



Heathrow Performance Report

Service Quality Rebate and Bonus - November 2022

Operational Planning

Printed: 20 December 2022

Heathrow
Making every journey better

Heathrow Performance Report November 2022

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.36	4.20	4.41	4.04	
Cleanliness* Overall cleanliness of the terminal	4.28	4.20	4.28	4.29	
Wayfinding* Ease of finding your way around the airport	4.33	4.27	4.31	4.27	
Flight information* Accuracy and ease of finding flight information	4.47	4.43	4.50	4.42	
Wi-Fi* Ease of using WiFi	4.17	4.17	4.22	4.13	
Security* Passenger satisfaction	4.20	4.12	4.04	4.08	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	79.90%	84.19%	92.61%	57.54%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	96.57%	91.85%	98.47%	82.57%	
Staff search ** Based on 15min time periods measured	95.21%	95.19%	99.95%	95.54%	
Transfer Search Based on 15min time periods measured	84.59%	78.76%	99.75%	34.05%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	96.00%	96.57%	99.79%	97.45%	95.63%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.33%	99.40%	99.51%	99.18%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.16%	99.28%	99.90%	99.52%
Stands Availability of stands	99.62%	99.59%	99.11%	99.89%
FEGP Availability of fixed Electrical Ground Power	99.99%	99.98%	100.00%	100.00%
Jetties Availability of Air-Bridges	99.92%	99.84%	99.79%	99.92%
PCA Availability of Pre-conditioned Air	100%	100%		100%
SEGS	100.00%	100.00%	100%	100.00%
Pier Service % Pier served passengers	99.18%	95.76%	99.95%	
Arrivals Reclaims Bag reclaim belts availability	99.70%	99.45%	99.64%	99.97%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.72%
TTS - Two cars Track Transit System - % time two cars available				99.36%

	T2	T3	T4	T5
	99.33%	99.40%	99.51%	99.18%
	99.16%	99.28%	99.90%	99.52%
	99.62%	99.59%	99.11%	99.89%
	99.99%	99.98%	100.00%	100.00%
	99.92%	99.84%	99.79%	99.92%
	100%	100%		100%
	100.00%	100.00%	100%	100.00%
	99.18%	95.76%	99.95%	
	99.70%	99.45%	99.64%	99.97%

Financial Report- Bonus and Rebates

	Rebates:					YTD	Total Failures	
	Nov - 2022				Campus			Estimated Rebate
	T2	T3	T4	T5				
Departure lounge seat availability						£ -	£ -	0
Cleanliness						£ -	£ -	0
Wayfinding						£ -	£ -	0
Flight information						£ -	£ -	0
CSA Queues - Both	✗	✗	✗	✗		£ 192,816.53	£ 15,522,004.16	23
Staff Search	✓	✓	✓	✓		£ -	£ 1,918,550.22	7
Transfer search	✗	✗	✓	✗		£ 319,453.69	£ 6,635,687.06	16
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (Priority)	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ 192,932.20	4
FEGP	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
Pre-conditioned air	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
Pier Service	✓	✓	✓	✓		£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
Control Posts Search					✓	£ -	£ 3,978,197.06	16
Aerodrome Congestion					✓	£ -	£ -	0
TTS - % Both					✓	£ -	£ 337,353.94	1
Total						£ 512,270.22	£ 28,584,724.64	67

	Bonuses:		Nov - 2022				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.36	4.20	4.41	4.04	£ -	£ 1,060,862	7
	4.20	4.50	4.28	4.20	4.28	4.29	£ -	£ 866,066	10
	4.20	4.50	4.33	4.27	4.31	4.27	£ 89,360	£ 1,630,966	11
	4.40	4.70	4.47	4.43	4.50	4.42	£ 26,499	£ 1,004,316	11
Total							£ 115,859	£ 4,562,209	39

Bonus: All business units must exceed Lower Threshold.

Financial year is from January 2022 - December 2022

*SQRB calculation for T4 is based on 6 months of data. Some Security relate rebates in T2, T3 & T5 capped after 6 payments year to date.

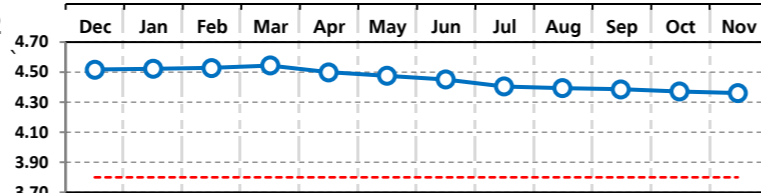
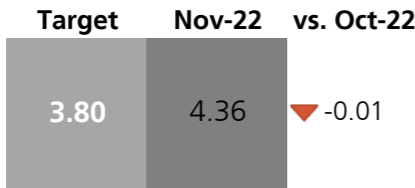
Credit Notes:

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.

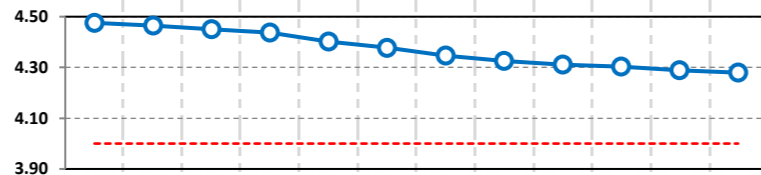
Terminal 2 Performance Report November 2022

Passenger Experience and Service Level Performance

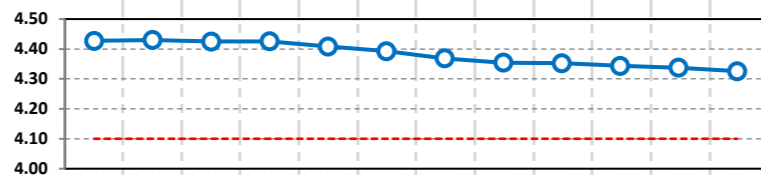
Departure lounge seat availability*
Ease of finding a seat



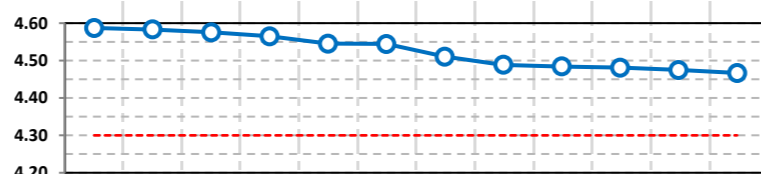
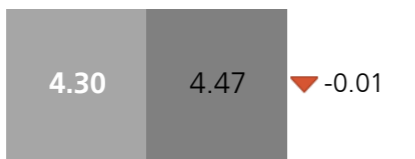
Cleanliness*
Overall cleanliness of the terminal



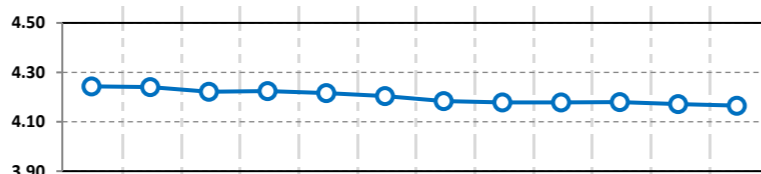
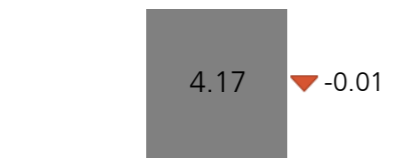
Wayfinding*
Ease of finding your way around the airport



