



Heathrow Performance Report

Service Quality Rebate and Bonus - January 2023

Operational Planning

Printed: 22 February 2023

Heathrow
Making every journey better

Heathrow Performance Report January 2023

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.35	4.19	4.40	4.00	
Cleanliness* Overall cleanliness of the terminal	4.27	4.19	4.29	4.27	
Wayfinding* Ease of finding your way around the airport	4.32	4.26	4.32	4.26	
Flight information* Accuracy and ease of finding flight information	4.45	4.43	4.50	4.41	
Wi-Fi* Ease of using WiFi	4.16	4.17	4.23	4.13	
Security* Passenger satisfaction	4.19	4.12	4.09	4.07	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	89.67%	96.54%	99.44%	84.65%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.21%	99.81%	100.00%	98.11%	
Staff search ** Based on 15min time periods measured	97.05%	99.03%	99.95%	97.30%	
Transfer Search Based on 15min time periods measured	96.22%	98.20%	99.90%	95.23%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	97.66%	99.14%	97.53%	97.41%	96.73%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.08%	99.35%	99.59%	99.55%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.37%	99.18%	99.41%	99.28%
Stands Availability of stands	99.55%	99.88%	99.65%	99.89%
FEGP Availability of Fixed Electrical Ground Power	100.00%	100.00%	100.00%	99.99%
Jetties Availability of Air-Bridges	99.85%	99.83%	99.85%	99.81%
PCA Availability of Pre-conditioned Air	100%	100%		100%
SEGs	100.00%	100.00%	100%	100.00%
Pier Service % Pier served passengers	98.93%	95.76%	99.97%	
Arrivals Reclaims Bag reclaim belts availability	99.45%	99.26%	99.68%	99.96%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				98.79%
TTS - Two cars Track Transit System - % time two cars available				98.17%

Financial Report- Bonus and Rebates

	Rebates:					YTD		
	Jan - 2023					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	✗	✓	✓	✗		£ 2,226,896.31	£ 2,226,896.31	2
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					✗	£ 418,784.84	£ 418,784.84	1
Total						£ 2,645,681.16	£ 2,645,681.16	3

	Bonuses:		Jan - 2023				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.35	4.19	4.40	4.00	£ -	£ -	0
	4.20	4.50	4.27	4.19	4.29	4.27	£ -	£ -	0
	4.20	4.50	4.32	4.26	4.32	4.26	£ 119,667	£ 119,667	1
	4.40	4.70	4.45	4.43	4.50	4.41	£ 26,067	£ 26,067	1
Total							£ 145,734	£ 145,734	2

Bonus: All business units must exceed Lower Threshold.

Financial year is from January 2023 - December 2023

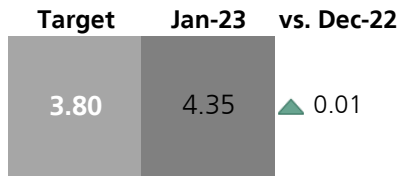
*SQRB calculation for T4 is based on 8 months of data

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.

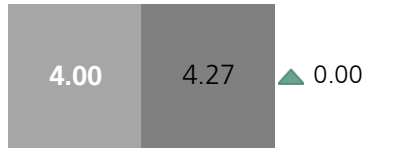
Terminal 2 Performance Report January 2023

Passenger Experience and Service Level Performance

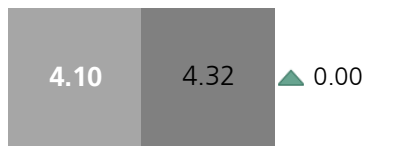
Departure lounge seat availability*
Ease of finding a seat



Cleanliness*
Overall cleanliness of the terminal



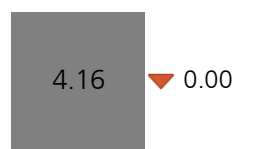
Wayfinding*
Ease of finding your way around the airport



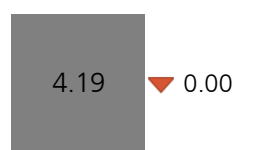
Flight information*
Accuracy and ease of finding flight information



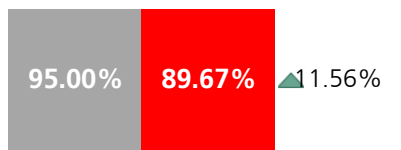
Wi-Fi*
Ease of using WiFi



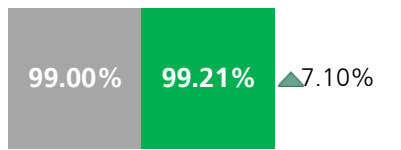
Security*
Passenger satisfaction



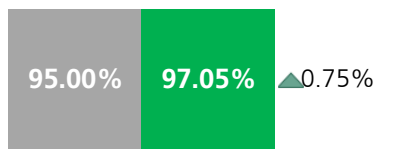
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



