



Heathrow Performance Report

Service Quality Rebate and Bonus - March 2023

Operational Planning

Printed: 26 April 2023

Heathrow
Making every journey better

Heathrow Performance Report March 2023



Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	Measure removed from 1st March23				
Cleanliness* Overall cleanliness of the terminal	4.27	4.18	4.30	4.26	
Wayfinding* Ease of finding your way around the airport	4.32	4.25	4.32	4.26	
Flight information* Accuracy and ease of finding flight information	Measure removed from 1st March23				
Wi-Fi* Ease of using WiFi	4.15	4.17	4.22	4.13	
Security* Passenger satisfaction	4.19	4.11	4.12	4.06	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	93.42%	95.42%	99.04%	71.57%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.28%	98.71%	99.95%	91.78%	
Staff search ** Based on 15min time periods measured	96.18%	95.90%	100%	96.80%	
Transfer Search Based on 15min time periods measured	95.85%	98.14%	99.46%	91.11%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	97.30%	98.75%	97.65%	96.41%	100%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.41%	99.46%	99.38%	99.33%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.27%	99.55%	99.82%	99.52%
Stands Availability of stands	99.42%	99.75%	99.81%	99.84%
FEGP Availability of Fixed Electrical Ground Power	100.00%	99.99%	100%	99.49%
Jetties Availability of Air-Bridges	99.80%	99.84%	99.93%	99.12%
PCA Availability of Pre-conditioned Air	100%	100%		100%
SEGS	100.00%	100.00%	100.00%	99.93%
Pier Service % Pier served passengers	97.23%	95.42%	100%	
Arrivals Reclaims Bag reclaim belts availability	99.44%	99.73%	99.85%	99.91%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				100%
TTS - Two cars Track Transit System - % time two cars available				99.08%

Financial Report- Bonus and Rebates

	Rebates:					Estimated Rebate	YTD	Total Failures
	Mar - 2023							
	T2	T3	T4	T5	Campus	Estimated Rebate	Estimated Rebate	Total Failures
Departure lounge seat availability						£ -	£ -	0
Cleanliness						£ -	£ -	0
Wayfinding						£ -	£ -	0
Flight information						£ -	£ -	0
CSA Queues - Both	✗	✗	✓	✗		£ 3,085,842.00	£ 6,708,966.94	6
Staff Search	✓	✓	✓	✓		£ -	£ -	0
Transfer search	✓	✓	✓	✗		£ 697,695.50	£ 697,695.50	1
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (Priority)	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ -	0
FEGP	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ 349,266.56	1
Pre-conditioned air	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
Pier Service	✓	✓	✓	✓		£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
Control Posts Search					✓	£ -	£ -	0
Aerodrome Congestion					✓	£ -	£ -	0
TTS - % Both					✓	£ -	£ 418,784.84	1
Total						£ 3,783,537.50	£ 8,174,713.84	9

	Bonuses:		Mar - 2023				Estimated Bonus	YTD	
	Lower Threshold	Upper Threshold	T2	T3	T4	T5		Estimated Bonus	Total Pass
	4.10	4.50					£ -	£ -	0
	4.20	4.50	4.27	4.18	4.30	4.26	£ -	£ -	0
	4.20	4.50	4.32	4.25	4.32	4.26	£ 98,525	£ 330,806	3
	4.40	4.70					£ -	£ 58,670	2
Total							£ 98,525	£ 389,475	5

Bonus: All business units must exceed Lower Threshold.

Departure Lounge seat availability and Flight Information were removed from the scheme as of 1st March23

Financial year is from January 2023 - December 2023

*SQRB calculation for T4 is based on 10 months of data

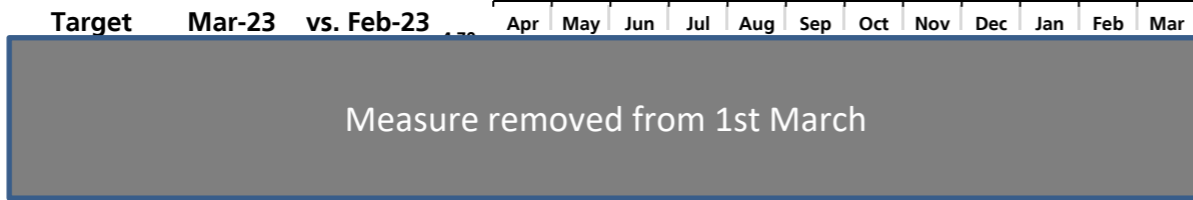
Credit Notes:

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.

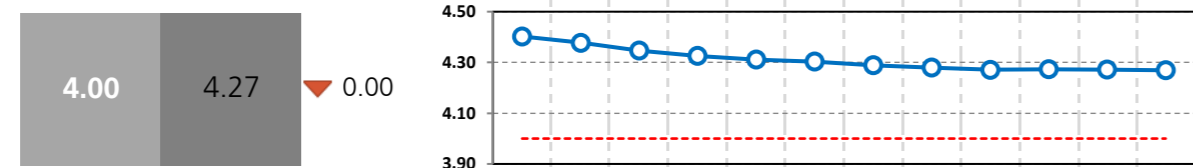
Terminal 2 Performance Report March 2023

Passenger Experience and Service Level Performance

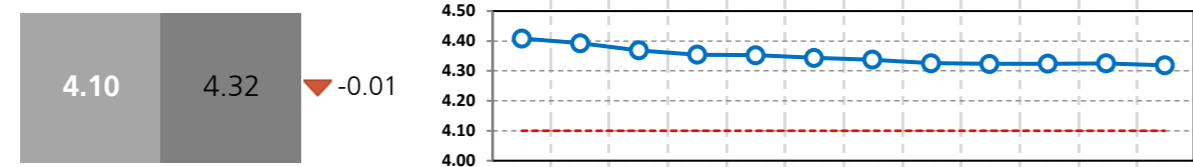
Departure lounge seat availability*
Ease of finding a seat



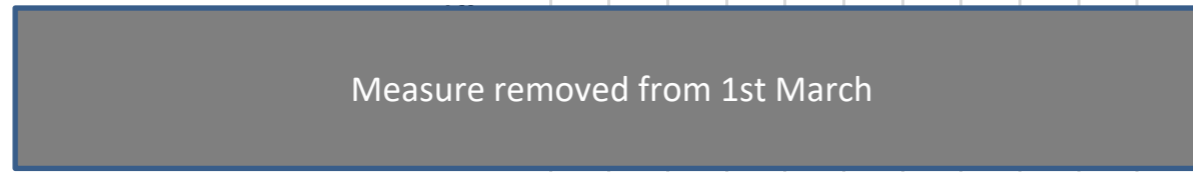
Cleanliness*
Overall cleanliness of the terminal



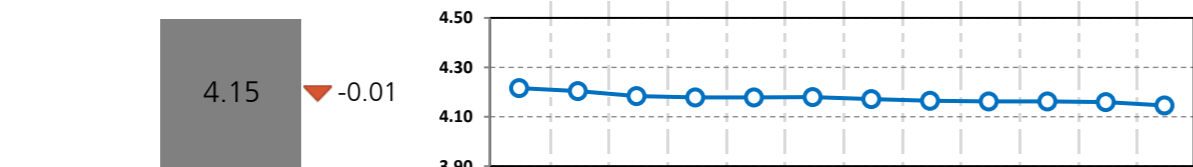
Wayfinding*
Ease of finding your way around the airport



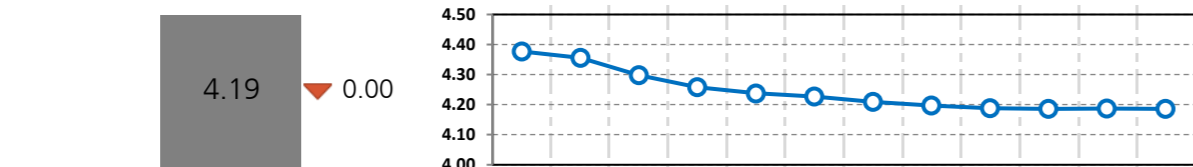
Flight information*
Accuracy and ease of finding flight information