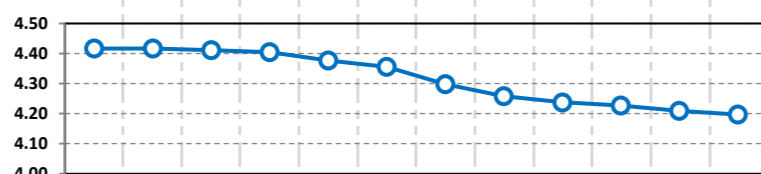
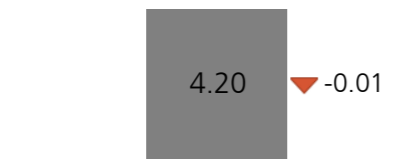
Flight information*
Accuracy and ease of finding flight information



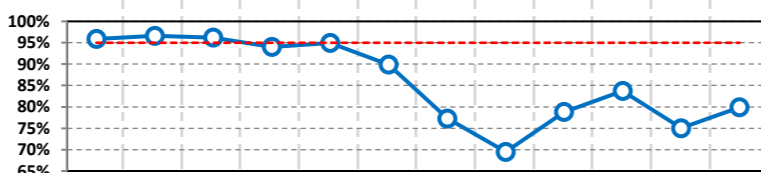
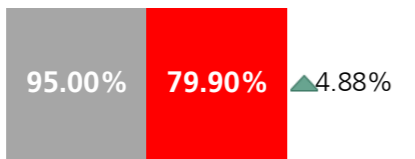
Wi-Fi*
Ease of using WiFi



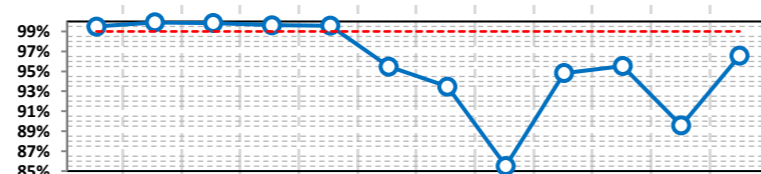
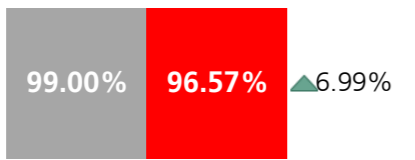
Security*
Passenger satisfaction



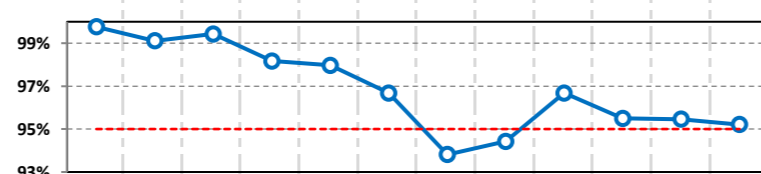
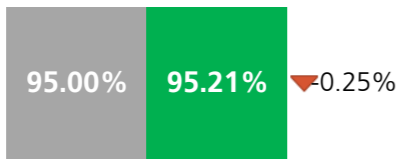
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



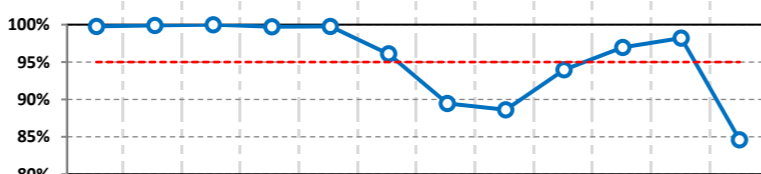
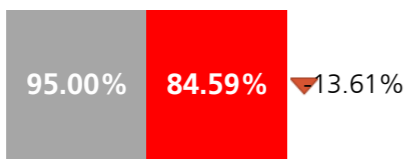
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



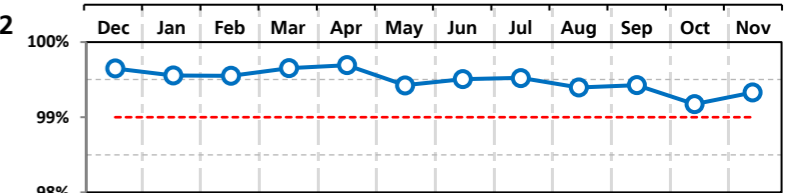
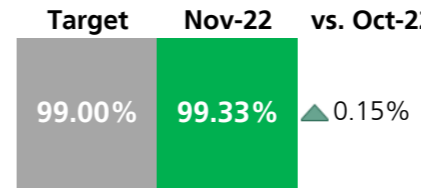
Transfer Search
Based on 15min time periods measured



Service Level Performance

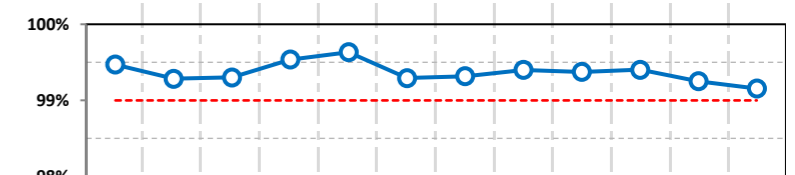
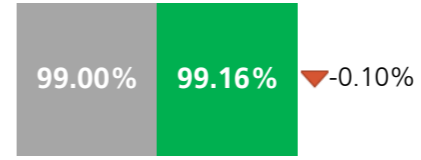
PSE (General)

Availability of Passenger Sensitive Equipment (General)



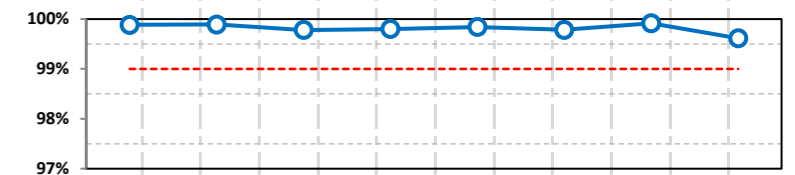
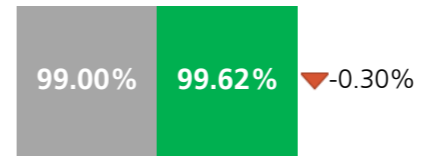
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



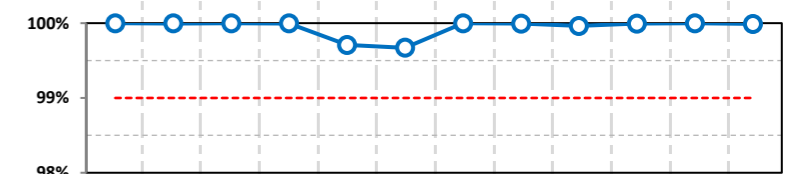
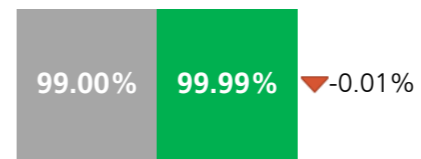
Stands