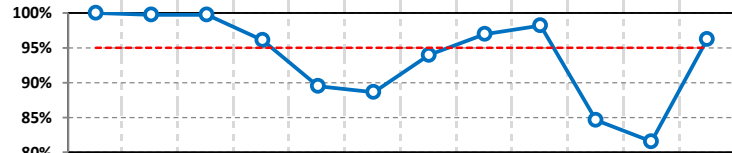
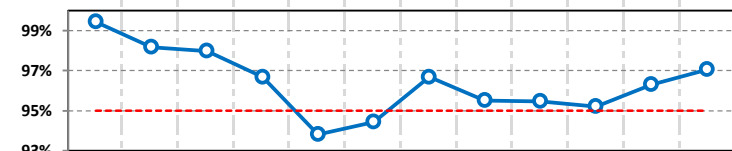
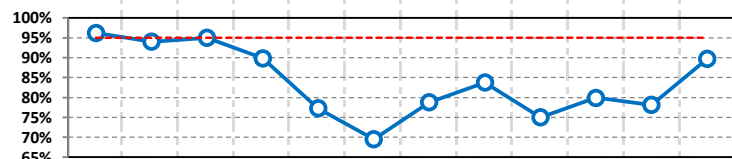
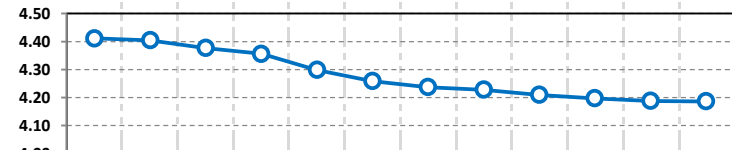
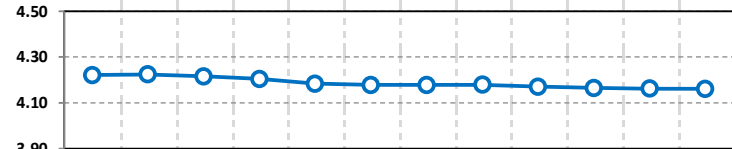
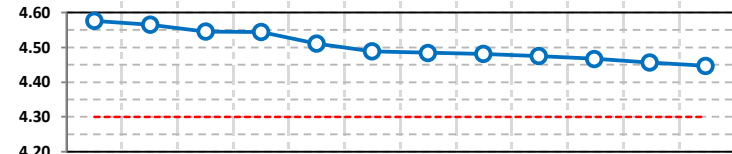
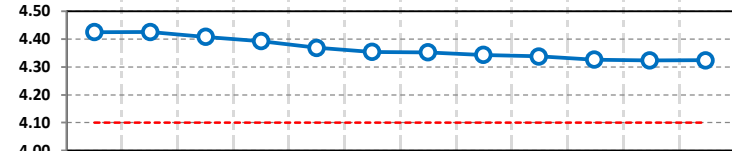
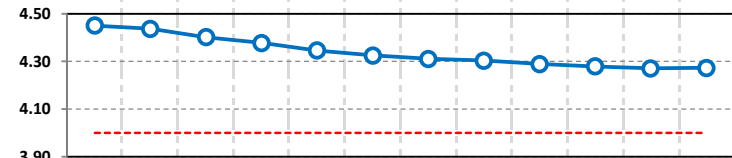
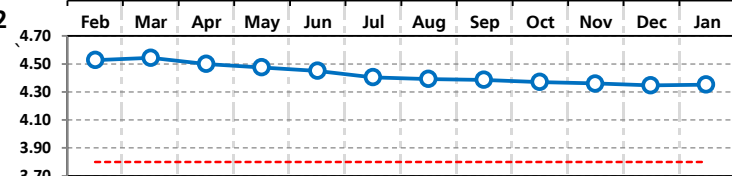
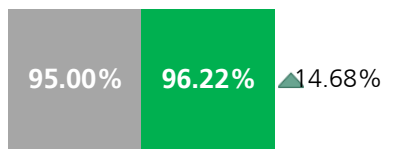
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



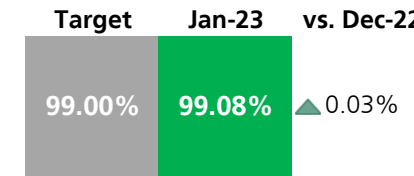
Transfer Search
Based on 15min time periods measured



Service Level Performance

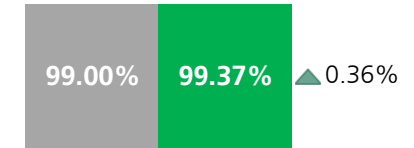
PSE (General)

Availability of Passenger Sensitive Equipment (General)



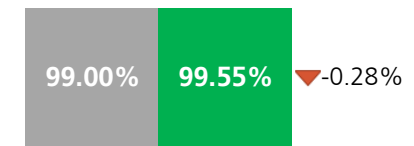
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



