

Heathrow Performance Report Service Quality Rebate and Bonus - April 2023

Operational Planning Printed: 24 May 2023



Heathrow Performance Report April 2023

Passenger Experience and Service Level Perfor					i	Service Level Performance
	T2	Т3	Т4	Т5		
Departure lounge seat availability* Ease of finding a seat	M	easure remo	ved from 1st Marc	h23		PSE (General) Availability of Passenger Sensitive Equipment (
Cleanliness* Overall cleanliness of the terminal	4.28	4.19	4.31	4.26		PSE (Priority) Availability of Passenger Sensitive Equipment (
Wayfinding* Ease of finding your way around the airport	4.33	4.26	4.33	4.26		Stands Availability of stands
Flight information* Accuracy and ease of finding flight information	M	easure remo	ved from 1st Marc	h23		FEGP Availability ofFixed Electrical Ground Power
Ease of using WiFi	4.15	4.17	4.21	4.12		Jetties Availability of Air-Bridges
Security* Passenger satisfaction	4.20	4.12	4.14	4.06		PCA Availability of Pre-conditioned Air
CSA queues - Times queue <5 minutes Based on 15min time periods measured	96.76%	97.04%	98.23%	88.66%		SEGs
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.85%	99.71%	99.52%	96.40%		Pier Service % Pier served passengers
Staff search ** Based on 15min time periods measured	97.58%	97.00%	99.71%	97.66%		Arrivals Reclaims Bag reclaim belts availability
Transfer Search Based on 15min time periods measured	97.19%	98.61%	99.80%	96.29%		Aerodrome congestion
	СТА	Cargo	EastSide	Т5	SouthSide	TTS - One car Track Transit System - one car availability
Control Post Security Search	97.04%	99.54%	97.03%	97.89%	96.89%	TTS - Two cars Track Transit System - % time two cars availa

							Finan	cial R	eport- Bonus and Rebates											
					Re	ebates:									Bonus			,		
			A	pr - 2023					YTD				Apr - 2023				YTD			
	T2	тз	Т4	Т5	Campus	Estima	ated Rebate		Estimated Rebate	Total Failures	Lower Threshold	Upper Threshold	T2	Т3	Т4	Т5	Estimate Bonus		stimated Bonus	Total Pas
Departure lounge seat availability						£	-	£	-	0	4.10	4.50					£	£	-	0
Cleanliness						£	-	£	-	0	4.20	4.50	4.28	4.19	4.31	4.26	£	£	-	0
Wayfinding						£	-	£	-	0	4.20	4.50	4.33	4.26	4.33	4.26	£ 114,1	74 £	444,980	4
-light information						£	-	£	-	0	4.40	4.70					£	£	58,670	2
CSA Queues - Both		\bigcirc	\bigcirc	8		£	1,396,228.63	£	8,105,195.56	7						Total	£ 114,1	74 £	503,650	6
Staff Search						f	-	£	-	0										
Fransfer search		\bigcirc	\bigcirc	\bigcirc		£	-	£	697,695.50	1	Bonus: All busir	ness units must ex	ceed Lower T	hreshold.						
Passenger Sensitive Equipment (General)						£	-	£	-	0	Departure Loun	ge seat availability	and Flight In	formation wer	re removed fro	m the scheme as	of 1st March2	3		
Passenger Sensitive Equipment (Priority)		\bigcirc	\bigcirc	\bigcirc		£	-	£	-	0										
Stands						£	-	£	-	0	Financial year is	from January 202	3 - Decembei	r 2023						
EGP						£	-	£	-	0										
etties						f	-	£	349,266.56	1										
Pre-conditioned air						£	-	£	-	0										
Stand entry guidance						f	-	£	-	0	*SQRB calcul	ation for T4 is	based on 1	1 months o	f data					
Pier Service						£	-	£	-	0										
Arrivals reclaims			Ø			£	-	£	-	0										
Control Posts Search	•	•	Ū	0		£	-	£	-	0										
Aerodrome Congestion					Ø	£	-	f	-	0										
ITS - % Both					Ŏ	£	-	£	418,784.84	1										
					Total	f	1,396,228.63	f	9,570,942.47	10										

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.