Availability of stands



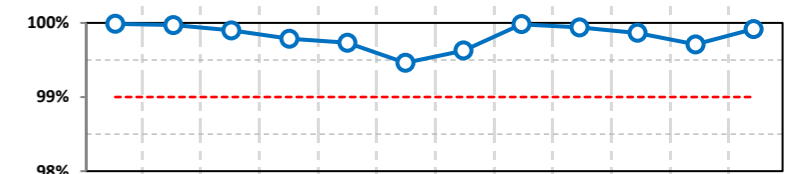
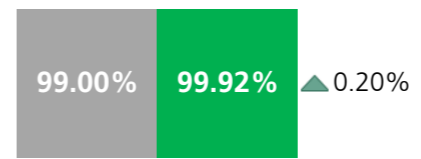
FEGP

Availability Fixed Electrical Ground Power



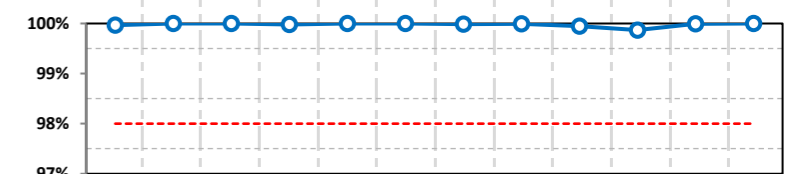
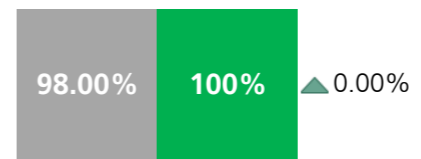
Jetties

Availability of Air-Bridges



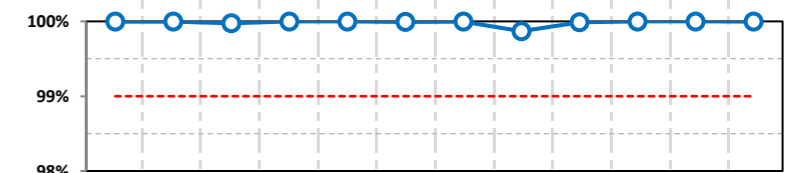
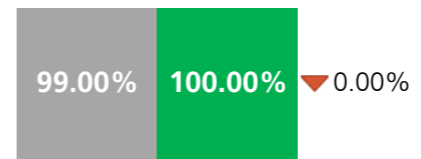
PCA

Availability of Pre-Conditioned Air



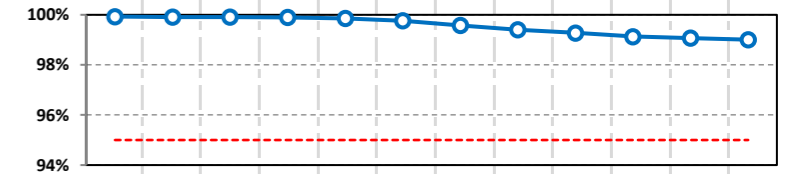
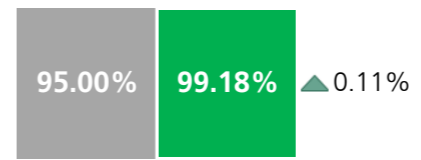
SEGS

Availability of Stand entry guidance



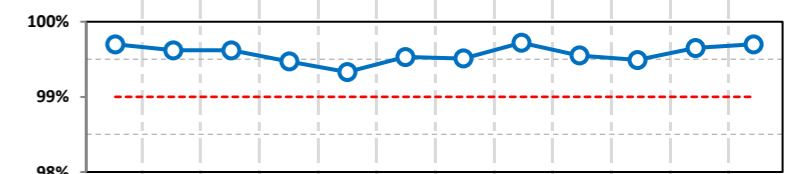
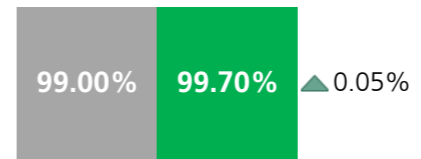
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

* SQRB calculations based on Moving Annual Average (MAA) for these metrics
T2 Security queue (CSA) rebate capped after 6 payments year to date.

Terminal 2 Performance Report November 2022

Financial Report - Bonus and Rebates

Rebates:

	Nov - 2022		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	✘	£ -	£ 3,835,745.25	6
Staff search	✔	£ -	£ 485,508.25	2
Transfer search	✘	£ 319,453.69	£ 1,277,814.75	4
PSE (General)	✔	£ -	£ -	0
PSE (Priority)	✔	£ -	£ -	0
Stands	✔	£ -	£ -	0
FEGP	✔	£ -	£ -	0
Jetties	✔	£ -	£ -	0
PCA	✔	£ -	£ -	0
SEGS	✔	£ -	£ -	0
Pier Service	✔	£ -	£ -	0
Arrivals reclaims	✔	£ -	£ -	0
		£ 319,453.69	£ 5,599,068.25	12

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Nov - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.36	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.28	£ -	£ 866,066	10	
Wayfinding	MAA	4.20	4.50	4.33	£ 89,360	£ 1,630,966	11	
Flight information	MAA	4.40	4.70	4.47	£ 26,499	£ 1,004,316	11	
					£ 115,859	£ 4,562,209	39	

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 2022 - December 2022

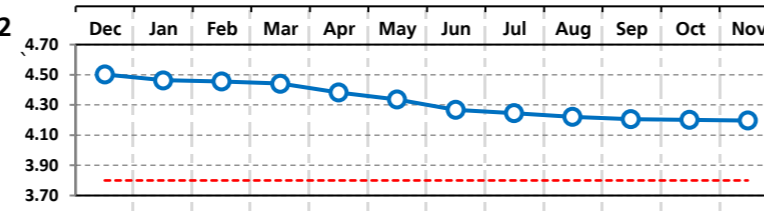
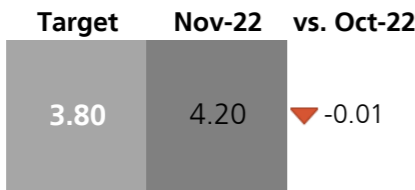
Terminal 3 Performance Report November 2022

Classification: Public

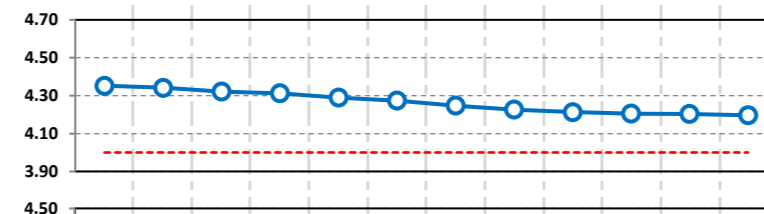
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Passenger Experience and Service Level Performance

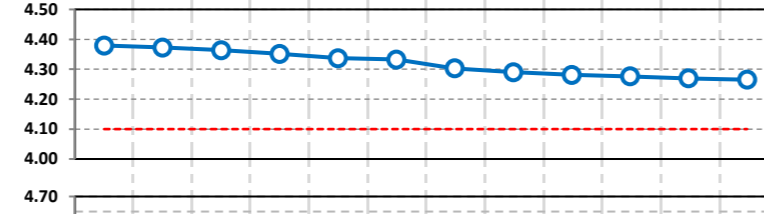
Departure lounge seat availability*
Ease of finding a seat