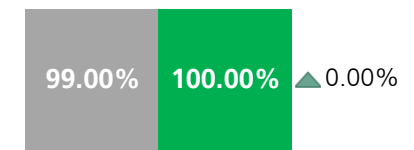
Stands

Availability of stands



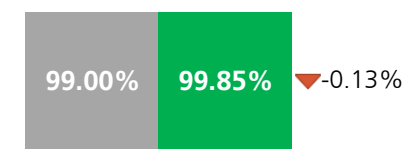
FEGP

Availability Fixed Electrical Ground Power



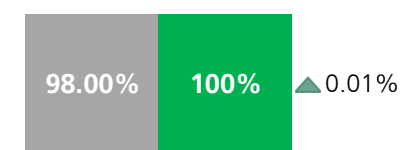
Jetties

Availability of Air-Bridges



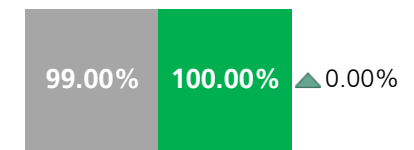
PCA

Availability of Pre-Conditioned Air



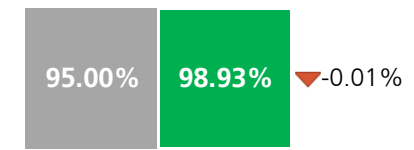
SEGs

Availability of Stand entry guidance



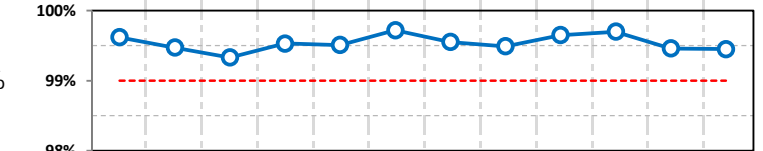
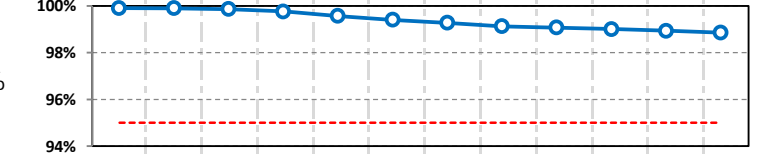
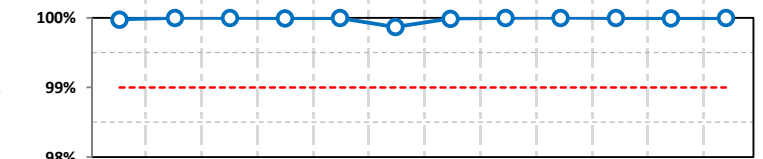
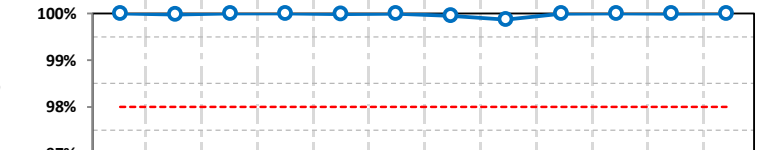
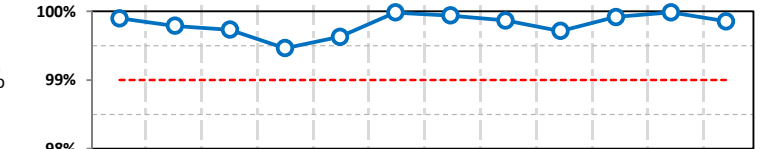
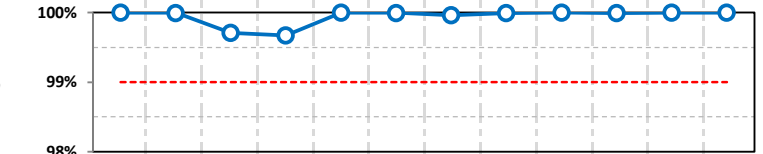
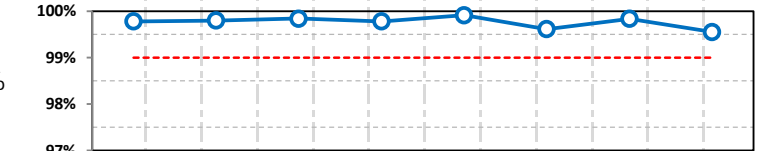
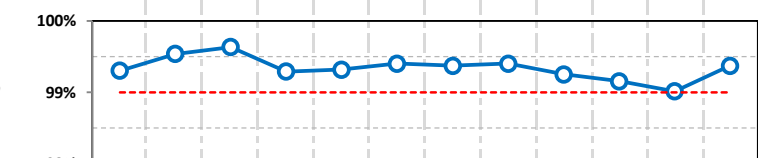
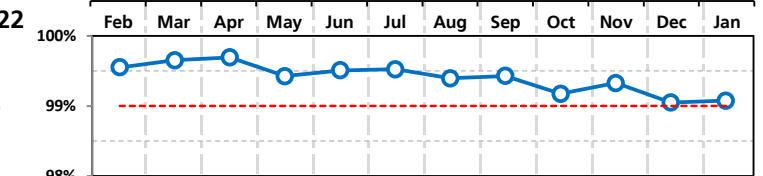
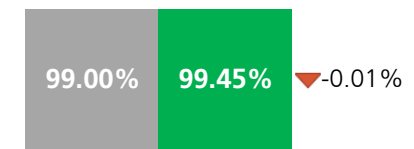
Pier Service

% 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 January 2023

Financial Report - Bonus and Rebates

Rebates:

	Jan - 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	✘	£ 830,667.69	£ 830,667.69	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
		£ 830,667.69	£ 830,667.69	1

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Jan - 2023		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	4.27	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.32	£ 119,667	£ 119,667	1	
Flight information	MAA	4.40	4.70	4.45	£ 26,067	£ 26,067	1	
					£ 145,734	£ 145,734	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 2023 - December 2023