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T2	Т3	Τ4	Т5
99.50%	99.31%	99.70%	99.39%
99.48%	99.61%	99.89%	99.59%
99.89%	99.87%	99.64%	99.81%
100.00%	99.98%	100%	99.42%
99.91%	99.40%	99.72%	99.42%
100%	100%		99.98%
100%	100.00%	100.00%	100.00%
97.99%	95.02%	100%	
99.22%	99.23%	99.79%	99.80%

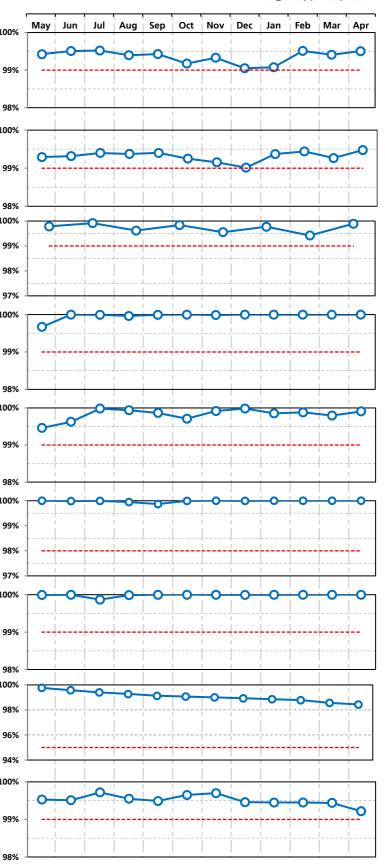
100% **99.76**%

Terminal 2 Performance Report April 2023

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Service Level Performance Apr-23___vs. Mar-23_____ Apr-23 vs. Mar-23 Target May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr Target **Departure lounge** PSE (General) seat availability* 99.50% ▲0.09% 99.00% Measure removed from 1st March 99% Ease of finding a seat Availability of Passenger Sensitive Equipment (General) 4.50 100% 0 PSE (Priority) 4.30 Cleanliness* 4.28 ▲ 0.01 99.48% ▲0.21% 4.00 99.00% 99% Overall cleanliness of the Availability of Passenger 4.10 erminal Sensitive Equipment (Priority) 3.90 98% 4.50 100% 4.40 0 99% Wayfinding* Stands 4.30 4.10 99.89% 4.33 ▲ 0.01 99.00% ▲0.47% Ease of finding your way 4.20 Availability of stands 98% around the airport 4.10 4.00 97% 100% Flight information* FEGP **100.00% △**0.00% Measure removed from 1st March 99.00% Availability Fixed Electrical Accuracy and ease of finding Ground Power flight information 98% 4.50 100% **Jetties** Wi-Fi* 4.30 4.15 • 0.00 99.91% ▲0.11% 99.00% 99% Availability of Air-Bridges Ease of using WiFi 4.10 3.90 98% 4.50 100% 4.40 PCA Security* 99% 4.30 100% 0.00% 4.20 ▲ 0.01 98.00% Availability of Pre-Conditioned assenger satisfaction 4.20 98% 4.10 4.00 97% 100% 100% _0 95% 90% **CSA queues - Times** SEGs 85% 96.76% 95.00% ▲3.34% 100% ▲ 0.00% 99.00% 99% 80% queue <5 minutes Availability of Stand entry 75% Based on 15min time periods quidance 70% 65% 98% measured 100% 99% 97% 98% 95% **CSA** queues - Times **Pier Service** 95% 93% 91% 89% 87% 99.85% **__**0.57% 97.99% **-**0.57% 99.00% 95.00% queue <10 minutes % Pier served passengers 96% Based on 15min time periods 94% measured 85% 100% 99% Staff search Arrivals reclaims 97% 97.58% 99.22% 95.00% **_**1.40% 99.00% ▼-0.22% 99% Based on 15min time periods Bag reclaim belts availability 95% measured 93% 98% 100% 95% Transfer Search 97.19% **1**.34% 95.00% 90% Based on 15min time periods 85% measured 80%



Terminal 2 Performance Report April 2023 Financial Report - Bonus and Rebates

Rebates:

		Apr - 2023	Year-to-	Date
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability		£ -	£ -	0
Cleanliness		f -	£ -	0
Wayfinding		£ -	£ -	0
Flight information		£ -	£ -	0
CSA queues - Both		£ -	£ 1,661,335.38	2
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
		£ -	£ 1,661,335.38	2

Bonuses:

					Apr - 2023	3		Year-to-E	Date	
	Measure	Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)			nated Bonus Terminals)	Number of Bonus	
Departure lounge seat availability	Measure remove	ed from 1	st March		£	-	£	-	0	
Cleanliness	MAA	4.20	4.50	4.28	£	-	£	-	0	
Wayfinding	MAA	4.20	4.50	4.33	£	-	£	444,980	4	
Flight information	Measure remove	ed from 1	st March		£	-	£	58,670	2	
					£	-	£	503,650	6	