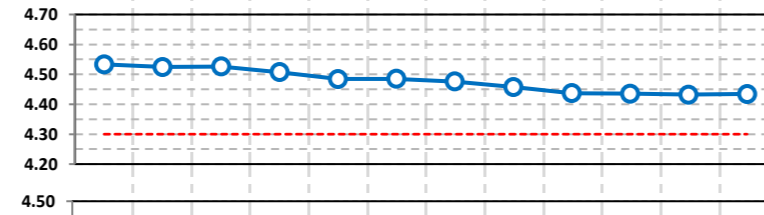
Cleanliness*
Overall cleanliness of the terminal



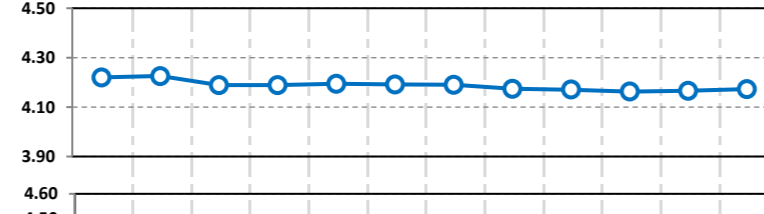
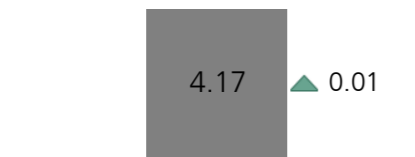
Wayfinding*
Ease of finding your way around the airport



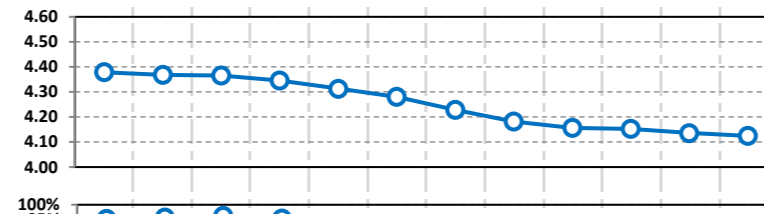
Flight information*
Accuracy and ease of finding flight information



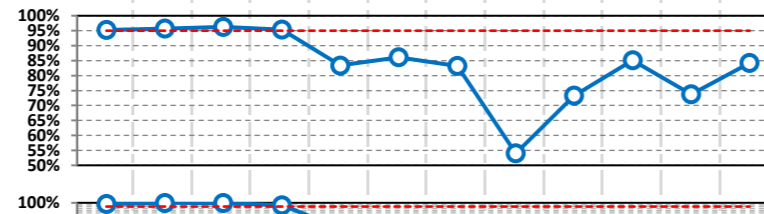
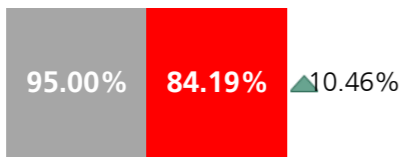
Wi-Fi*
Ease of using WiFi



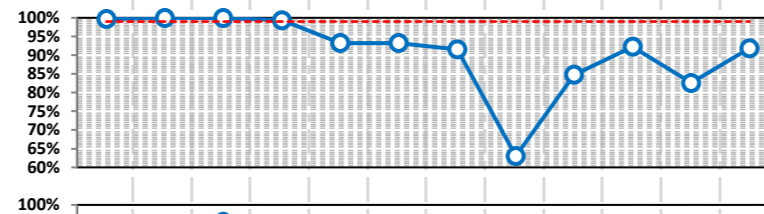
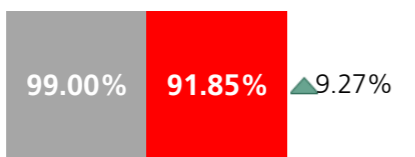
Security*
Passenger satisfaction



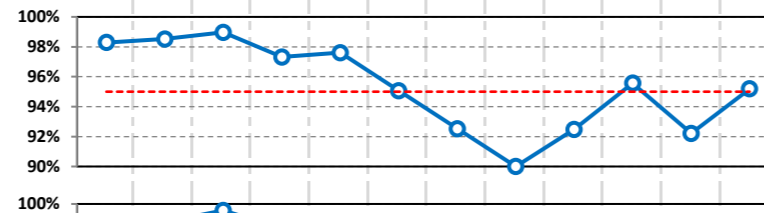
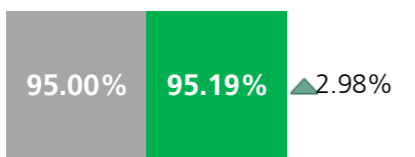
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



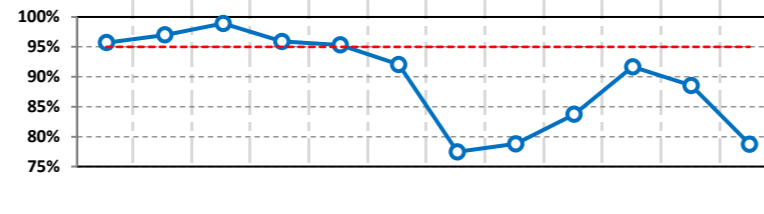
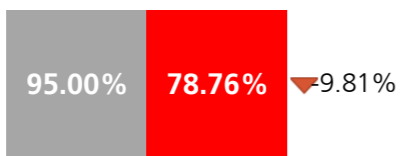
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



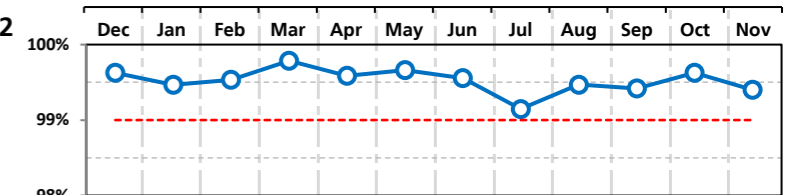
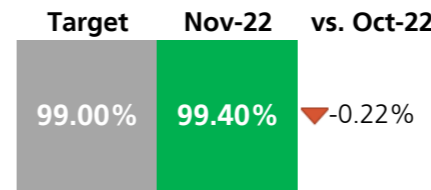
Transfer Search
Based on 15min time periods measured



Service Level Performance

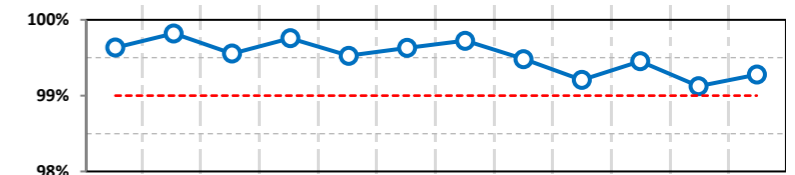
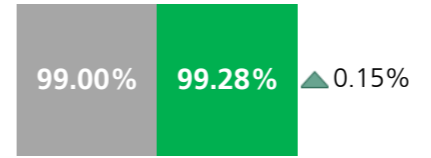
PSE (General)

Availability of Passenger Sensitive Equipment (General)



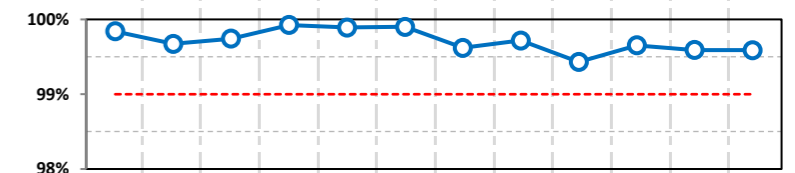
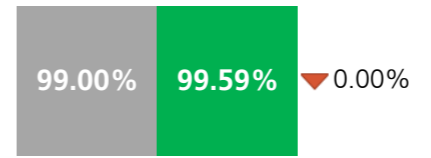
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