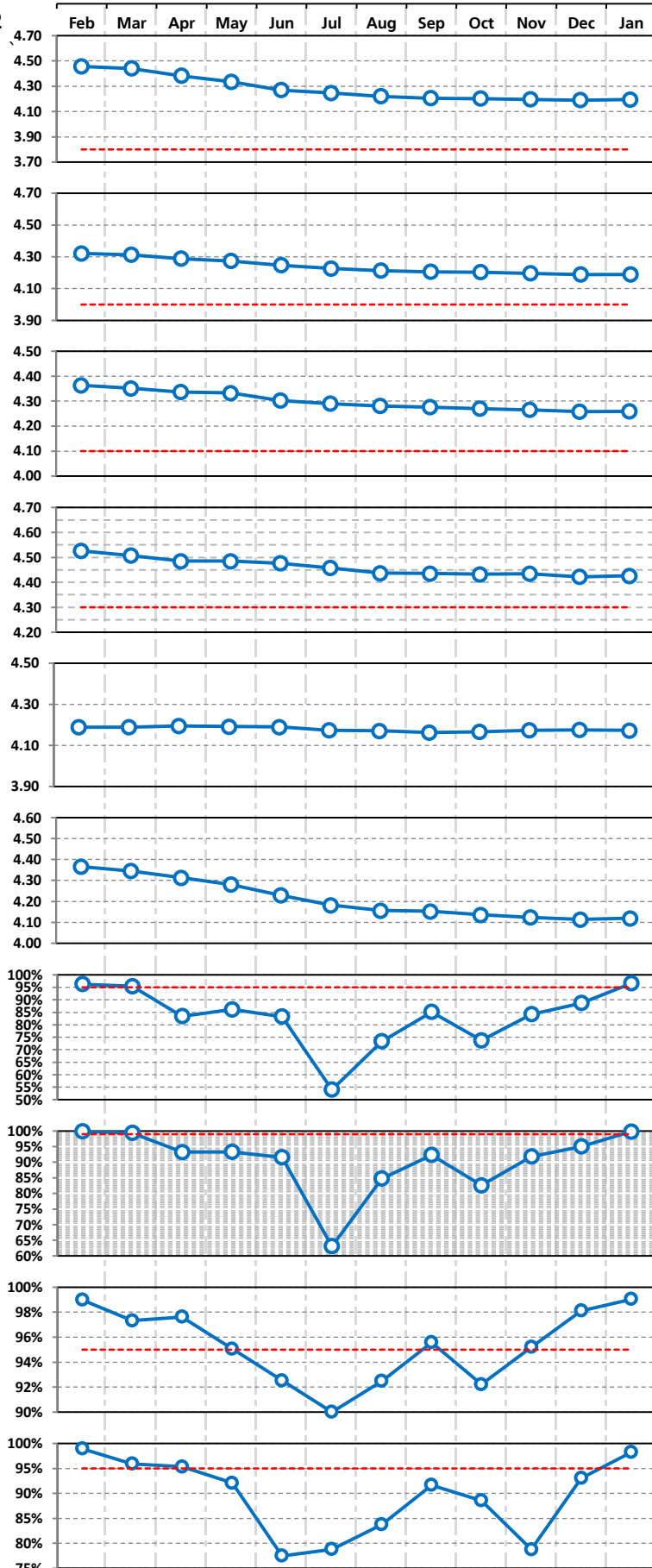
Terminal 3 Performance Report January 2023