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 2023 - December 2023



Terminal 3 Performance Report April 2023

Classification: Public

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Notes: * SQRB calculations based on Moving Annual Average (MAA) for these metrics

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Terminal 3 Performance Report April 2023

Financial Report - Bonus and Rebates

Rebates:

	Target Achieved	Estimate	d Rebate
Departure lounge seat availability		£	-
Cleanliness		£	-
Wayfinding		£	-
Flight information		£	-
CSA queues - Both	\bigcirc	£	-
Staff search		£	-
Transfer search	\bigcirc	£	-
PSE (General)		£	-
PSE (Priority)		£	-
Stands		£	-
FEGP		£	-
Jetties		£	-
PCA		£	-
SEGS		£	-
Pier Service		£	-
Arrivals reclaims		£	-
		£	-

Bonuses:

					Apr - 202	3		Year-to-Da	te
	Measure	Lower Threshold	Upper Threshold			Estimated Bonus (All Terminals)		Number of Bonus	
Departure lounge seat availability	Measu	re remove	d from 1st	March	£	-	£	-	0
Cleanliness	MAA	4.20	4.50	4.19	£	-	£	-	0
Wayfinding	MAA	4.20	4.50	4.26	£	-	£	444,980	4
Flight information	Measu	re remove	d from 1st	March	f	-	£	58,670	2
					£	-	£	503,650	6

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 2023 - December 2023



	Year-to-Da	te
Estim	ated Rebate	Number of failures
£	-	0
£	-	0
£	-	0
£	-	0
£	858,945.69	1
£	-	0
£	-	0
£	-	0
£	-	0
£	-	0
£	-	0
£	-	0
£	-	0
£	-	0
£	-	0
£	-	0
£	858,945.69	1

Apr - 2023

Terminal 4 Performance Report April 2023



Notes: SQRB calculation for T4 is based on 11 months of data *SQRB calculations based on Moving Annual Average (MAA) for these metrics Heathrow

Terminal 4 Performance Report April 2023

Financial Report - Bonus and Rebates

Rebates:

	Α	pr - 2023			Year-to-Da	ate
	arget hieved	Estimated I	Rebate	Estima	ted Rebate	Number of failures
rture lounge seat availability		£	-	£	-	0
iness		£	-	£	-	0
nding		£	-	£	-	0
ormation		£	-	£	-	0
ues - Both		£	-	£	-	0
า		£	-	£	-	0
rch		£	-	£	-	0
		£	-	£	-	0
		£	-	£	-	0
		£	-	£	-	0
		£	-	£	-	0
		£	-	£	-	0
		£	-	£	-	0
		£	-	£	-	0
2	Ø	£	-	£	-	0
ns		£	-	£	-	0
		£	•	£	-	0

Bonuses:

					Apr - 2	023		ate	
	Measure	Lower Threshold	Upper Threshold	Actual		nated Bonus Terminals)		imated Bonus II Terminals)	Number of Bonuses
Departure lounge seat availability	Measure	removec	from 1s	t March	£	-	£	-	0
Cleanliness	MAA	4.20	4.50	4.31	£	-	£	-	0
Wayfinding	MAA	4.20	4.50	4.33	£	-	£	444,980	4
Flight information	Measure	removed	d from 1s	t March	£	-	£	58,670	2
					£	-	£	503,650	6

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.

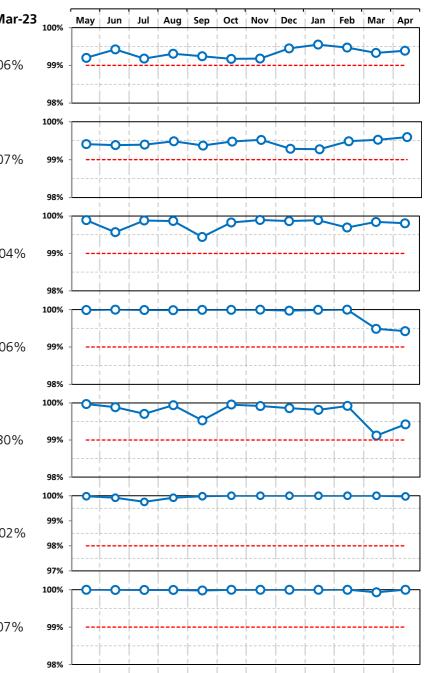
Financial year is from January 2023 - December 2023