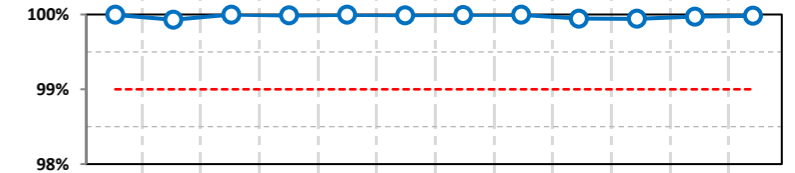
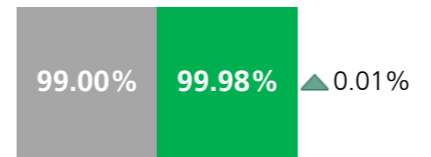
Stands

Availability of stands



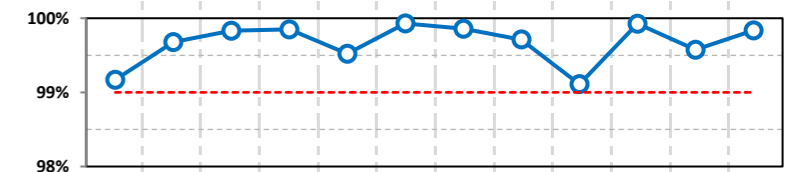
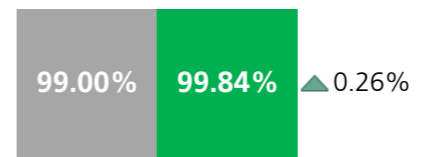
FEGP

Availability Fixed Electrical Ground Power



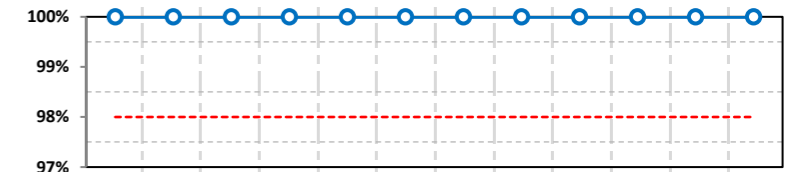
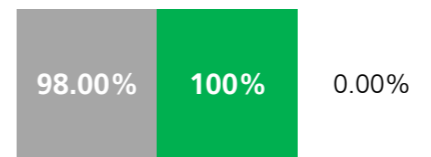
Jetties

Availability of Air-Bridges



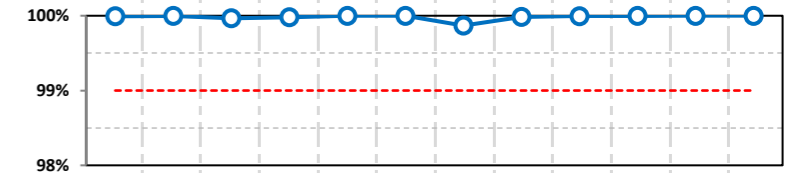
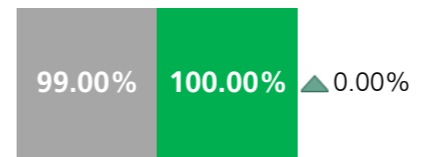
PCA

Availability of Pre-Conditioned Air



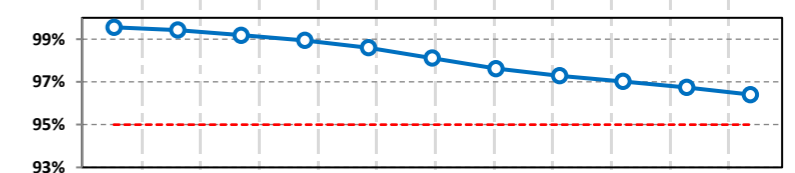
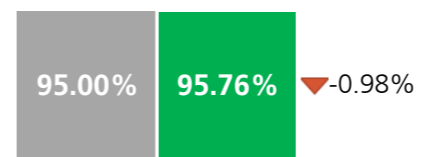
SEGS

Availability of Stand entry guidance



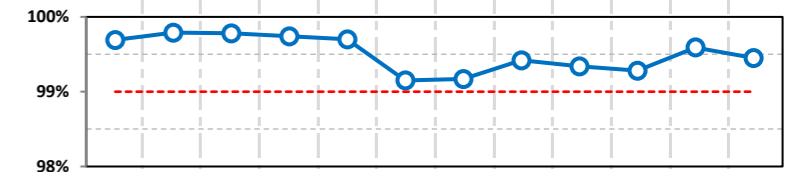
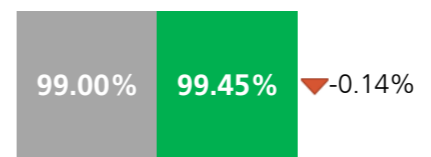
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

* SQRB calculations based on Moving Annual Average (MAA) for these metrics
T3 Security queue (CSA & Transfers) rebate capped after 6 payments year to date.

Terminal 3 Performance Report November 2022

Classification: Public



Financial Report - Bonus and Rebates

Rebates:

	Nov - 2022		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	✗	£ -	£ 3,973,748.25	6
Staff search	✓	£ -	£ 1,005,951.88	4
Transfer search	✗	£ -	£ 1,985,682.19	6
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ 6,965,382.31	16

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Nov - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.20	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.20	£ -	£ 866,066	10	
Wayfinding	MAA	4.20	4.50	4.27	£ 89,360	£ 1,630,966	11	
Flight information	MAA	4.40	4.70	4.43	£ 26,499	£ 1,004,316	11	
					£ 115,859	£ 4,562,209	39	

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 2022 - December 2022

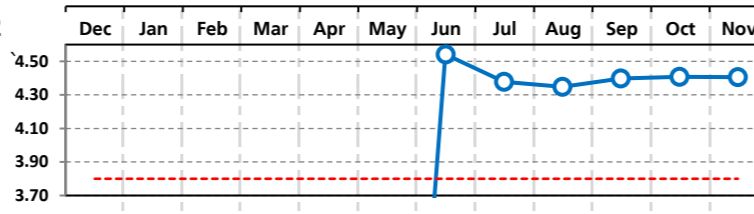
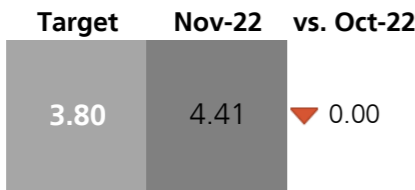
Terminal 4 Performance Report November 2022

Classification: Public

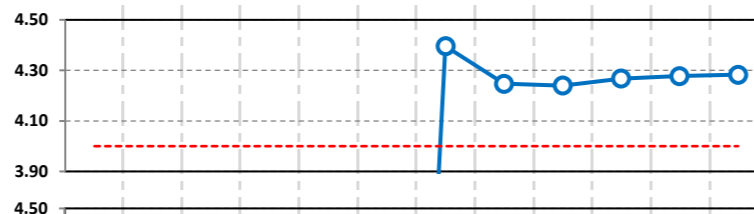
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Passenger Experience and Service Level Performance