Classification: Public

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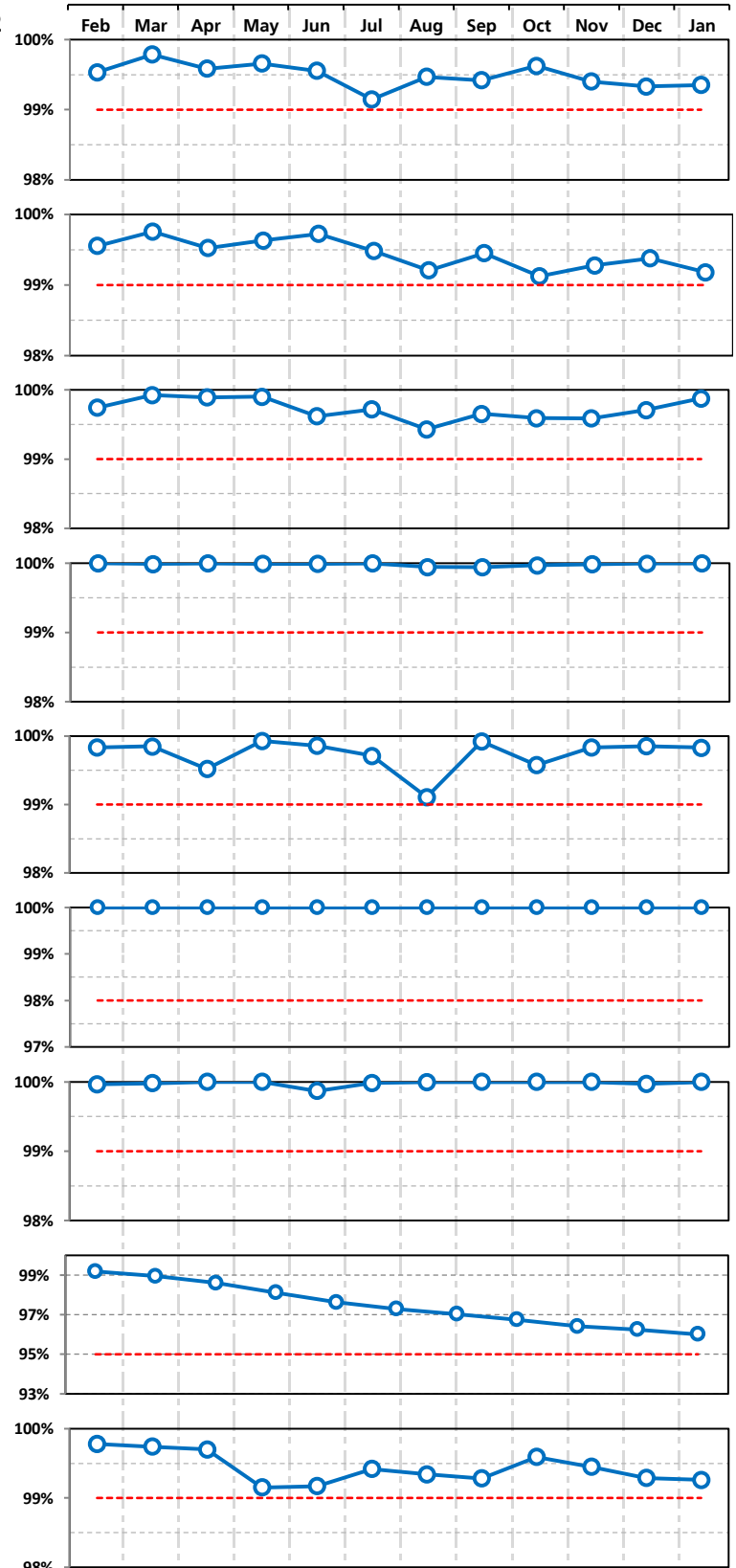
Passenger Experience and Service Level Performance

	Target	Jan-23	vs. Dec-22
Departure lounge seat availability* Ease of finding a seat	3.80	4.19	▲ 0.00
Cleanliness* Overall cleanliness of the terminal	4.00	4.19	▼ 0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.26	▲ 0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.43	▲ 0.00
Wi-Fi* Ease of using WiFi		4.17	▼ 0.00
Security* Passenger satisfaction		4.12	▲ 0.01
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	96.54%	▲ 7.88%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.81%	▲ 4.75%
Staff search Based on 15min time periods measured	95.00%	99.03%	▲ 0.92%
Transfer Search Based on 15min time periods measured	95.00%	98.20%	▲ 5.16%



Service Level Performance

	Target	Jan-23	vs. Dec-22
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.35%	▲ 0.02%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.18%	▼ -0.20%
Stands Availability of stands	99.00%	99.88%	▲ 0.17%
FEGP Availability of Fixed Electrical Ground Power	99.00%	100.00%	▲ 0.00%
Jetties Availability of Air-Bridges	99.00%	99.83%	▼ -0.02%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	100.00%	▲ 0.03%
Pier Service % Pier served passengers	95.00%	95.76%	▼ -0.48%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.26%	▼ -0.03%



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

Terminal 3 Performance Report January 2023

Financial Report - Bonus and Rebates

Rebates:

	Jan - 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	Jan - 2023		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.19	£ -	£ -	£ -	0
Cleanliness	MAA	4.20	4.50	4.19	£ -	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.26	£ 119,667	£ 119,667	£ 119,667	1
Flight information	MAA	4.40	4.70	4.43	£ 26,067	£ 26,067	£ 26,067	1
					£ 145,734	£ 145,734	£ 145,734	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 2023 - December 2023

