



Heathrow Performance Report

Service Quality Rebate and Bonus - May 2021

Operational Planning

Printed: 17 June 2021

Heathrow
Making every journey better

Heathrow Performance Report May 2021

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.53			4.43	
Cleanliness* Overall cleanliness of the terminal	4.49			4.47	
Wayfinding* Ease of finding your way around the airport	4.39			4.36	
Flight information* Accuracy and ease of finding flight information	4.56			4.53	
Wi-Fi* Ease of using WiFi	4.16	Non - Operational		4.17	
Security* Passenger satisfaction	4.40			4.33	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	98.52%			97.92%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.95%			99.81%	
Staff search ** Based on 15min time periods measured	99.06%	99.58%	99.26%	99.92%	
Transfer Search Based on 15min time periods measured	99.90%	Non - Operational		99.26%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	99.52%	99.41%	100%	99.68%	99.86%

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 of Fixed Electrical Ground Power
Jetties Availability of Air-Bridges
PCA Availability of Pre-conditioned Air
SEGs
Pier Service % Pier served passengers
Arrivals Reclaims Bag reclaim belts availability
Aerodrome congestion
TTS - One car Track Transit System - one car availability
TTS - Two cars Track Transit System - % time two cars available

	T2	T3	T4	T5
	99.77%	99.94%	99.98%	99.80%
	99.67%	99.94%	100%	99.73%
	99.62%	98.51%	99.22%	99.90%
	100%	100%	100%	99.99%
	99.95%	99.19%	99.99%	99.87%
	99.98%	Non - Operational		100%
	99.98%	99.91%	99.98%	99.99%
	99.94%			
	99.27%	100%	100%	100%
				100%
				99.56%

Financial Report- Bonus and Rebates

	Rebates:					Campus	Estimated Rebate	Estimated Rebate	Total Failures
	May - 2021				YTD				
	T2	T3	T4	T5					
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:		May - 2021				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.53			4.43	£ 100,294	£ 425,492	5
	4.20	4.50	4.49	Non - Operational		4.47	£ 109,412	£ 478,172	5
	4.20	4.50	4.39	Non - Operational		4.36	£ 64,837	£ 291,766	5
	4.40	4.70	4.56	Non - Operational		4.53	£ 52,680	£ 202,615	5
Total							£ 327,223	£ 1,398,044	20