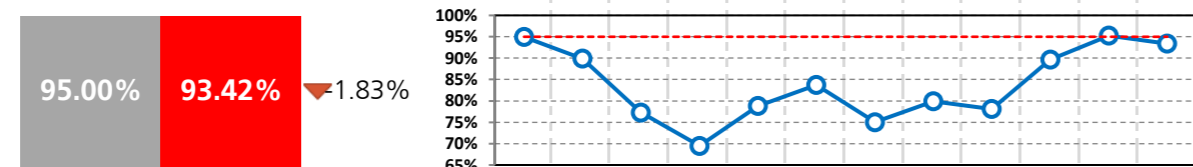
Wi-Fi*
Ease of using WiFi



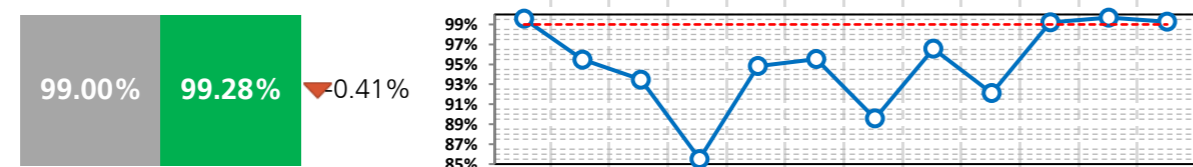
Security*
Passenger satisfaction



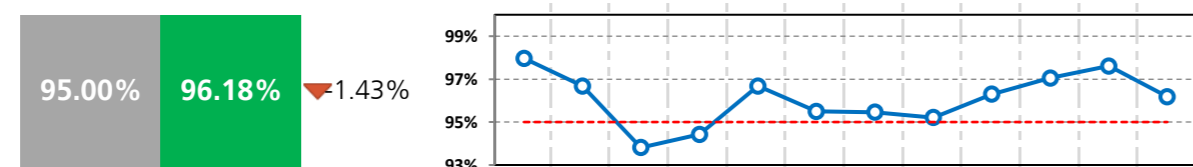
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



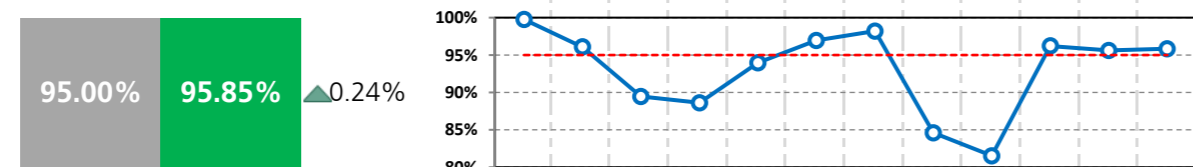
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured

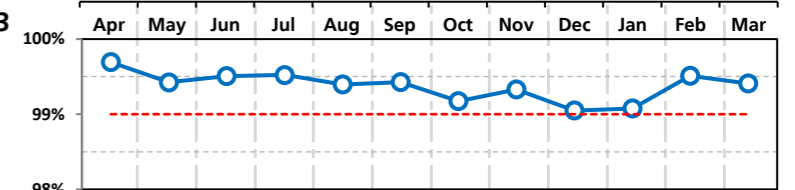
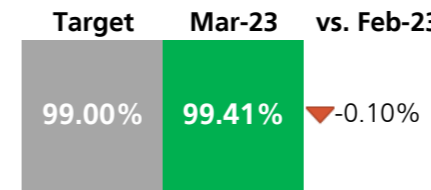


Transfer Search
Based on 15min time periods measured

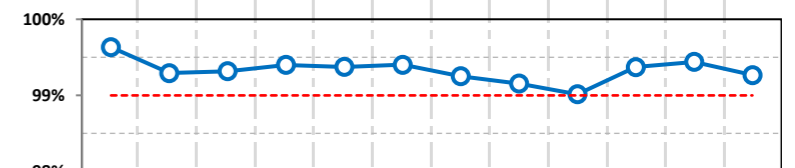
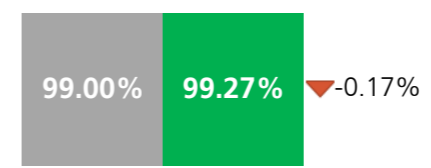


Service Level Performance

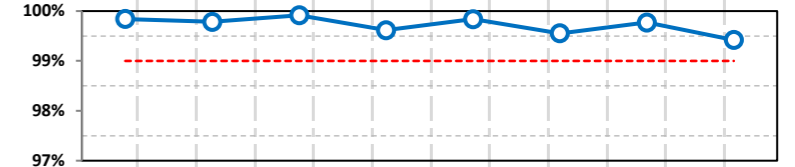
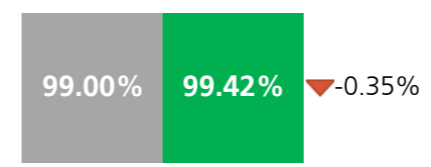
PSE (General)
Availability of Passenger Sensitive Equipment (General)



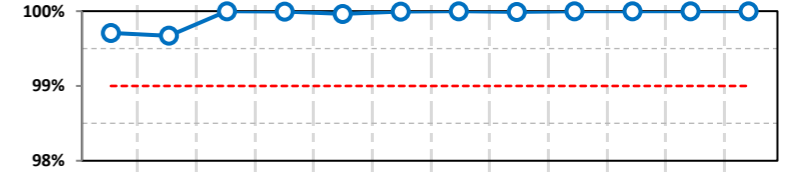
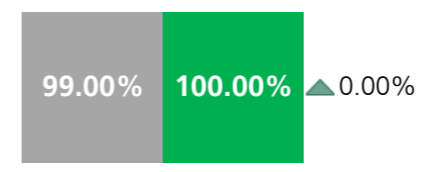
PSE (Priority)
Availability of Passenger Sensitive Equipment (Priority)



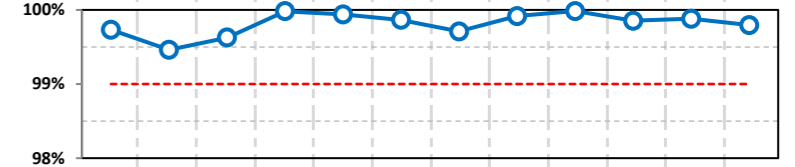
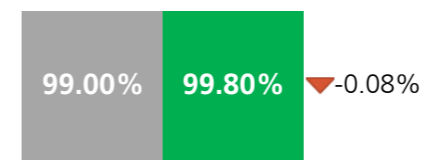
Stands
Availability of stands



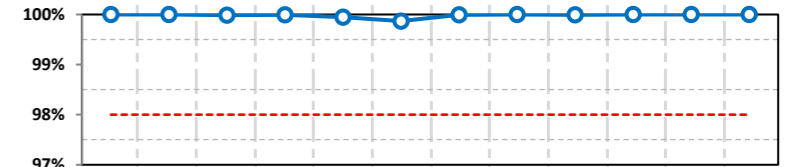
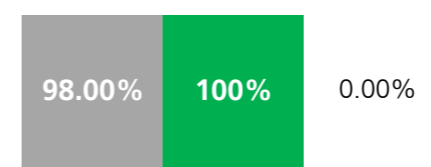
FEGP
Availability Fixed Electrical Ground Power



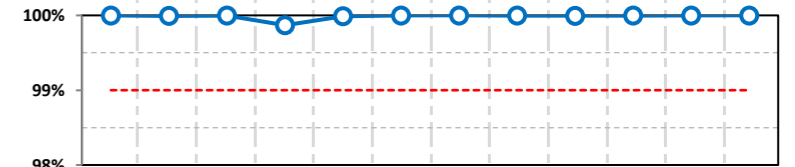
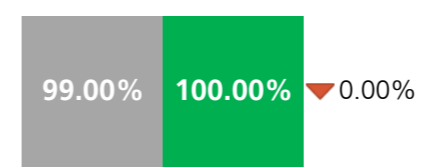
Jetties
Availability of Air-Bridges