Terminal 4 Performance Report January 2023

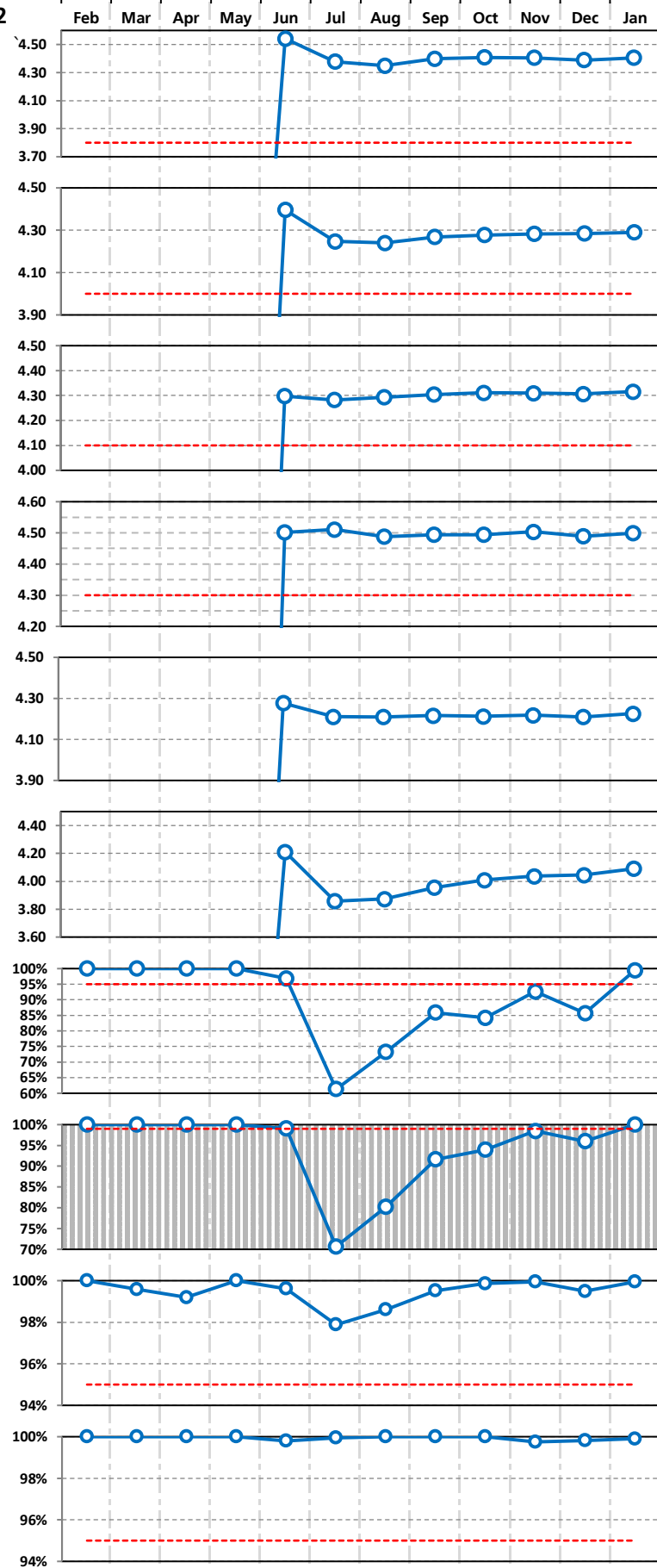
Classification: Public

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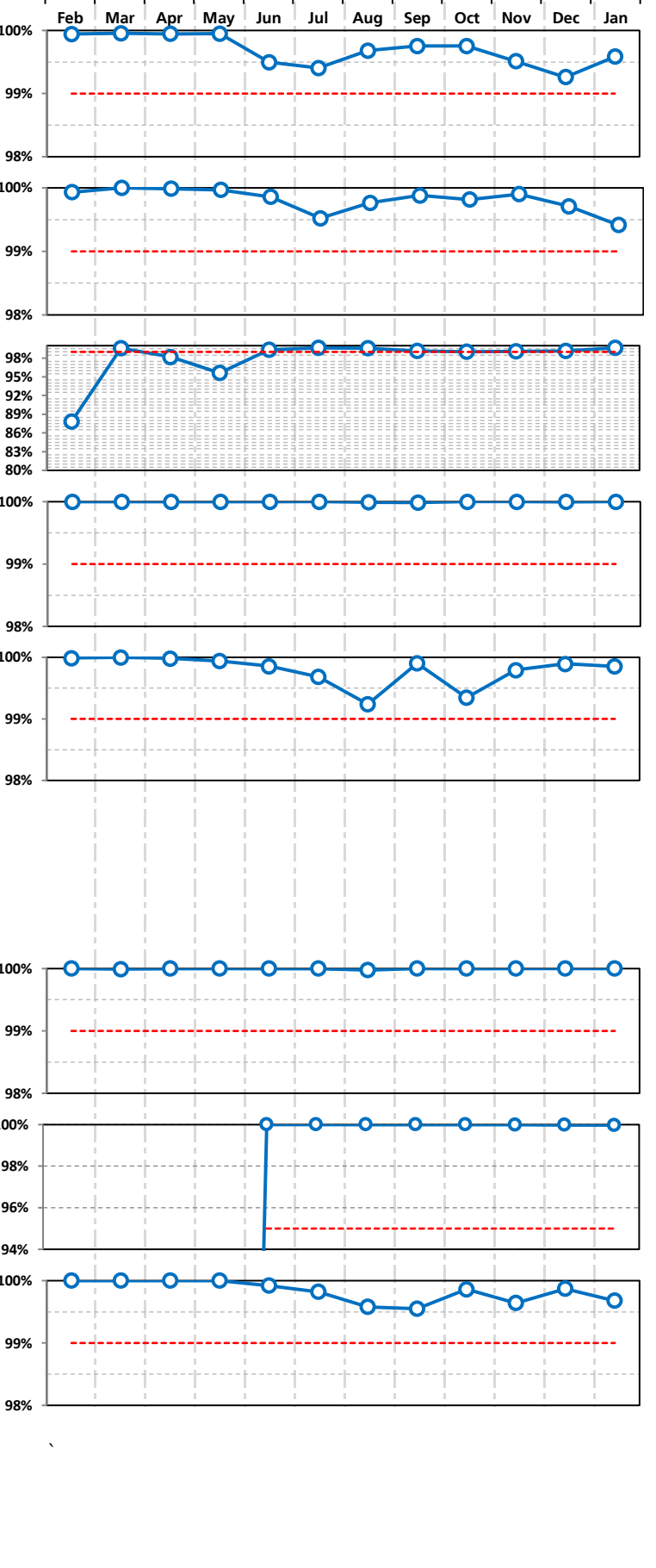
Passenger Experience and Service Level Performance