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 2021 - December 2021

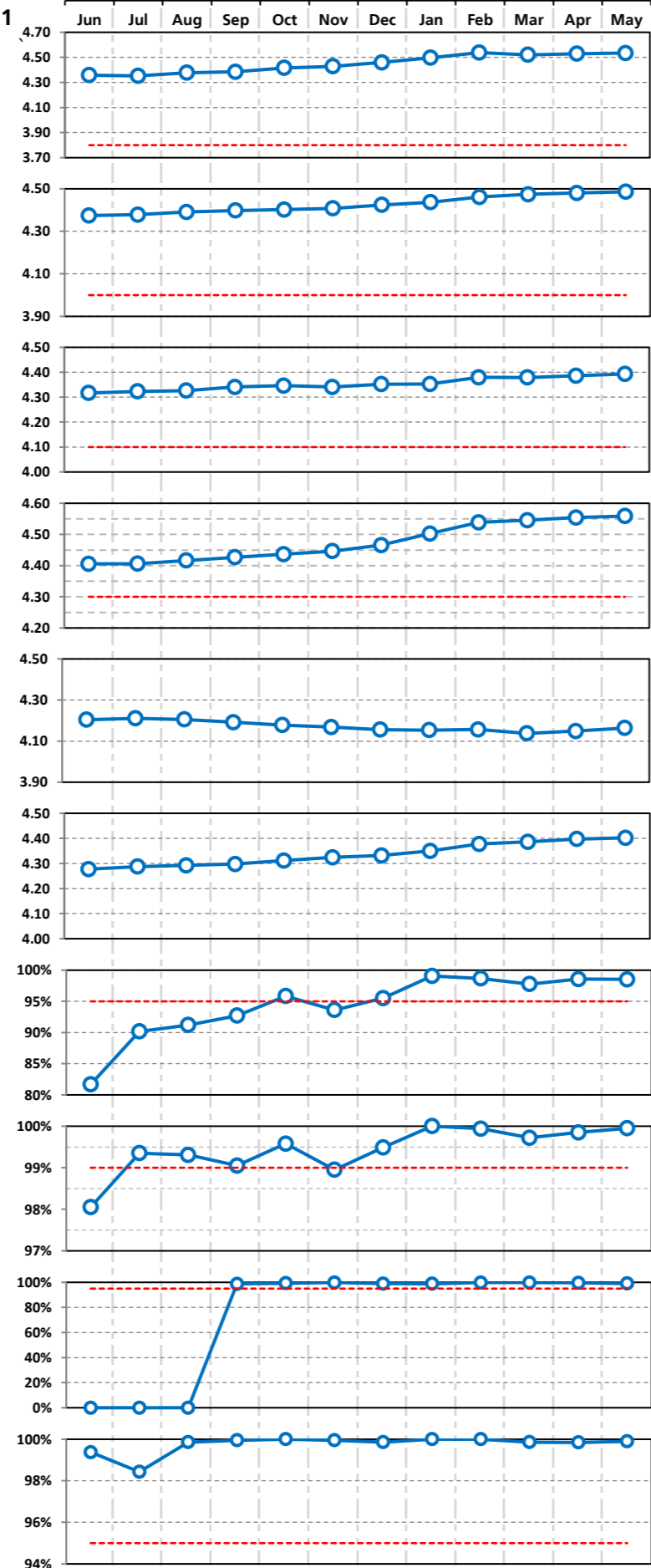
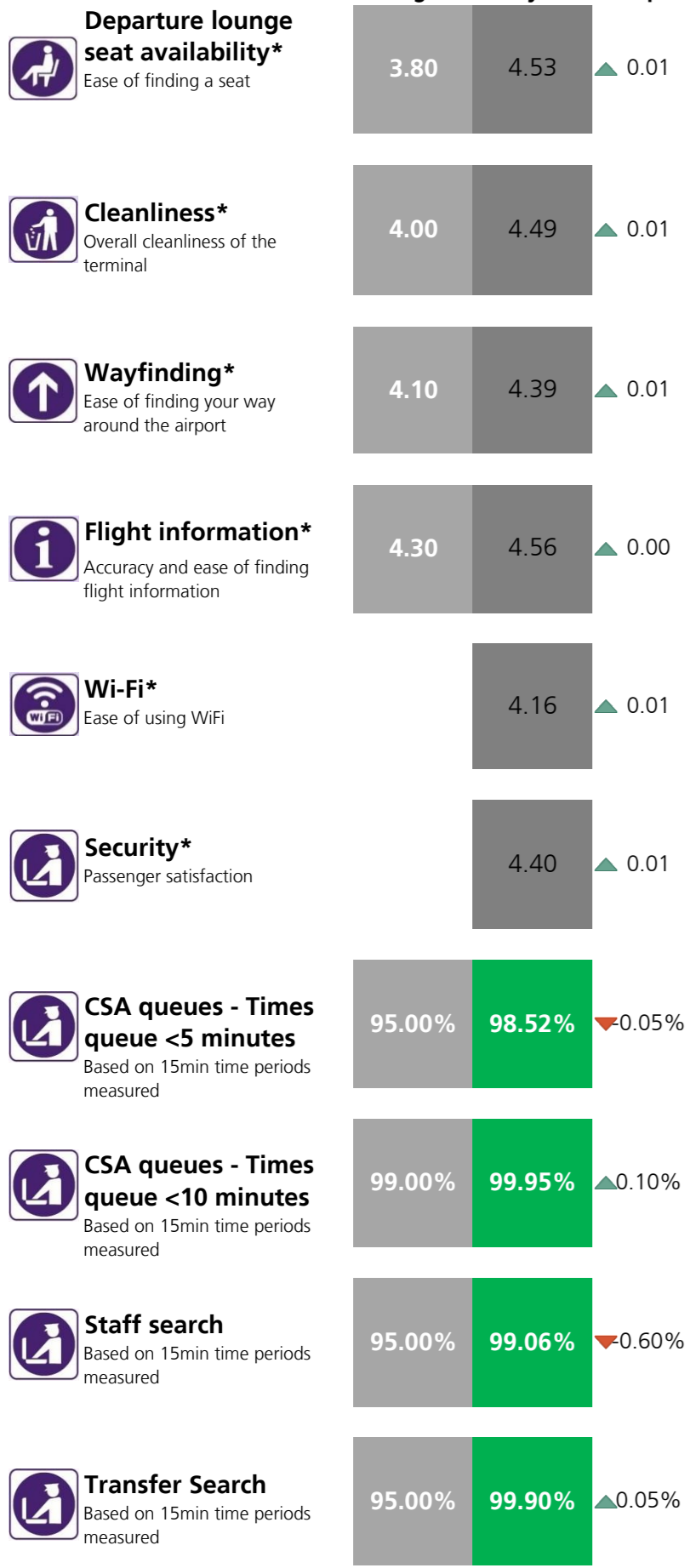
*SQRB calculation is based on an
10x month moving average for these metrics for T2 and T5