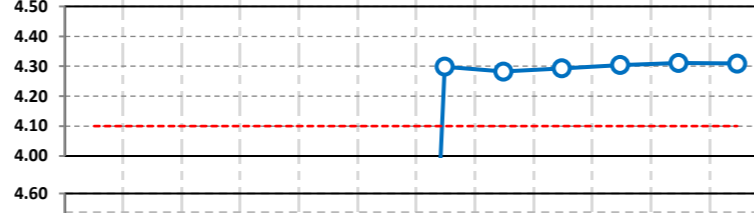
Departure lounge seat availability*
Ease of finding a seat



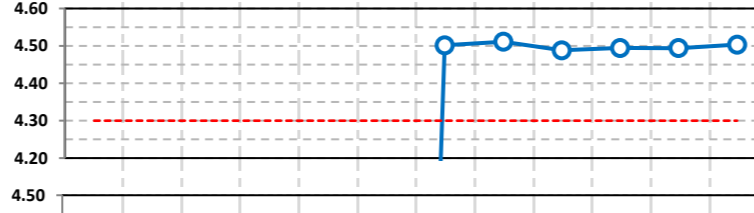
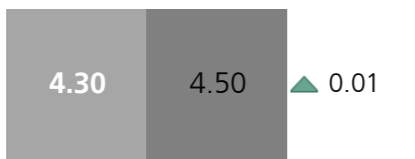
Cleanliness*
Overall cleanliness of the terminal



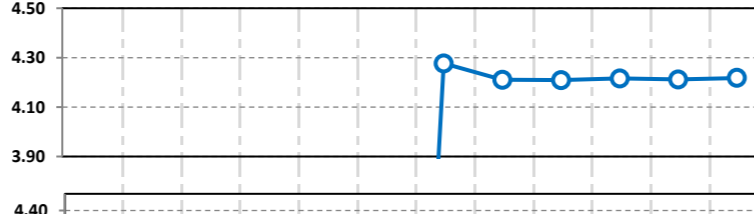
Wayfinding*
Ease of finding your way around the airport



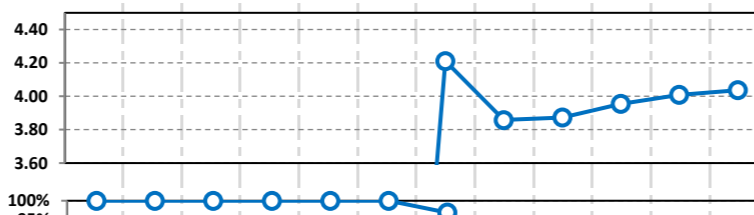
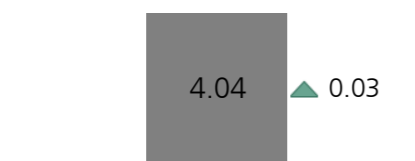
Flight information*
Accuracy and ease of finding flight information



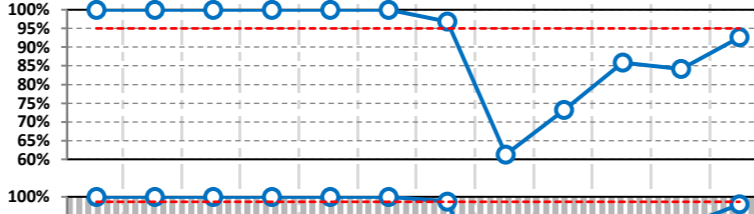
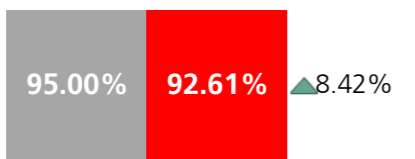
Wi-Fi*
Ease of using WiFi



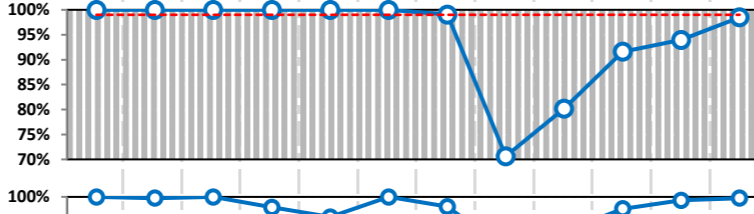
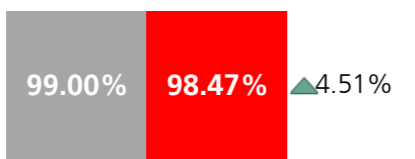
Security*
Passenger satisfaction



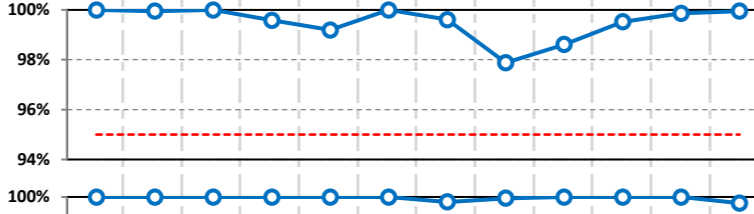
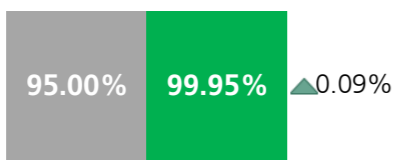
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



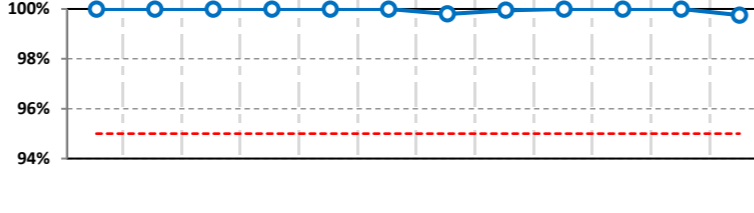
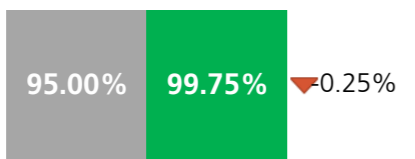
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



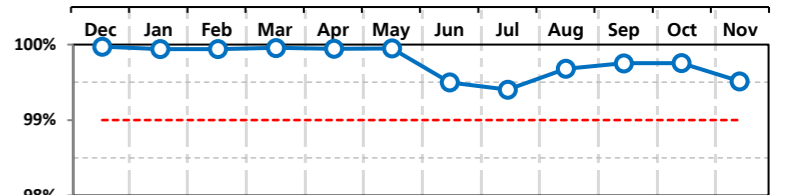
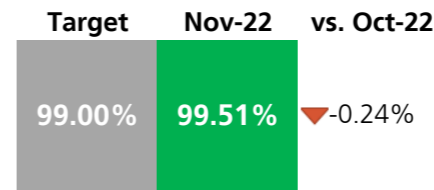
Transfer Search
Based on 15min time periods measured



Service Level Performance

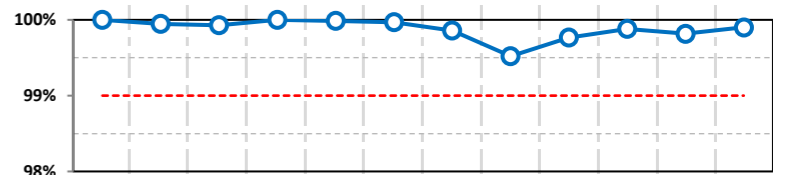
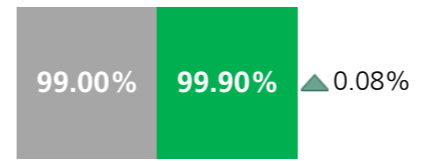
PSE (General)