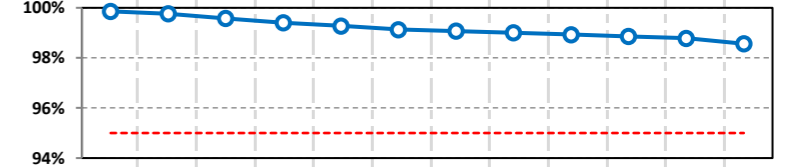
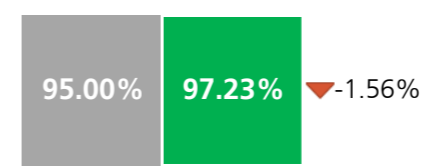
PCA
Availability of Pre-Conditioned Air



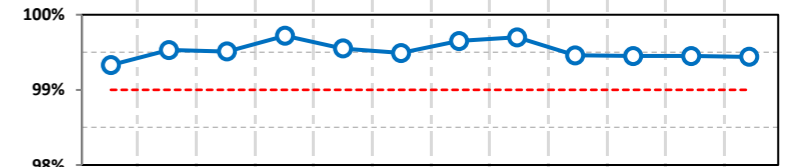
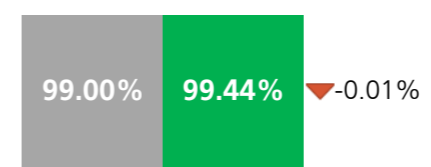
SEGS
Availability of Stand entry guidance



Pier Service
% Pier served passengers



Arrivals reclaims
Bag reclaim belts availability



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

Terminal 2 Performance Report March 2023

Financial Report - Bonus and Rebates

Rebates:

	Target Achieved	Mar - 2023	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	✘	£ 830,667.69	£ 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
		£ 830,667.69	£ 1,661,335.38	2

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Mar - 2023	Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	Measure removed from 1st March			4.35	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.32	£ 98,525	£ 330,806	3
Flight information	Measure removed from 1st March			4.45	£ -	£ 58,670	2
					£ 98,525	£ 389,475	5

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 March 2023

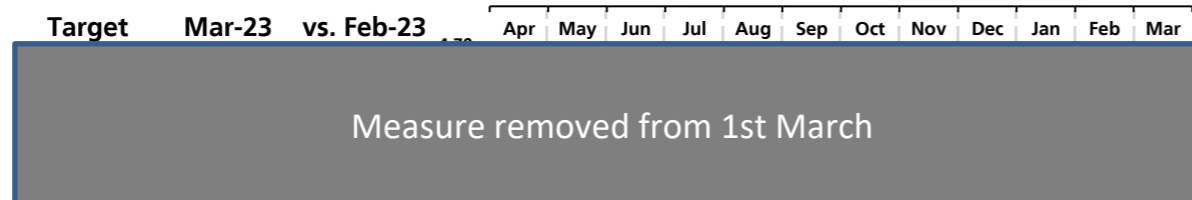
Passenger Experience and Service Level Performance

Service Level Performance

Departure lounge seat availability*



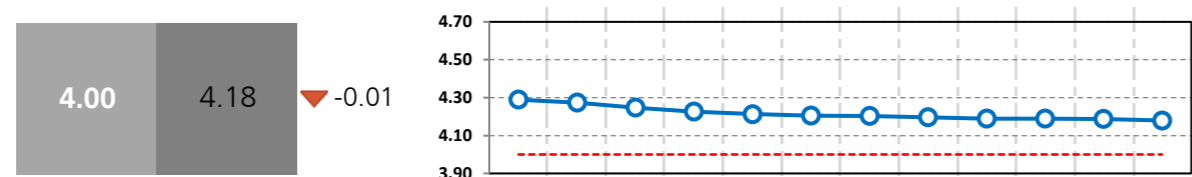
Ease of finding a seat



Cleanliness*



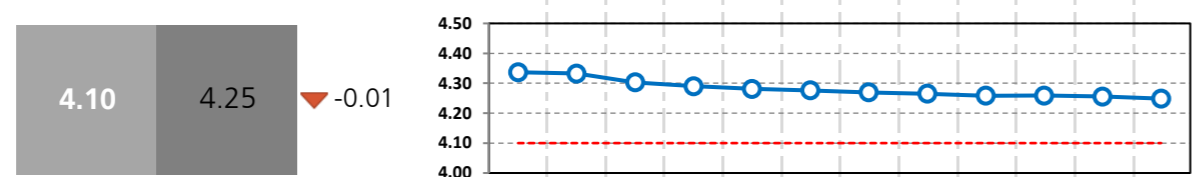
Overall cleanliness of the terminal



Wayfinding*



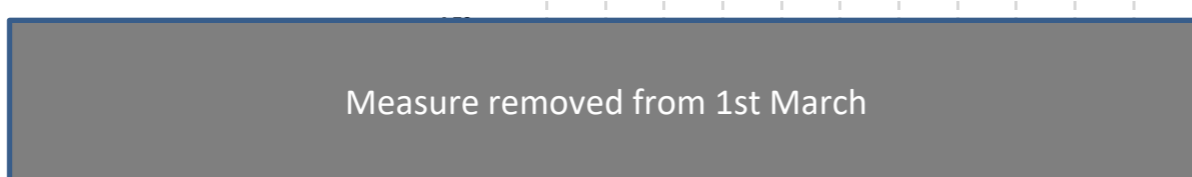
Ease of finding your way around the airport



Flight information*



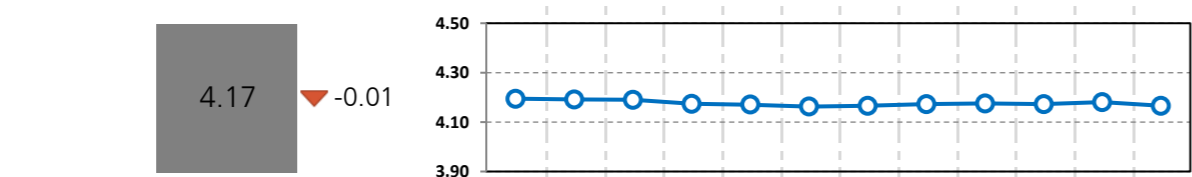
Accuracy and ease of finding flight information