Credit Notes:

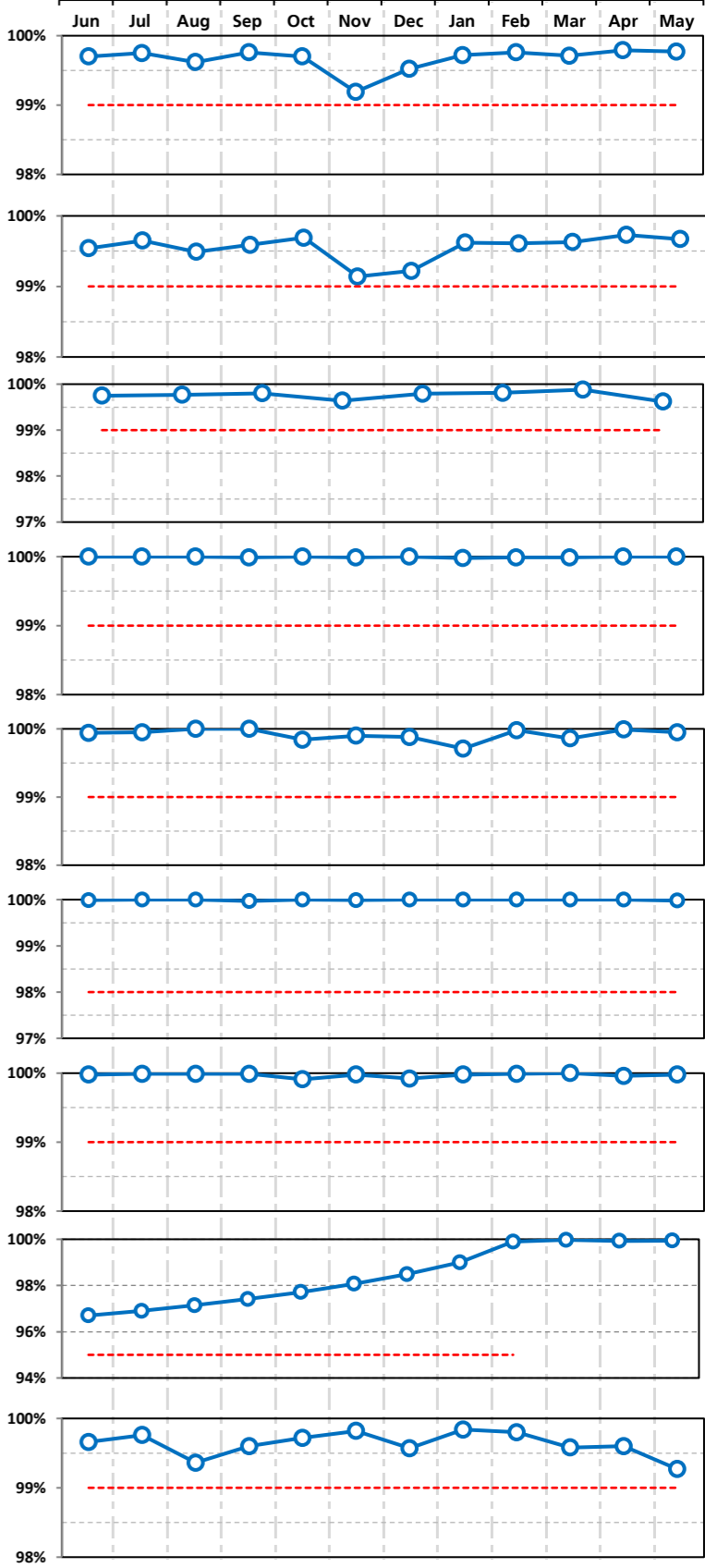
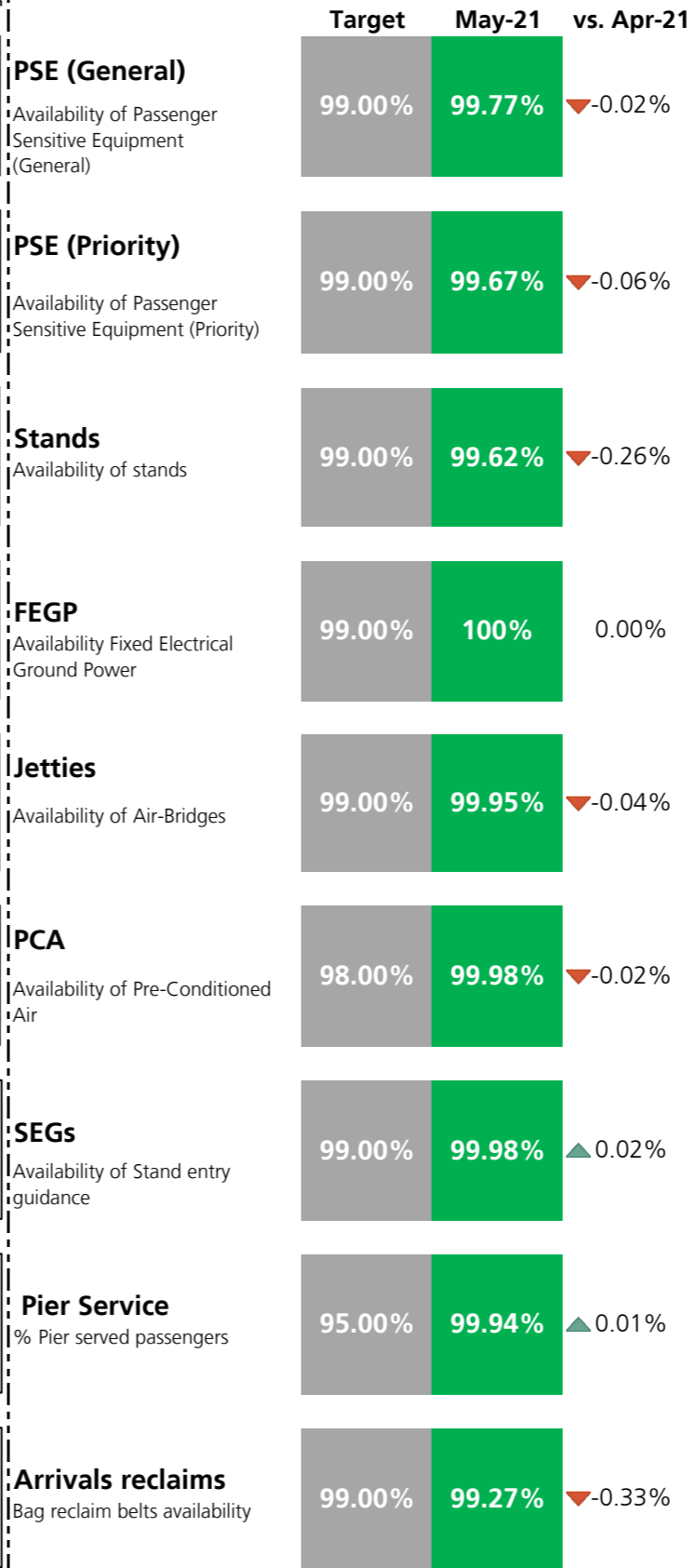
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month. **Rebates and bonuses are exempt and therefore not payable at this time.**

Terminal 2 Performance Report May 2021

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
*SQRB calculation is based on an 10x month moving average for these metrics for T2 and T5

Financial Report - Bonus and Rebates

Rebates:

	May - 2021		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 - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.53	£ 100,294	£ 425,491.74	5	
Cleanliness	MAA	4.20	4.50	4.49	£ 109,412	£ 478,172	5	
Wayfinding	MAA	4.20	4.50	4.39	£ 64,837	£ 291,766	5	
Flight information	MAA	4.40	4.70	4.56	£ 52,680	£ 202,615	5	
					£ 327,223	£ 1,398,044	20	

Credit Notes:

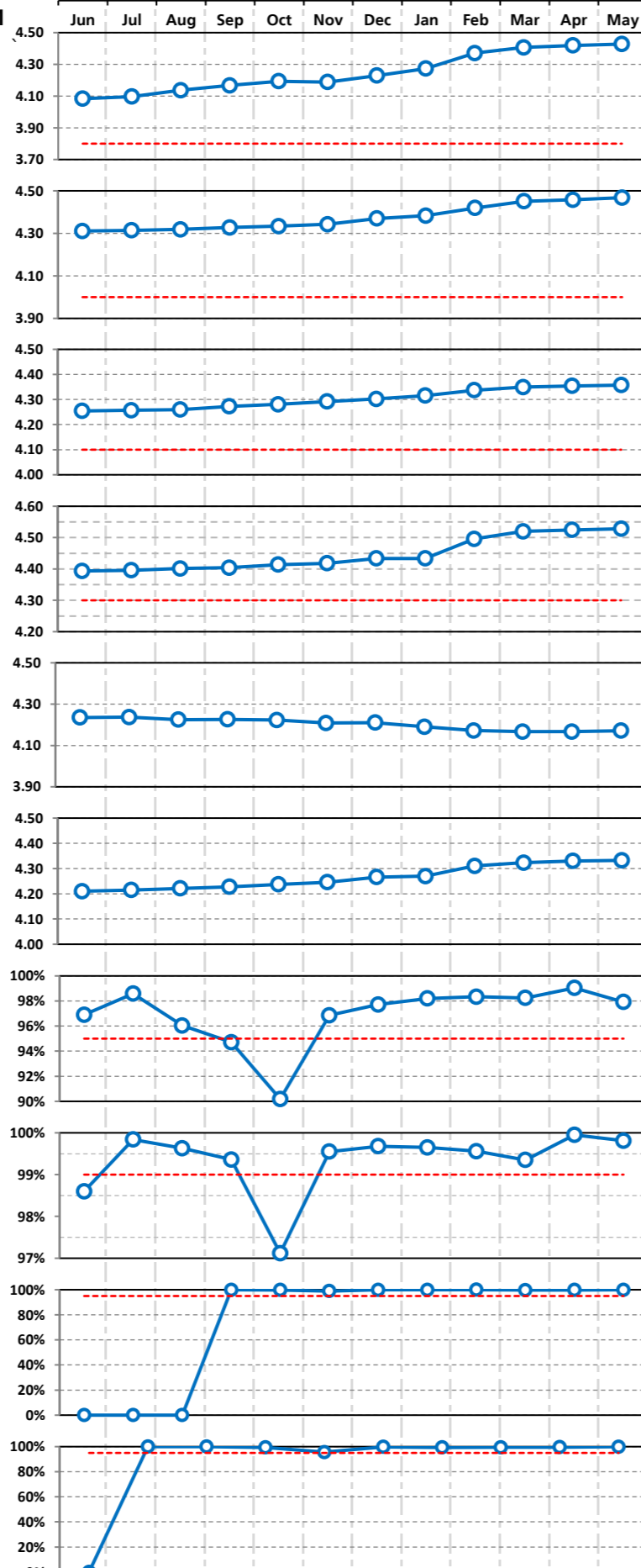
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Financial year is from January 2021 - December 2021

