HEATHROW PERFORMANCE REPORT

Measures, Targets and Incentives - April 2024

Heathrow

Heathrow Performance Report April 2024

Heathrow

Passenger Experience and Service Level Performance

	Target	T2	T3	T4	T5	LHR
Overall Satisfaction [1]	4.26	4.41	4.36	4.35	4.29	
Passenger Assistance Service - Overall Satisfaction [1]	4.00					4.07
Security Staff - Helpfulness and Attitude [1]	4.10	4.38	4.37	4.33	4.27	
Airport Staff - Helpfulness and Attitude [1]	4.36	4.43	4.42	4.39	4.37	
Ease of Access to Airport [1,2]	4.44					4.34
% of UK Population Within 3 Hours (and One Interchange)						29.90%
Customer Effort [1]	91.00%	93.50%	92.06%	92.54%	90.09%	
Cleanliness [1]	4.15	4.38	4.27	4.36	4.31	
Wayfinding [1]	4.20	4.39	4.34	4.38	4.30	
Wi-Fi [1]	4.05	4.24	4.24	4.31	4.20	
Enjoy My Time at the Airport [1]	80.50%	79.49%	76.39%	78.86%	73.75%	
Airport that Meets My Needs [1]		95.10%	93.78%	94.04%	92.27%	
Feel Safe and Secure [1]	96.00%	99.06%	98.76%	98.87%	98.91%	
Immigration EEA	95.00%	99.43%	98.38%	99.52%	99.57%	
Immigration Non EEA	95.00%	96.10%	82.05%	88.48%	95.05%	
Security - CSA (QT < 5 minutes)	95.00%	98.47%	99.47%	99.38%	97.19%	
Security - CSA (QT < 10 minutes)	99.00%	99.95%	99.95%	99.95%	99.80%	
Security - Staff Search	95.00%	96.85%	97.19%	98.57%	98.04%	
Security - Transfer	95.00%	99.42%	99.76%	100.00%	97.41%	

	Target	CTA	Cargo	Eastside	T5	Southside
Security - Control Post	95.00%	97.95%	98.90%	97.34%	98.85%	97.74%

Service Level Performance

	Target	T2	T3	T4	T5	LHR
Lifts, Escalators, Travellators	99.00%	99.37%	99.32%	99.78%	99.25%	
FEGP	99.00%	99.99%	99.99%	99.99%	99.99%	
Jetties	99.00%	99.92%	99.74%	99.95%	99.89%	
PCA	98.00%	99.99%	99.99%		99.17%	
SEG	99.00%	99.91%	100.00%	100.00%	100.00%	
Check-In Infrastructure	98.00%	98.91%	98.92%	98.74%	98.52%	
Hygiene Testing - Amber Tests Resolved in 12 hours	100.00%	100.00%	100.00%	100.00%	100.00%	
Hygiene Testing - Red Tests Resolved in 2 hours	100.00%	100.00%	100.00%	100.00%	100.00%	
TTS - One Car	99.00%				100.00%	
TTS - Two Car	97.00%				99.55%	
Arrivals Reclaim	99.00%	99.27%	99.66%	99.63%	99.62%	
Baggage System Delivery	98.00%	99.21%	98.73%	99.33%	99.54%	
Baggage Misconnect Rate						10.80
Runway Operational Resilience [3]						
Stands	99.00%	99.78%	99.82%	99.72%	99.76%	
Pier Service [1]	95.00%	98.22%	95.76%	99.99%		
Airport Arrivals Management						8.00
Airport Departures Management						25.00
Departure Punctuality	80.50%					73.69%
Passenger Injuries [1]						7.46

Notes:

3 - For runway resilience, we have identified some data quality issues that require further analysis . This will be published as soon as it is available.

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

2 - Ease of Access to Airport is updated Quarterly

Heathrow Performance Report April 2024

Financial Report - Rebates and Bonus

Rebates:

	Apr-24					Apr-24 Estimated Rebate	YTD Estimated Rebate	Total Failures
	T2	T3	T4	T5	Other			
Security Staff - Helpfulness and Attitude	✓	✓	✓	✓		£0.00	£0.00	0
Cleanliness	✓	✓	✓	✓		£0.00	£0.00	0
Wayfinding	✓	✓	✓	✓		£0.00	£0.00	0
Wi-Fi	✓	✓	✓	✓		£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	✓	✓	✓		£0.00	£0.00	0
Security - Staff Search	✓	✓	✓	✓		£0.00	£0.00	0
Security - Transfer	✓	✓	✓	✓		£0.00	£0.00	0
Security - Control Post					✓	£0.00	£1,473,578.00	1
Lifts, Escalators, Travellators	✓	✓	✓	✓		£0.00	£0.00	0
FEGP	✓	✓	✓	✓		£0.00	£0.00	0
Jetties	✓	✓	✓			£0.00	£0.00	0
PCA	✓			✓		£0.00	£0.00	0
SEG	✓	✓	✓	✓		£0.00	£0.00	0
Check-In Infrastructure	✓	✓	✓	✓		£0.00	£0.00	0
Hygiene Testing	✓	✓	✓	✓		£0.00	£0.00	0
TTS				✓		£0.00	£0.00	0
Arrivals Reclaim	✓	✓	✓	✓		£0.00	£0.00	0
Runway Operational Resilience [1]					✓	£0.00	£0.00	0
Stands	✓	✓	✓	✓		£0.00	£0.00	0
Pier Service	✓	✓	✓	✓		£0.00	£0.00	0
Total						£0.00	£1,473,578.00	1