Wi-Fi*



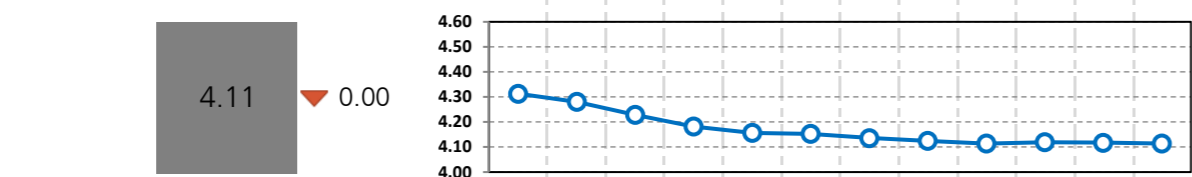
Ease of using WiFi



Security*



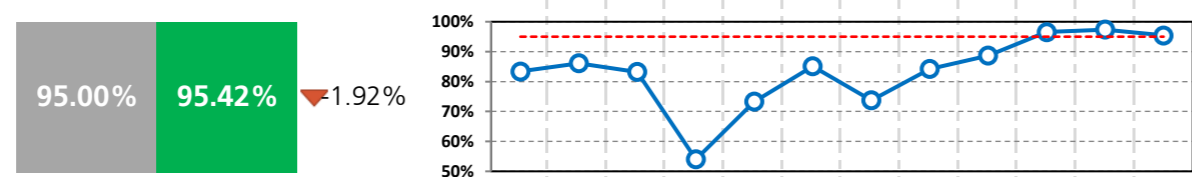
Passenger satisfaction



CSA queues - Times queue <5 minutes



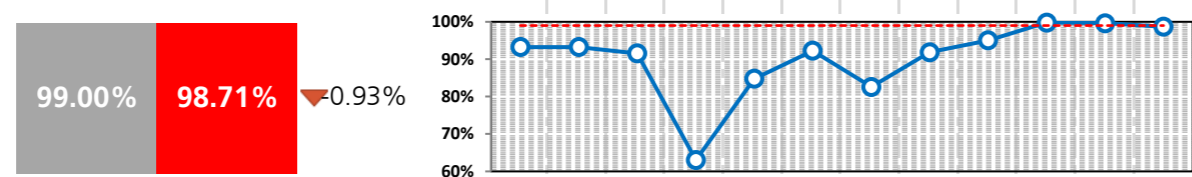
Based on 15min time periods measured



CSA queues - Times queue <10 minutes



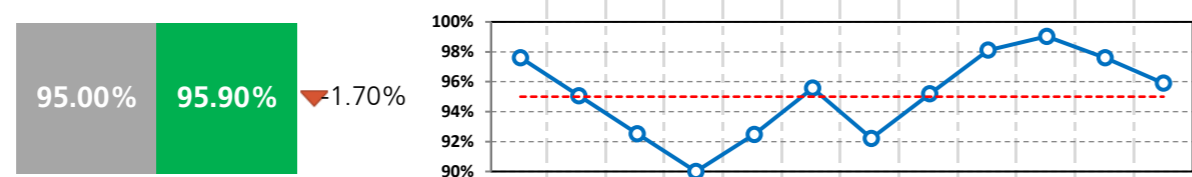
Based on 15min time periods measured



Staff search



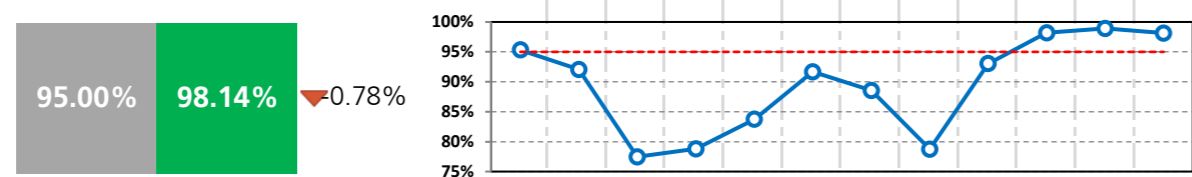
Based on 15min time periods measured



Transfer Search

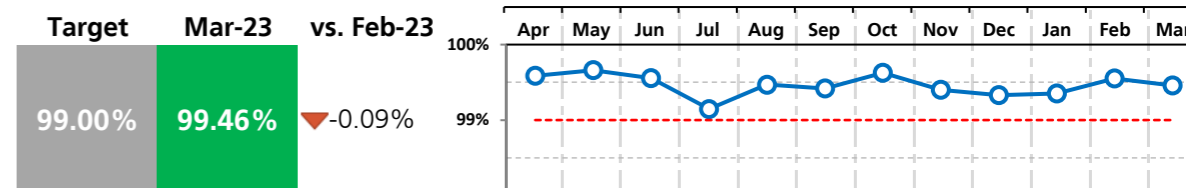


Based on 15min time periods measured



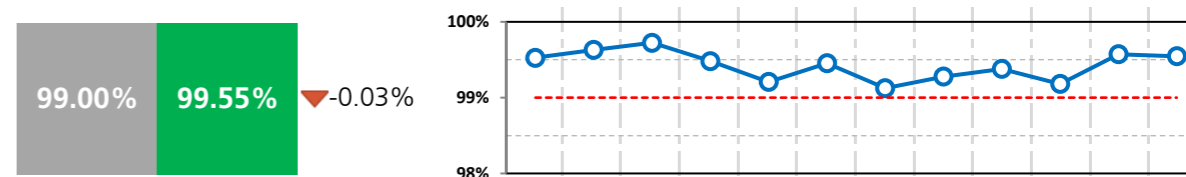
PSE (General)

Availability of Passenger Sensitive Equipment (General)



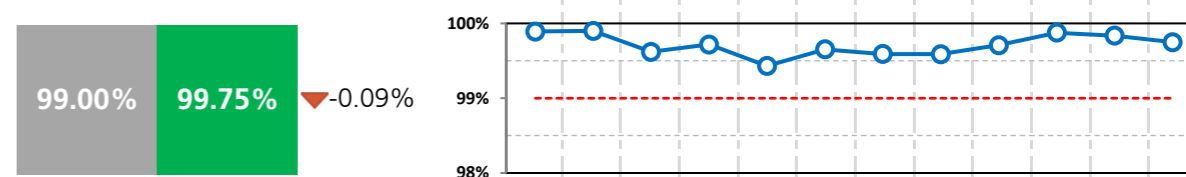
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



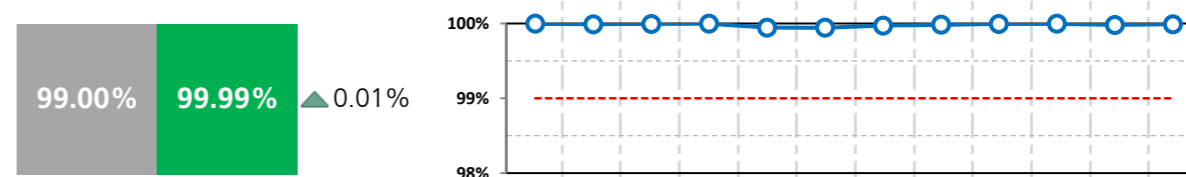
Stands

Availability of stands



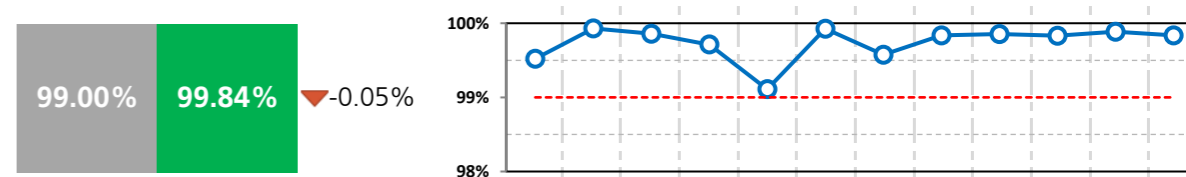
FEGP

Availability Fixed Electrical Ground Power



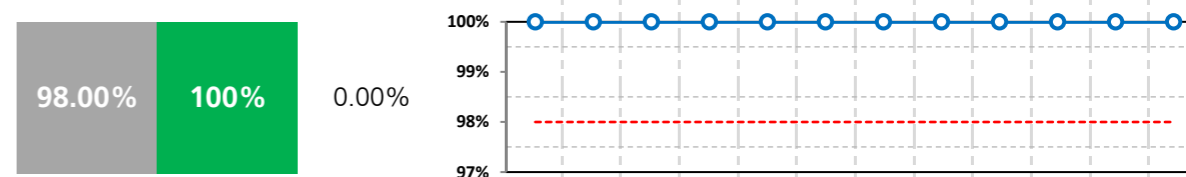
Jetties

Availability of Air-Bridges



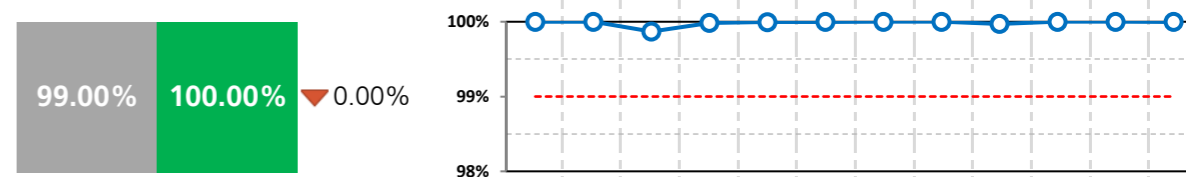
PCA

Availability of Pre-Conditioned Air



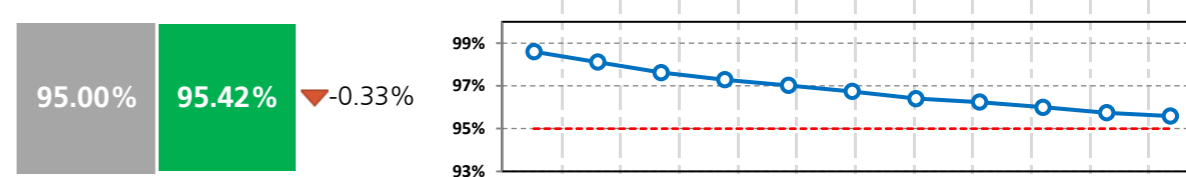
SEGs

Availability of Stand entry guidance



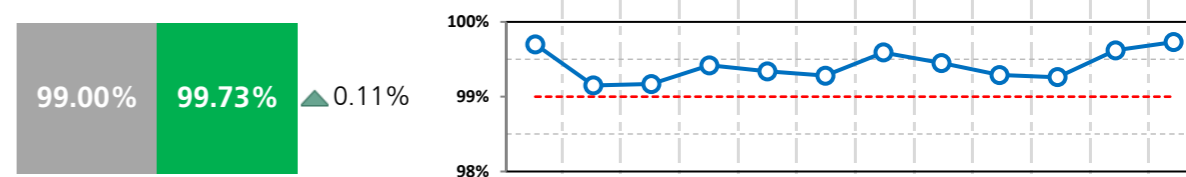
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