Availability of Passenger Sensitive Equipment (General)



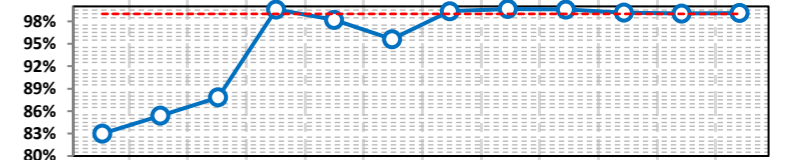
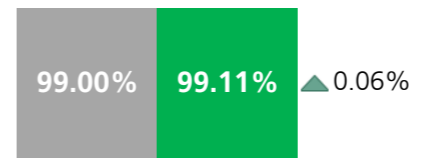
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



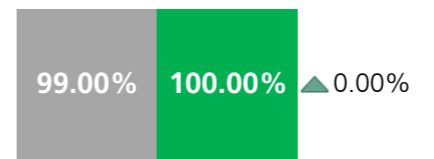
Stands

Availability of stands



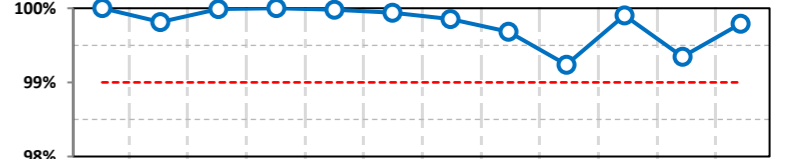
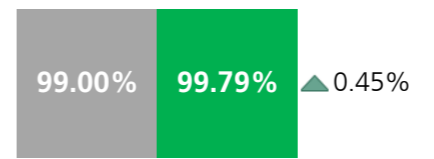
FEGP

Availability Fixed Electrical Ground Power



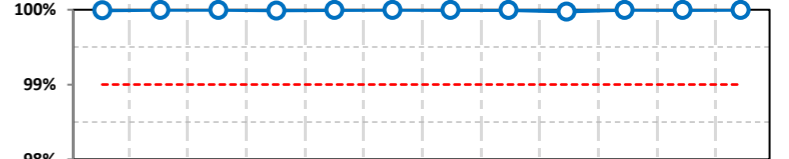
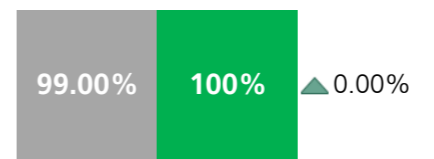
Jetties

Availability of Air-Bridges



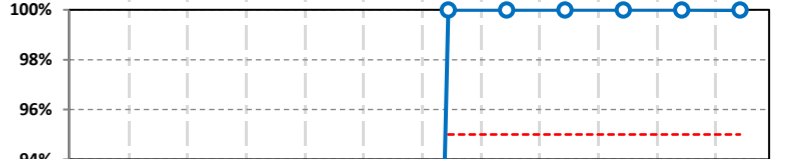
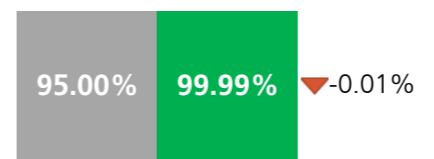
SEGS

Availability of Stand entry guidance



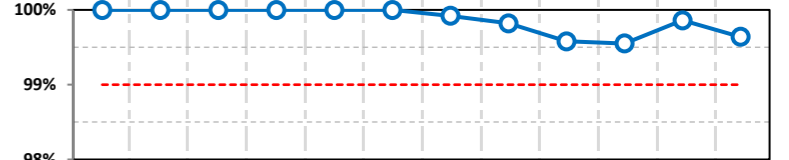
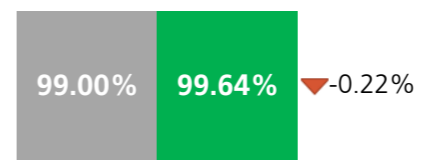
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

SQRB calculation for T4 is based on 6 months of data
*SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report November 2022

Financial Report - Bonus and Rebates

Rebates:

	Nov - 2022		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	✘	£ 192,816.53	£ 964,082.66	5
Staff search	✔	£ -	£ -	0
Transfer search	✔	£ -	£ -	0
PSE (General)	✔	£ -	£ -	0
PSE (Priority)	✔	£ -	£ -	0
Stands	✔	£ -	£ 192,932.20	4
FEGP	✔	£ -	£ -	0
Jetties	✔	£ -	£ -	0
PCA	✔	£ -	£ -	0
SEGs	✔	£ -	£ -	0
Pier Service	✔	£ -	£ -	0
Arrivals reclaims	✔	£ -	£ -	0
		£ -	£ 1,157,014.86	9

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Nov - 2022		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
Departure lounge seat availability	MAA	4.10	4.50	4.41	£ -	£ 1,060,861.60	7
Cleanliness	MAA	4.20	4.50	4.28	£ -	£ 866,066	10
Wayfinding	MAA	4.20	4.50	4.31	£ 89,360	£ 1,630,966	11
Flight information	MAA	4.40	4.70	4.50	£ 26,499	£ 1,004,316	11
					£ 115,859	£ 4,562,209	39