	Target	Jan-23	vs. Dec-22
Departure lounge seat availability* Ease of finding a seat	3.80	4.40	▲ 0.02
Cleanliness* Overall cleanliness of the terminal	4.00	4.29	▲ 0.01
Wayfinding* Ease of finding your way around the airport	4.10	4.32	▲ 0.01
Flight information* Accuracy and ease of finding flight information	4.30	4.50	▲ 0.01
Wi-Fi* Ease of using WiFi		4.23	▲ 0.02
Security* Passenger satisfaction		4.09	▲ 0.05
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	99.44%	▲13.78%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	100%	▲4.01%
Staff search Based on 15min time periods measured	95.00%	99.95%	▲0.46%
Transfer Search Based on 15min time periods measured	95.00%	99.90%	▲0.09%



Service Level Performance

	Target	Jan-23	vs. Dec-22
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.59%	▲ 0.33%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.41%	▼ -0.30%
Stands Availability of stands	99.00%	99.65%	▲ 0.49%
FEGP Availability of Fixed Electrical Ground Power	99.00%	100.00%	▲ 0.00%
Jetties Availability of Air-Bridges	99.00%	99.85%	▼ -0.04%
SEGs Availability of Stand entry guidance	99.00%	100%	0.00%
Pier Service % Pier served passengers	95.00%	99.97%	▼ -0.01%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.68%	▼ -0.19%



Notes:
 SQRB calculation for T4 is based on 8 months of data
 *SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report January 2023

Financial Report - Bonus and Rebates

Rebates:

	Jan - 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	Jan - 2023		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses	
Departure lounge seat availability	MAA	4.10	4.50	4.40	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.29	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.32	£ 119,667	£ 119,667	1	
Flight information	MAA	4.40	4.70	4.50	£ 26,067	£ 26,067	1	
					£ 145,734	£ 145,734	2	

Credit Notes:

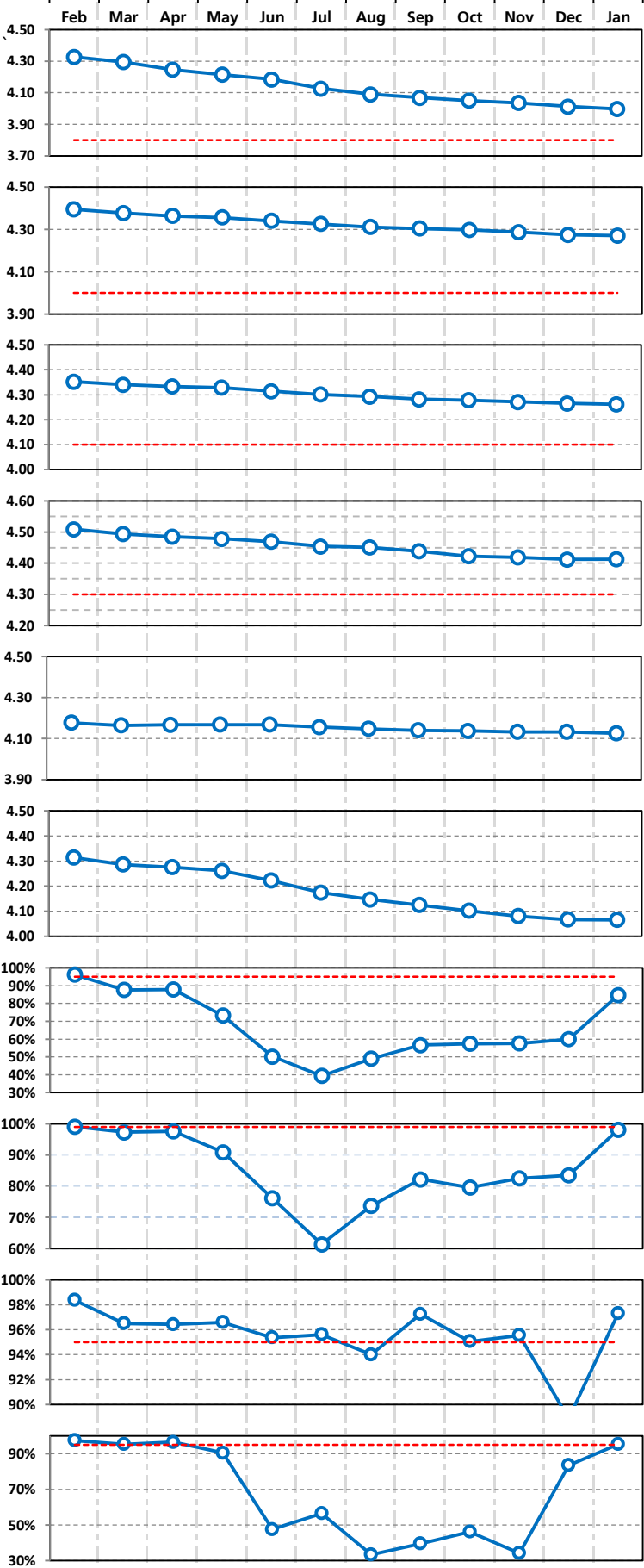
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