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

Terminal 3 Performance Report March 2023

Financial Report - Bonus and Rebates

Rebates:

	Mar - 2023		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	✘	£ 858,945.69	£ 858,945.69	1
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
		£ 858,946	£ 858,945.69	1

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Mar - 2023		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	Measure removed from 1st March				£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.25	£ 98,525	£ 330,806	3	
Flight information	Measure removed from 1st March				£ -	£ 58,670	2	
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Credit Notes:

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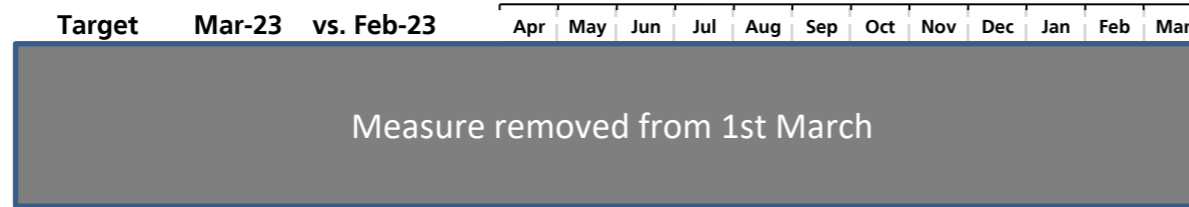
Financial year is from January 2023 - December 2023

Terminal 4 Performance Report March 2023

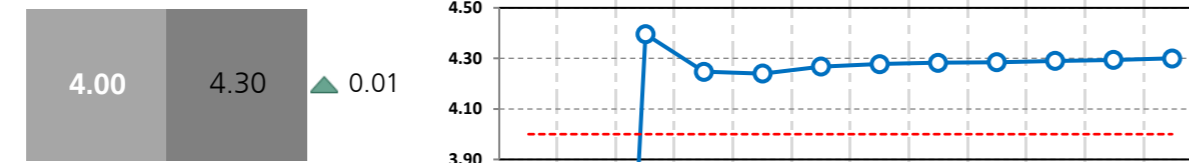
Passenger Experience and Service Level Performance

Service Level Performance

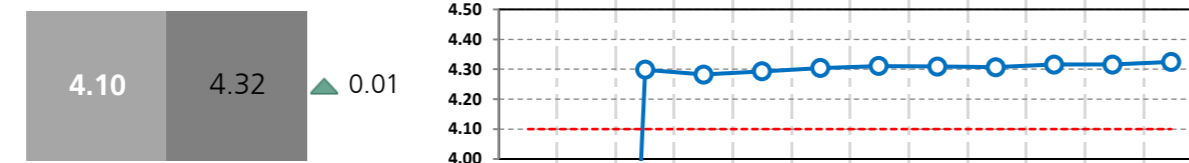
Departure lounge seat availability*
Ease of finding a seat



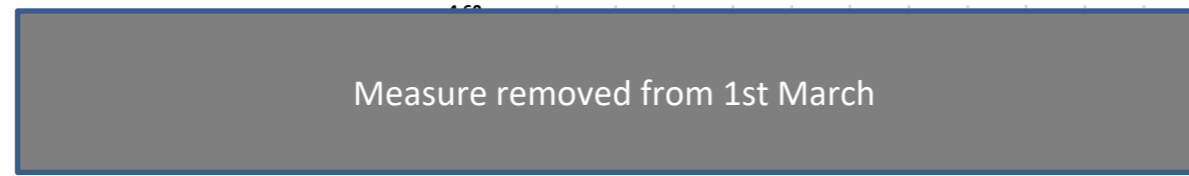
Cleanliness*
Overall cleanliness of the terminal



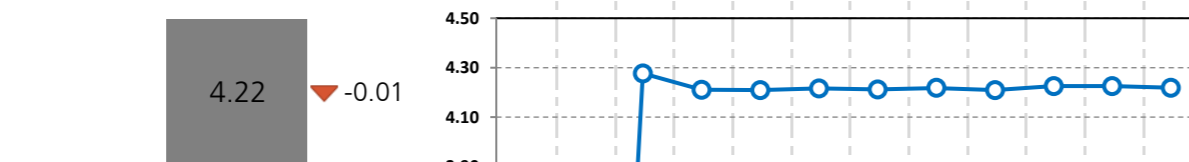
Wayfinding*
Ease of finding your way around the airport



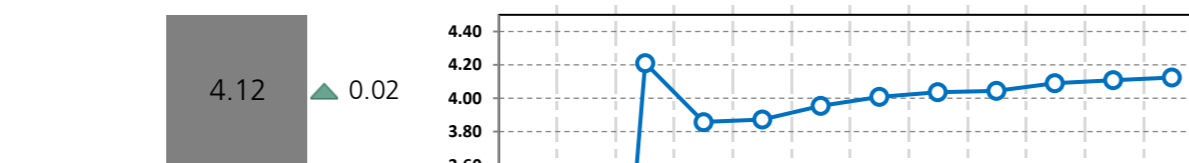
Flight information*
Accuracy and ease of finding flight information



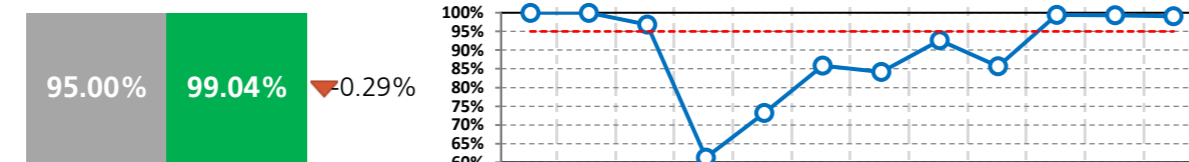
Wi-Fi*
Ease of using WiFi



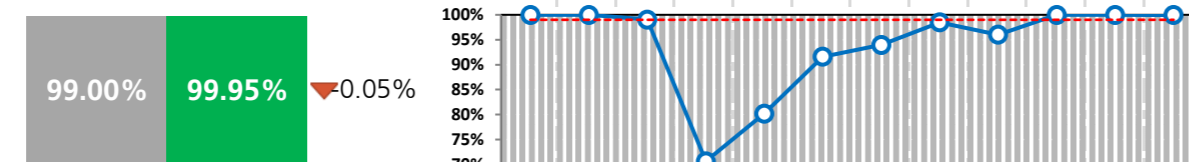
Security*
Passenger satisfaction



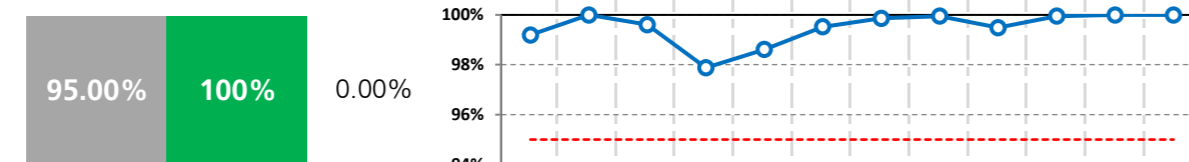
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



