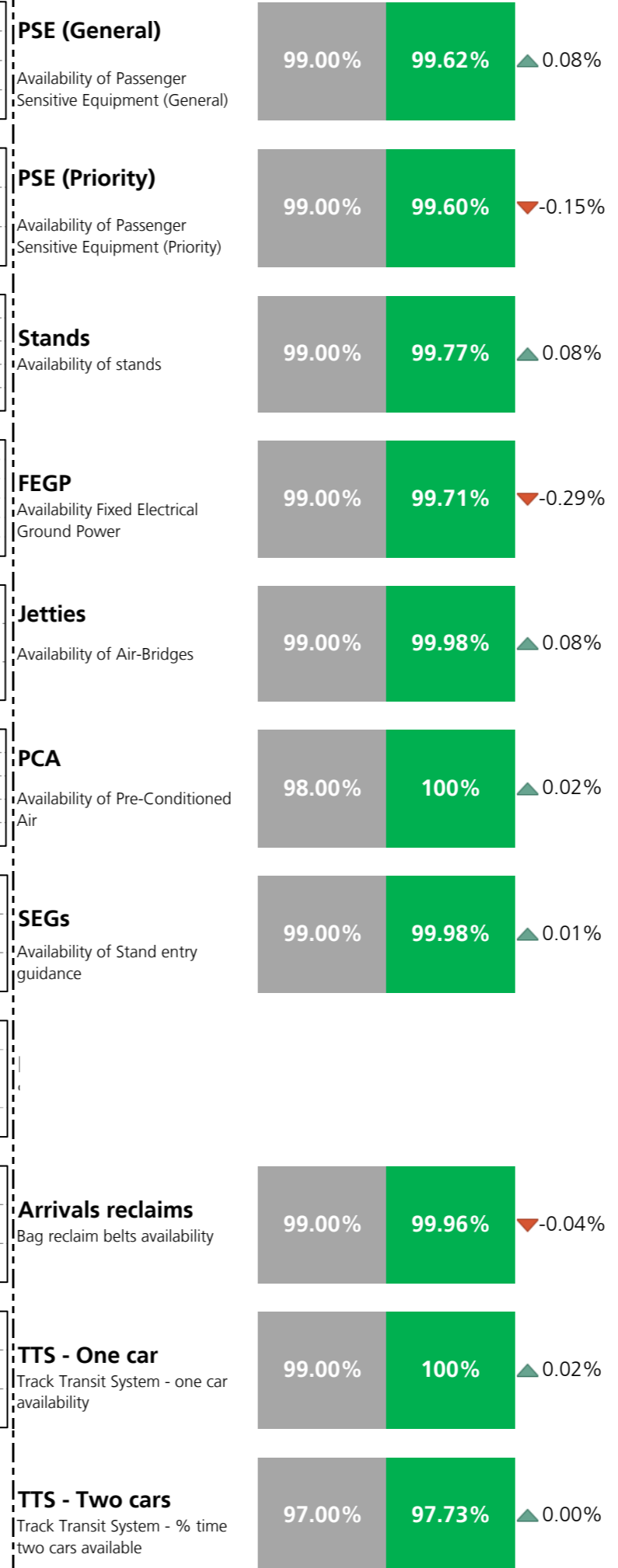
Classification: Internal

0

## Passenger Experience and Service Level Performance



## Service Level Performance



**Notes:**

\*SQRB calculation is based on a 6x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

# Terminal 5 Performance Report September 2020

## Financial Report - Bonus and Rebates

Classification: Internal

### Rebates:

	Sep - 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>	X	£ -	£ -	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	Sep - 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	4.17	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.33	£ -	£ -	0	
<b>Wayfinding</b>	MAA	4.20	4.50	4.27	£ -	£ 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

# Heathrow

*Making every journey better*