Terminal 5 Performance Report May 2021

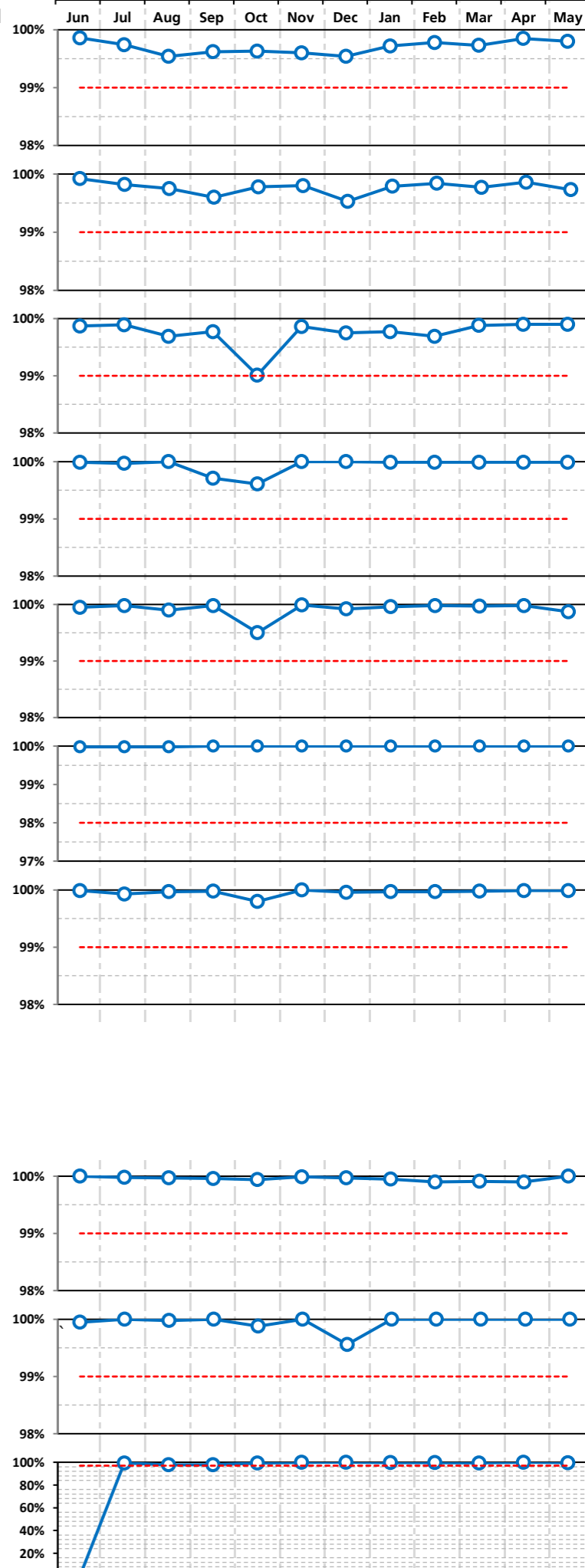
Passenger Experience and Service Level Performance

	Target	May-21	vs. Apr-21
Departure lounge seat availability* Ease of finding a seat	3.80	4.43	▲ 0.01
Cleanliness* Overall cleanliness of the terminal	4.00	4.47	▲ 0.01
Wayfinding* Ease of finding your way around the airport	4.10	4.36	▲ 0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.53	▲ 0.00
Wi-Fi* Ease of using WiFi		4.17	▲ 0.00
Security* Passenger satisfaction		4.33	▲ 0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	97.92%	▼ -1.12%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.81%	▼ -0.14%
Staff search Based on 15min time periods measured	95.00%	99.92%	▲ 0.13%
Transfer Search Based on 15min time periods measured	95.00%	99.26%	▼ -0.66%



Service Level Performance

	Target	May-21	vs. Apr-21
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.80%	▼ -0.05%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.73%	▼ -0.13%
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%	99.87%	▼ -0.11%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.99%	0.00%
Arrivals reclaims Bag reclaim belts availability	99.00%	100%	▲ 0.08%
TTS - One car Track Transit System - one car availability	99.00%	100%	0.00%
TTS - Two cars Track Transit System - % time two cars available	97.00%	99.56%	▼ -0.44%



Notes:
*SQRB calculation is based on an 10x month moving average for these metrics for T2 and T5

Financial Report - Bonus and Rebates

Rebates:

	May - 2021		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 - 2021		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.43	£ 100,294.48	£ 425,491.74	5
Cleanliness	MAA	4.20	4.50	4.47	£ 109,412.16	£ 478,172	5
Wayfinding	MAA	4.20	4.50	4.36	£ 64,837	£ 291,766	5
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