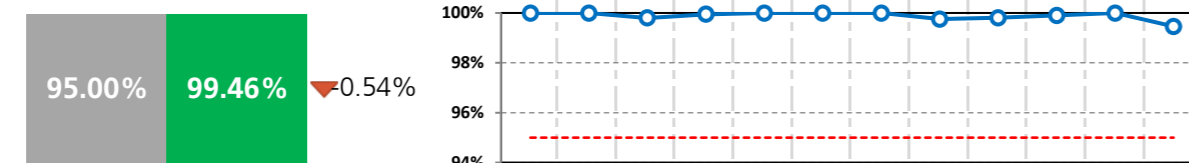
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



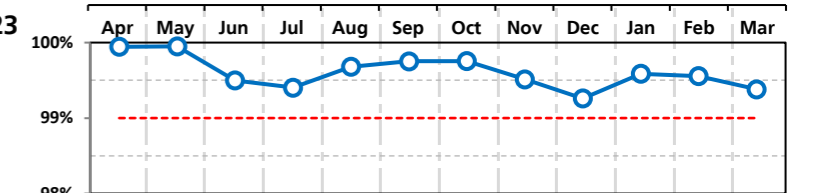
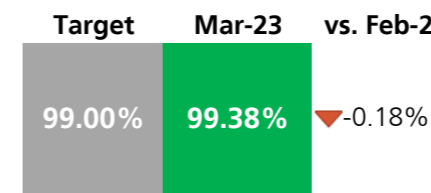
Staff search
Based on 15min time periods measured



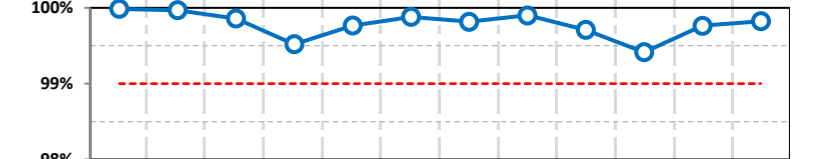
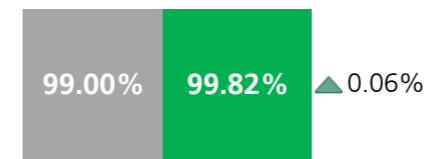
Transfer Search
Based on 15min time periods measured



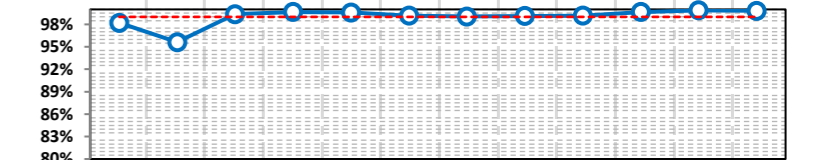
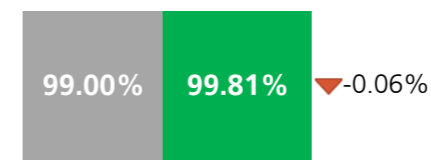
PSE (General)
Availability of Passenger Sensitive Equipment (General)



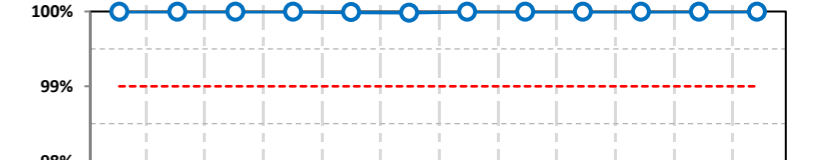
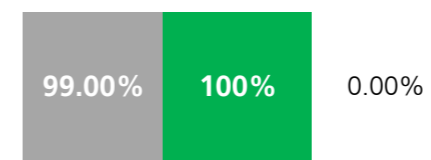
PSE (Priority)
Availability of Passenger Sensitive Equipment (Priority)



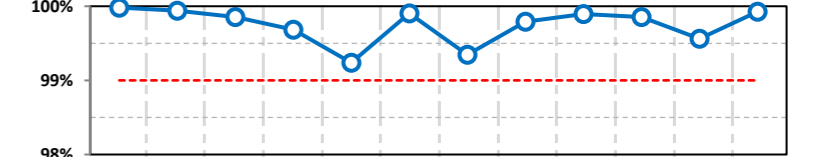
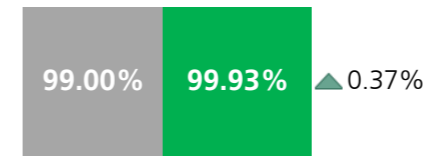
Stands
Availability of stands



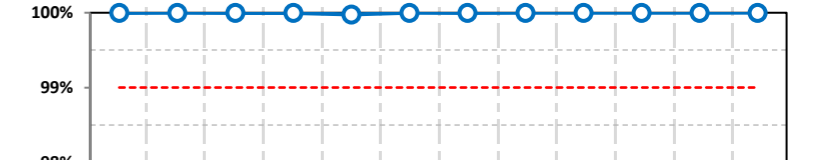
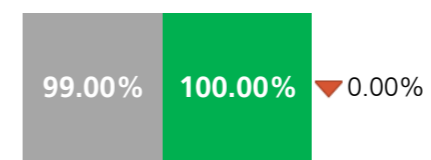
FEGP
Availability Fixed Electrical Ground Power



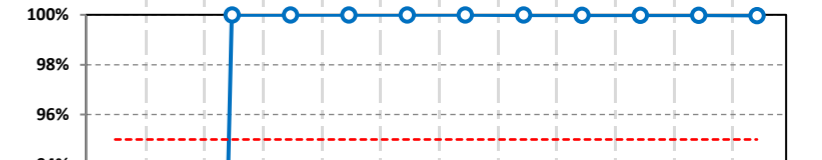
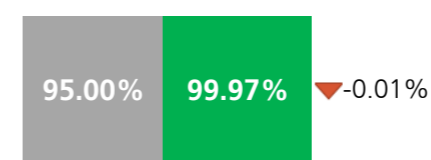
Jetties
Availability of Air-Bridges



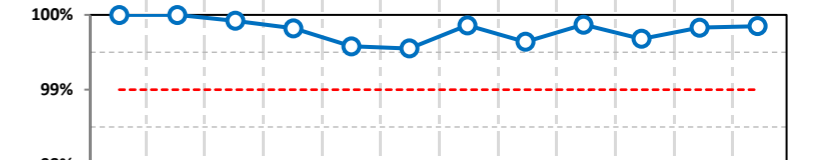
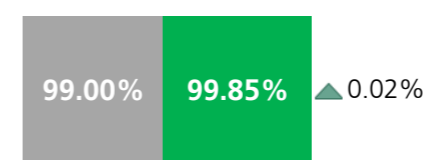
SEGs
Availability of Stand entry guidance



Pier Service
% Pier served passengers



Arrivals reclaims
Bag reclaim belts availability



Notes:
SQRB calculation for T4 is based on 10 months of data
*SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report March 2023

Financial Report - Bonus and Rebates

Rebates:

	Mar - 2023		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	Mar - 2023		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses	
Departure lounge seat availability	Measure removed from 1st March				£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.30	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.32	£ 98,525	£ 330,806	3	
Flight information	Measure removed from 1st March				£ -	£ 58,670	2	
					£ 98,525	£ 389,475	5	

Credit Notes:

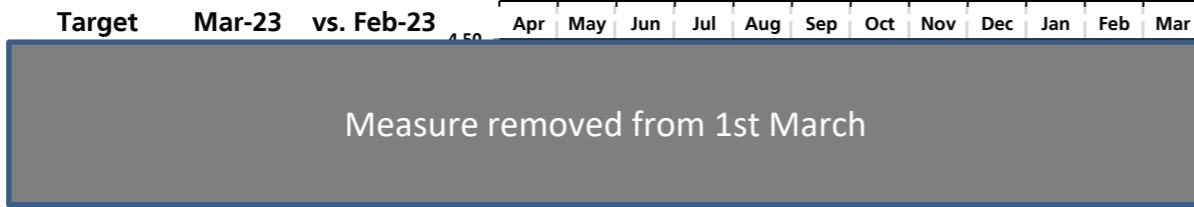
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