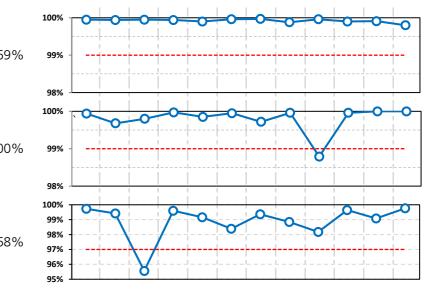


Terminal 5 Performance Report April 2023

Passenger Experience and S			· · · · · · · · · · · · ·	Service Level Perform			
Departure lounge seat availability* Ease of finding a seat	Target	Apr-23 vs. Mar-2 Meas	May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Ap	PSE (General) Availability of Passenger Sensitive Equipment (General)	Target 99.00%	Apr-23 99.39%	vs. Mar ▲ 0.06%
Cleanliness* Overall cleanliness of the terminal	4.00	4.26 🛆 0.00	4.50 4.30 4.10 3.90	Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.59%	▲ 0.079
Wayfinding* Ease of finding your way around the airport	4.10	4.26 🔺 0.00	4.50 4.40 4.30 4.20 4.10 4.00	- - - Availability of stands	99.00%	99.81%	▼ -0.04
Flight information* Accuracy and ease of finding flight information		Meas	ure removed from 1st March	FEGP Availability Fixed Electrical Ground Power	99.00%	99.42%	▼ -0.06
Wi-Fi* Ease of using WiFi		4.12 -0.01	4.50 4.30 4.10 3.90	Jetties Availability of Air-Bridges	99.00%	99.42%	▲ 0.300
Security* Passenger satisfaction		4.06 🔻 0.00	4.50 4.40 4.30 4.20 4.10 4.00	- Availability of Pre-Conditioned	98.00%	99.98%	▼ -0.02 ¹
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	88.66% ▲17.09%	100% 90% 80% 70% 60% 50% 40% 30%	- SEGs Availability of Stand entry guidance	99.00%	100.00%	▲ 0.079
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	96.40% ▲4.62%	100% 90% 80% 70% 60%				
Staff search Based on 15min time periods measured	95.00%	97.66% ▲0.86%	100% 98% 96% 94% 92% 90%	Arrivals reclaims Bag reclaim belts availability	99.00%	99.80%	▲ 8.699
Transfer Search Based on 15min time periods measured	95.00%	96.29% ▲5.18%	90% 70% 50% 30%	TTS - One car Track Transit System - one car availability	99.00%	100%	0.009
Notes:				TTS - Two cars Track Transit System - % time two cars available	97.00%	99.76%	▲ 0.689

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Terminal 5 Performance Report April 2023

Rebates:

Rebate : Heathrow has escalated the rebate displayed for Security T5 July 2021 to the CAA for review.

ed for Security T5 July 2021 to the CAA for review.	Target Achieved	Est	timated Rebate
Departure lounge seat availability		£	-
Cleanliness		£	-
Wayfinding		£	-
Flight information		£	-
CSA queues - Both	\otimes	£	1,396,228.63
Staff search	\bigcirc	£	-
Transfer search	\checkmark	£	-
PSE (General)		£	-
PSE (Priority)	\checkmark	£	-
Stands		£	-
FEGP	\checkmark	£	-
Jetties		£	-
PCA		£	-
SEGs		£	-
Pier Service			
Arrivals reclaims		£	-
TTS - % Both		£	
		£	1,396,228.63

Bonuses:

			Apr - 2023		Year-to-Date		
	Lower Measure Thresho	Upper Id Threshold	Actual	Estimated Bonus (A Terminals)		ted Bonus (All erminals)	Number of Bonus
Departure lounge seat availability	Measure remov	ed from 1s	t March	£ -	£	-	0
Cleanliness	MAA 4.20	4.50	4.26	£ -	£	-	0
Wayfinding	MAA 4.20	4.50	4.26	£ -	£	444,980	4
Flight information	Measure remov	ed from 1s	st March	£ -	£	58,670	2
				£ -	£	503,650	6

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 2023 - December 2023



Year-to-Date						
Estimated Rebate		Number of failures				
£	-	0				
£	-	0				
£	-	0				
£	-	0				
£	5,584,914.50	4				
£	-	0				
£	697,695.50	1				
£	-	0				
£	-	0				
£	-	0				
£	-	0				
£	349,266.56	1				
£	-	0				
£	-	0				
£	-	0				
£	418,784.84	1				
£	7,050,661.41	7				

Apr - 2023

Target

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