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 2022 - December 2022

Terminal 5 Performance Report November 2022

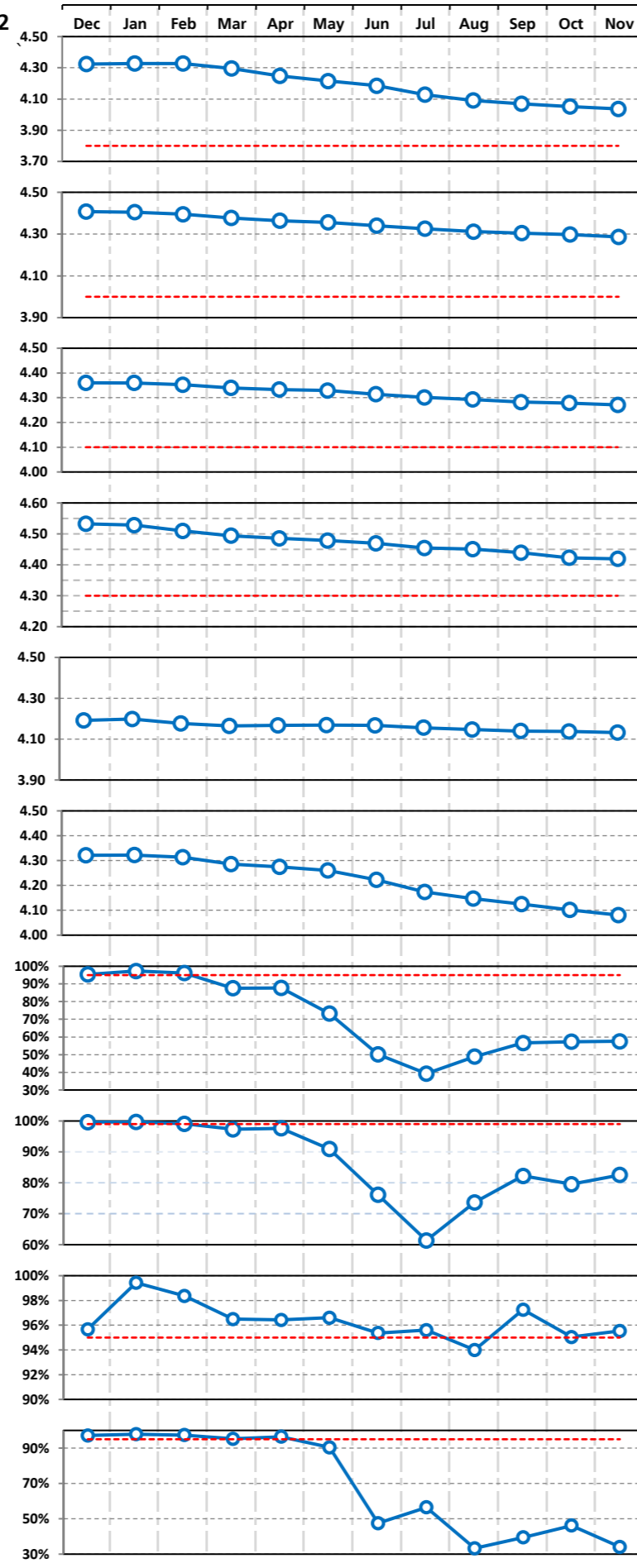
Classification: Public

0



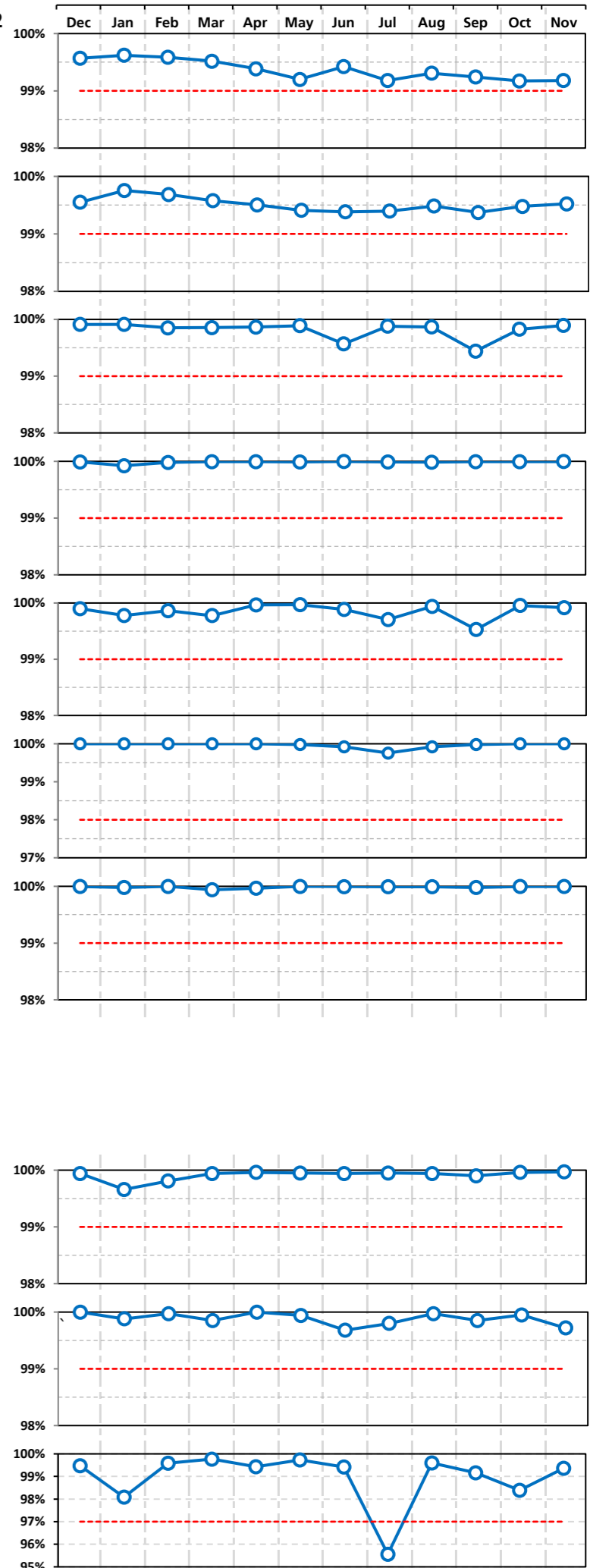
Passenger Experience and Service Level Performance

Metric	Target	Nov-22	vs. Oct-22
Departure lounge seat availability* Ease of finding a seat	3.80	4.04	▼ -0.01
Cleanliness* Overall cleanliness of the terminal	4.00	4.29	▼ -0.01
Wayfinding* Ease of finding your way around the airport	4.10	4.27	▼ -0.01
Flight information* Accuracy and ease of finding flight information	4.30	4.42	▼ 0.00
Wi-Fi* Ease of using WiFi		4.13	▼ -0.01
Security* Passenger satisfaction		4.08	▼ -0.02
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	57.54%	▲ 0.22%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	82.57%	▲ 3.01%
Staff search Based on 15min time periods measured	95.00%	95.54%	▲ 0.49%
Transfer Search Based on 15min time periods measured	95.00%	34.05%	▼ 12.14%



Service Level Performance

Metric	Target	Nov-22	vs. Oct-22
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.18%	▲ 0.01%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.52%	▲ 0.04%
Stands Availability of stands	99.00%	99.89%	▲ 0.07%
FEGP Availability of Fixed Electrical Ground Power	99.00%	100.00%	▲ 0.00%
Jetties Availability of Air-Bridges	99.00%	99.92%	▼ -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%	99.97%	▲ 53.78%
TTS - One car Track Transit System - one car availability	99.00%	99.72%	▼ -0.23%
TTS - Two cars Track Transit System - % time two cars available	97.00%	99.36%	▲ 0.97%



Notes:
* SQRB calculations based on Moving Annual Average (MAA) for these metrics
T5 Security queue (CSA & Transfers) rebate capped after 6 payments year to date.

Terminal 5 Performance Report November 2022

Financial Report - Bonus and Rebates

Classification: Public

Rebates:

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

	Nov - 2022		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	⊗	£ -	£ 6,748,428.00	6
Staff search	⊙	£ -	£ 427,090.09	1
Transfer search	⊗	£ -	£ 3,372,190.13	6
PSE (General)	⊙	£ -	£ -	0
PSE (Priority)	⊙	£ -	£ -	0
Stands	⊙	£ -	£ -	0
FEGP	⊙	£ -	£ -	0
Jetties	⊙	£ -	£ -	0
PCA	⊙	£ -	£ -	0
SEGs	⊙	£ -	£ -	0
Pier Service				
Arrivals reclaims	⊙	£ -	£ -	0
TTS - % Both	⊙	£ -	£ 337,353.94	1
		£ -	£ 10,885,062.16	14

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Nov - 2022		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.04	£ -	£ 1,060,861.60	7
Cleanliness	MAA	4.20	4.50	4.29	£ -	£ 866,066	10
Wayfinding	MAA	4.20	4.50	4.27	£ 89,360	£ 1,630,966	11
Flight information	MAA	4.40	4.70	4.42	£ 26,499	£ 1,004,316	11
					£ 115,859	£ 4,562,209	39

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 2022 - December 2022

Heathrow

Making every journey better