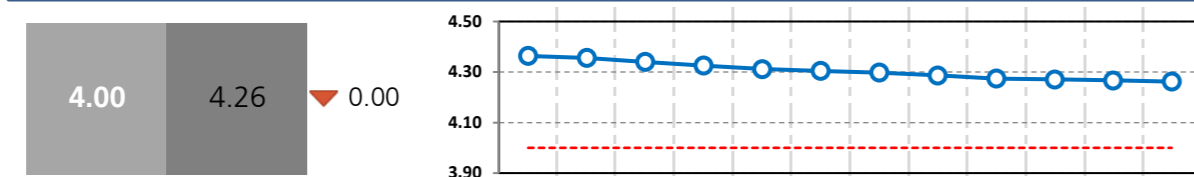
Terminal 5 Performance Report March 2023

Passenger Experience and Service Level Performance

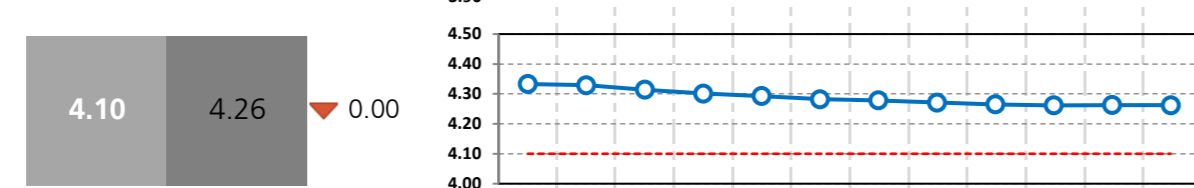
Departure lounge seat availability*
Ease of finding a seat



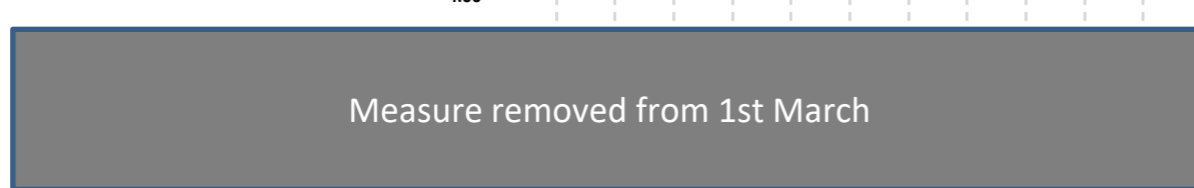
Cleanliness*
Overall cleanliness of the terminal



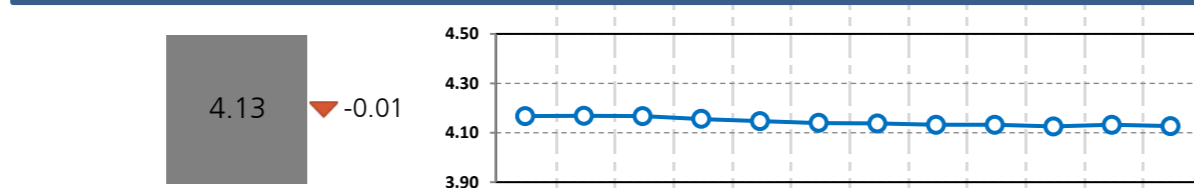
Wayfinding*
Ease of finding your way around the airport



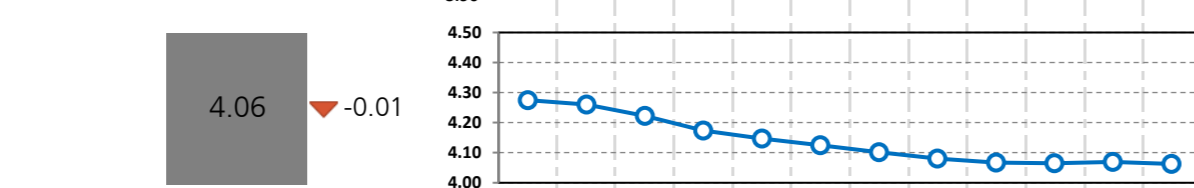
Flight information*
Accuracy and ease of finding flight information



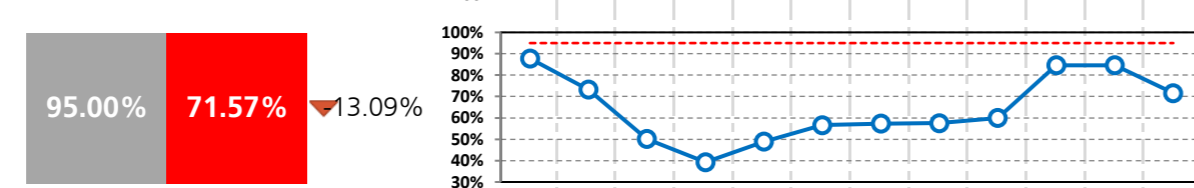
Wi-Fi*
Ease of using WiFi



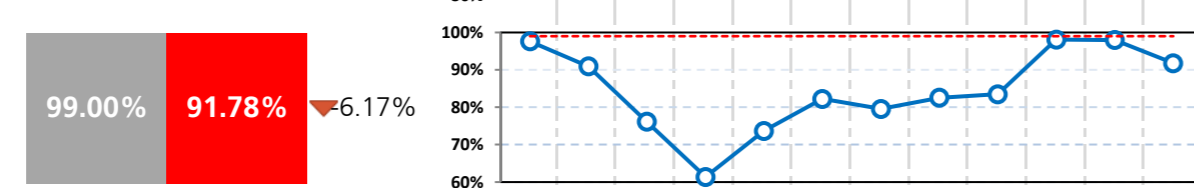
Security*
Passenger satisfaction



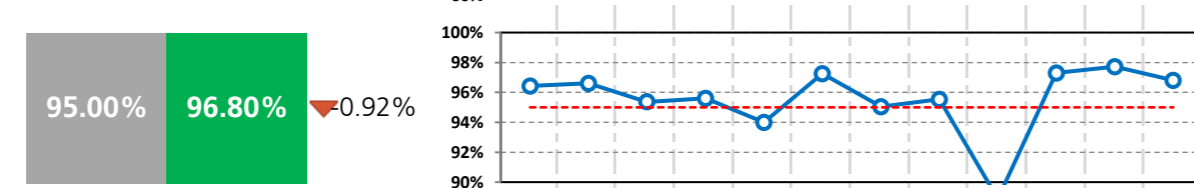
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



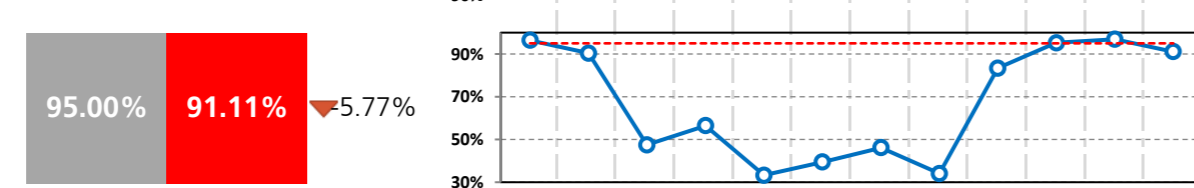
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



Transfer Search
Based on 15min time periods measured

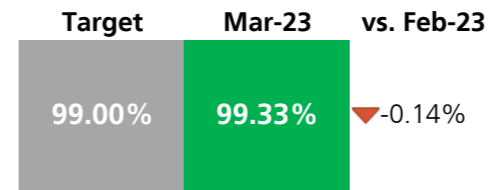


Notes:
* SQRB calculations based on Moving Annual Average (MAA) for these metrics

Service Level Performance

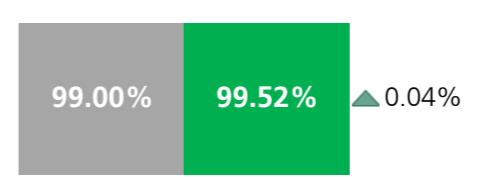
PSE (General)

Availability of Passenger Sensitive Equipment (General)



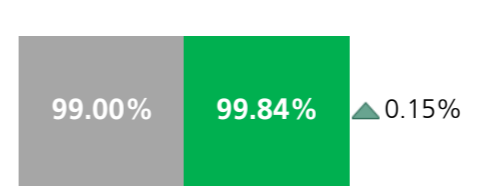
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