Terminal 5 Performance Report January 2023

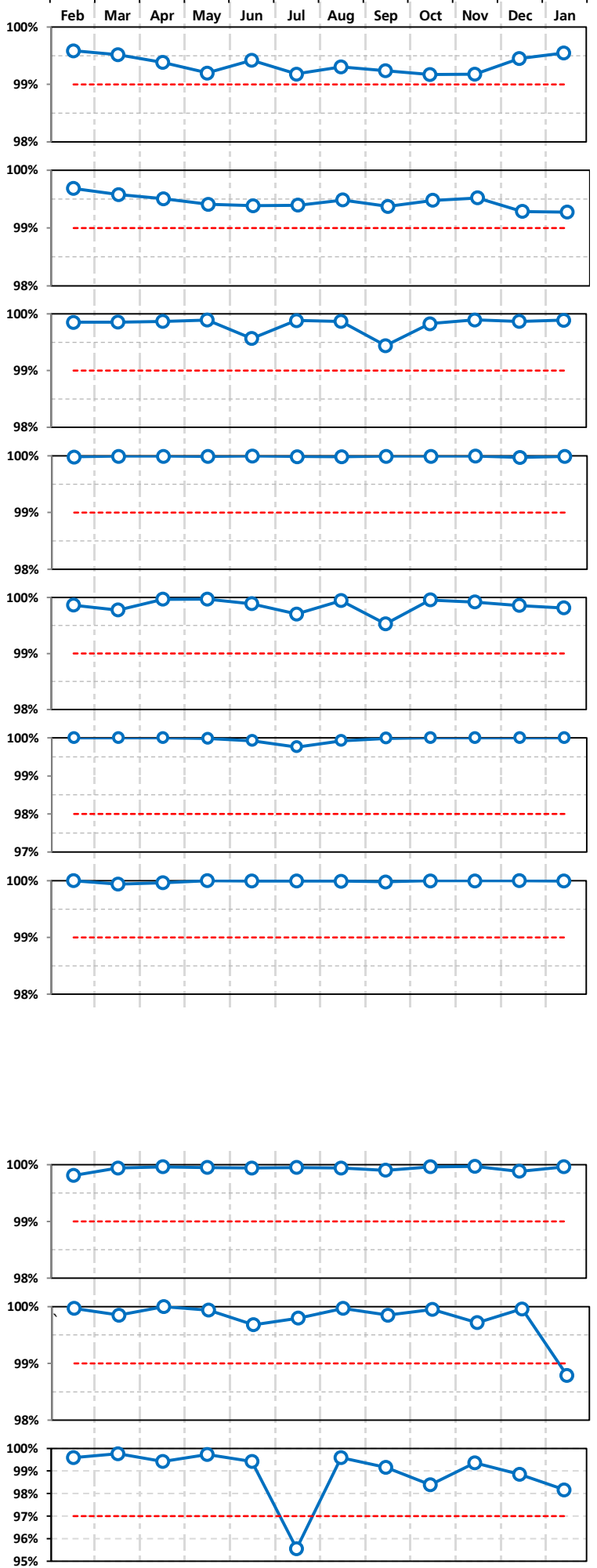
Passenger Experience and Service Level Performance

	Target	Jan-23	vs. Dec-22
Departure lounge seat availability* Ease of finding a seat	3.80	4.00	▼-0.02
Cleanliness* Overall cleanliness of the terminal	4.00	4.27	▼0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.26	▼0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.41	▲0.00
Wi-Fi* Ease of using WiFi		4.13	▼-0.01
Security* Passenger satisfaction		4.07	▼0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	84.65%	▲24.68%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	98.11%	▲14.64%
Staff search Based on 15min time periods measured	95.00%	97.30%	▲8.41%
Transfer Search Based on 15min time periods measured	95.00%	95.23%	▲11.77%



Service Level Performance

	Target	Jan-23	vs. Dec-22
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.55%	▲0.10%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.28%	▼-0.01%
Stands Availability of stands	99.00%	99.89%	▲0.02%
FEGP Availability Fixed Electrical Ground Power	99.00%	99.99%	▲0.02%
Jetties Availability of Air-Bridges	99.00%	99.81%	▼-0.04%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGS Availability of Stand entry guidance	99.00%	100.00%	▼0.00%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.96%	▲16.50%
TTS - One car Track Transit System - one car availability	99.00%	98.79%	▼-1.17%
TTS - Two cars Track Transit System - % time two cars available	97.00%	98.17%	▼-0.68%



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

Financial Report - Bonus and Rebates

Rebates:

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

	Jan - 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	£ 1,396,228.63	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				
Arrivals reclaims	✔	£ -	£ -	0
TTS - % Both	✘	£ 418,784.84	£ 418,784.84	1
		£ 1,815,013.47	£ 1,815,013.47	2

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Jan - 2023		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.00	£ -	£ -	0	
Cleanliness	MAA	4.20	4.50	4.27	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.26	£ 119,667	£ 119,667	1	
Flight information	MAA	4.40	4.70	4.41	£ 26,067	£ 26,067	1	
					£ 145,734	£ 145,734	2	

Credit Notes:

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