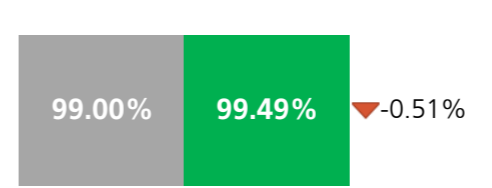
Stands

Availability of stands



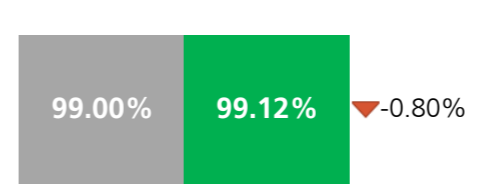
FEGP

Availability of Fixed Electrical Ground Power



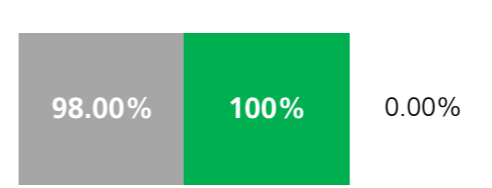
Jetties

Availability of Air-Bridges



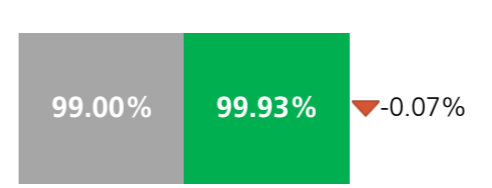
PCA

Availability of Pre-Conditioned Air



SEGs

Availability of Stand entry guidance



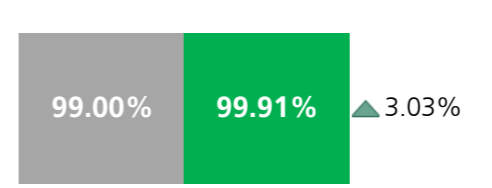
Arrivals reclaims

Bag reclaim belts availability



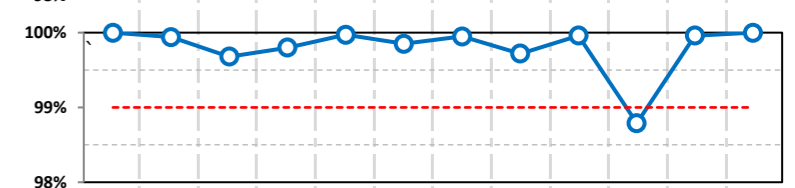
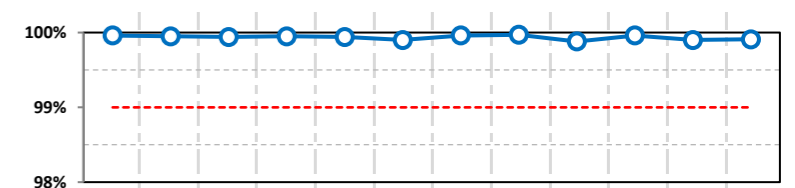
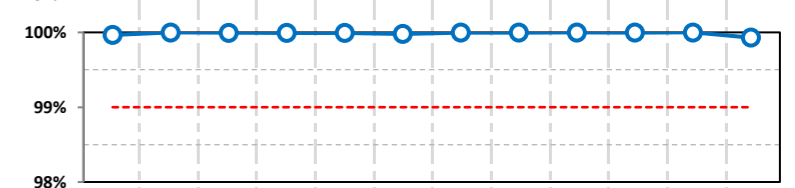
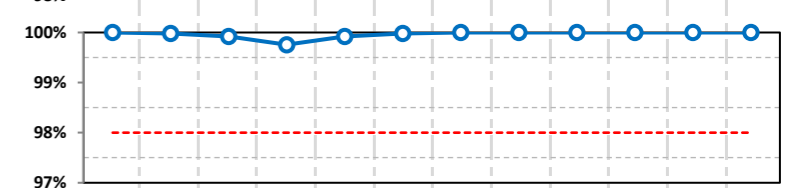
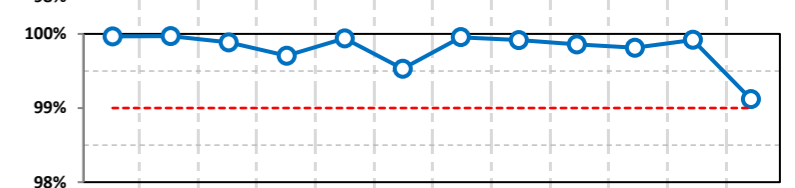
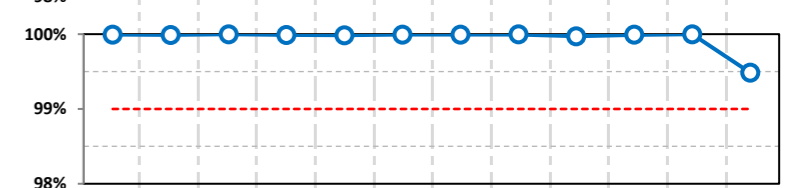
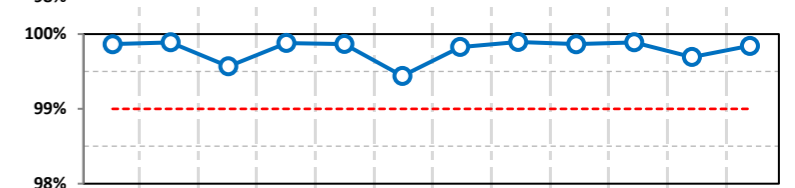
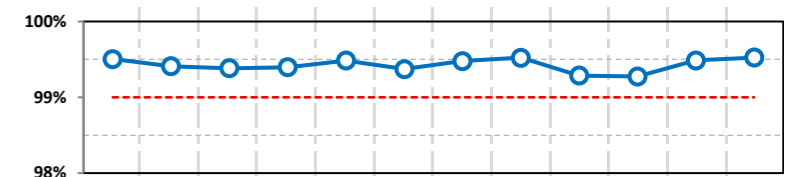
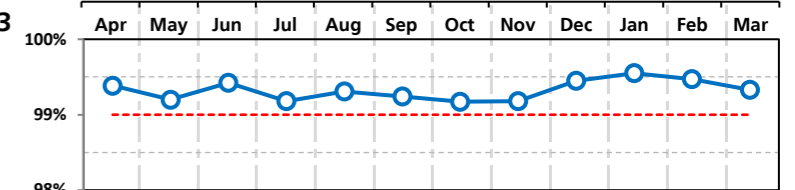
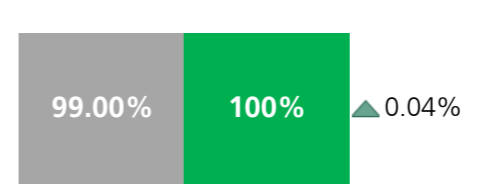
TTS - One car

Track Transit System - one car availability



TTS - Two cars

Track Transit System - % time two cars available



Terminal 5 Performance Report March 2023

Financial Report - Bonus and Rebates

Rebates:

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

	Mar - 2023		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	⊗	£ 1,396,228.63	£ 4,188,685.88	3
Staff search	⊙	£ -	£ -	0
Transfer search	⊗	£ 697,695.50	£ 697,695.50	1
PSE (General)	⊙	£ -	£ -	0
PSE (Priority)	⊙	£ -	£ -	0
Stands	⊙	£ -	£ -	0
FEGP	⊙	£ -	£ -	0
Jetties	⊙	£ -	£ 349,266.56	1
PCA	⊙	£ -	£ -	0
SEGs	⊙	£ -	£ -	0
Pier Service				
Arrivals reclaims	⊙	£ -	£ -	0
TTS - % Both	⊙	£ -	£ 418,784.84	1
		£ 2,093,924.13	£ 5,654,432.78	6

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Mar - 2023		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	Measure removed from 1st March				£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.26	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.26	£ 98,525	£ 330,806	3	
Flight information	Measure removed from 1st March				£ -	£ 58,670	2	
					£ 98,525	£ 389,475	5	

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

Heathrow

Making every journey better