Bonuses:

	Lower Threshold	Upper Threshold	Apr-24 T2	T3	T4	T5	Apr-24 Estimated Bonus	YTD Estimated Bonus	Total Pass
Cleanliness	4.35	4.65	4.38	4.27	4.36	4.31	£0.00	£0.00	0
Wayfinding	4.40	4.70	4.39	4.34	4.38	4.30	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)	97.00%	99.00%	98.47%	99.47%	99.38%	97.19%	£93,132.08	£1,313,652.45	3
Security - Transfer	97.00%	99.00%	99.42%	99.76%	100.00%	97.41%	£66,989.74	£792,439.60	4
Total							£160,121.82	£2,106,092.04	7

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.

Bonus:

• All business units must exceed Lower Threshold

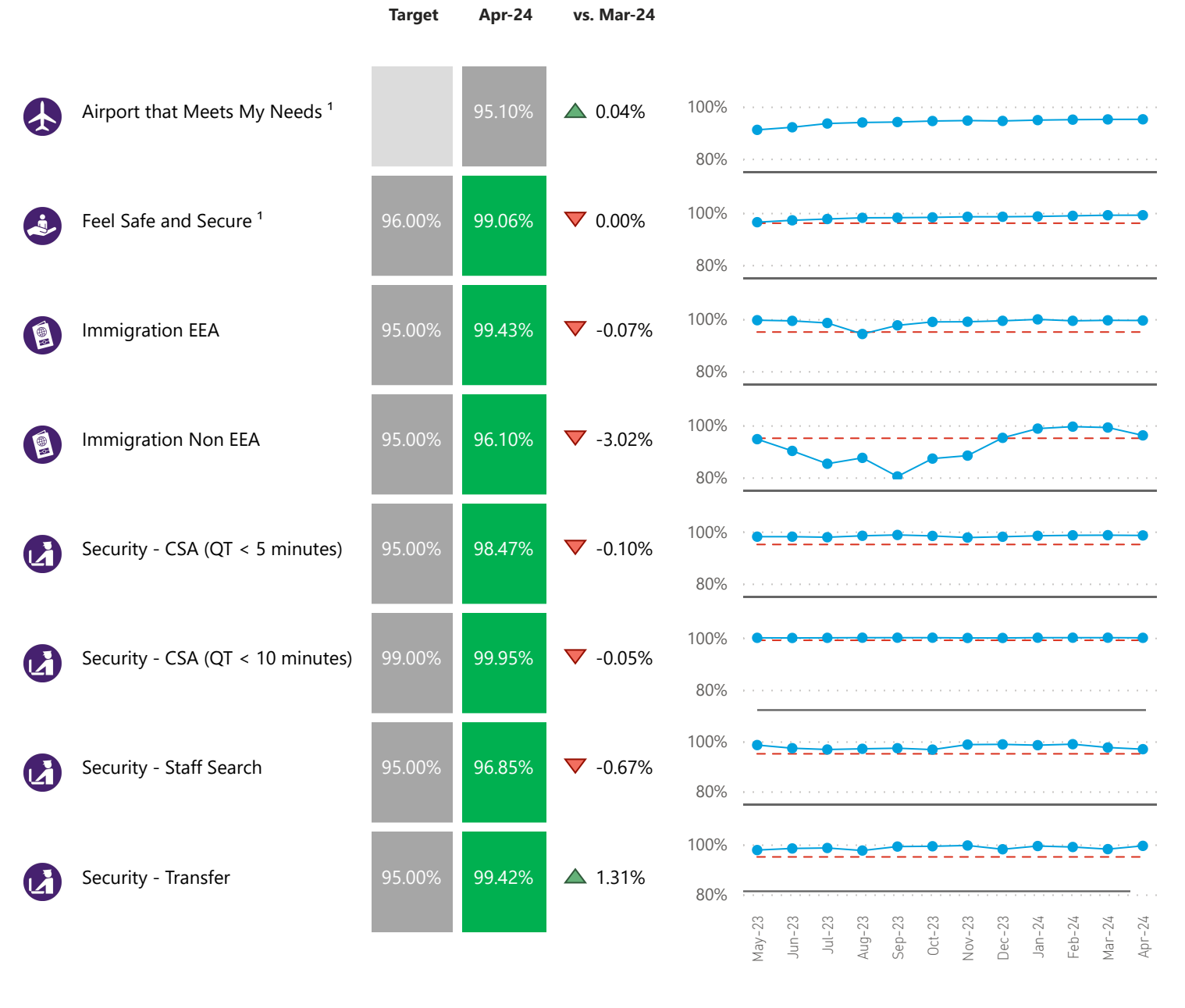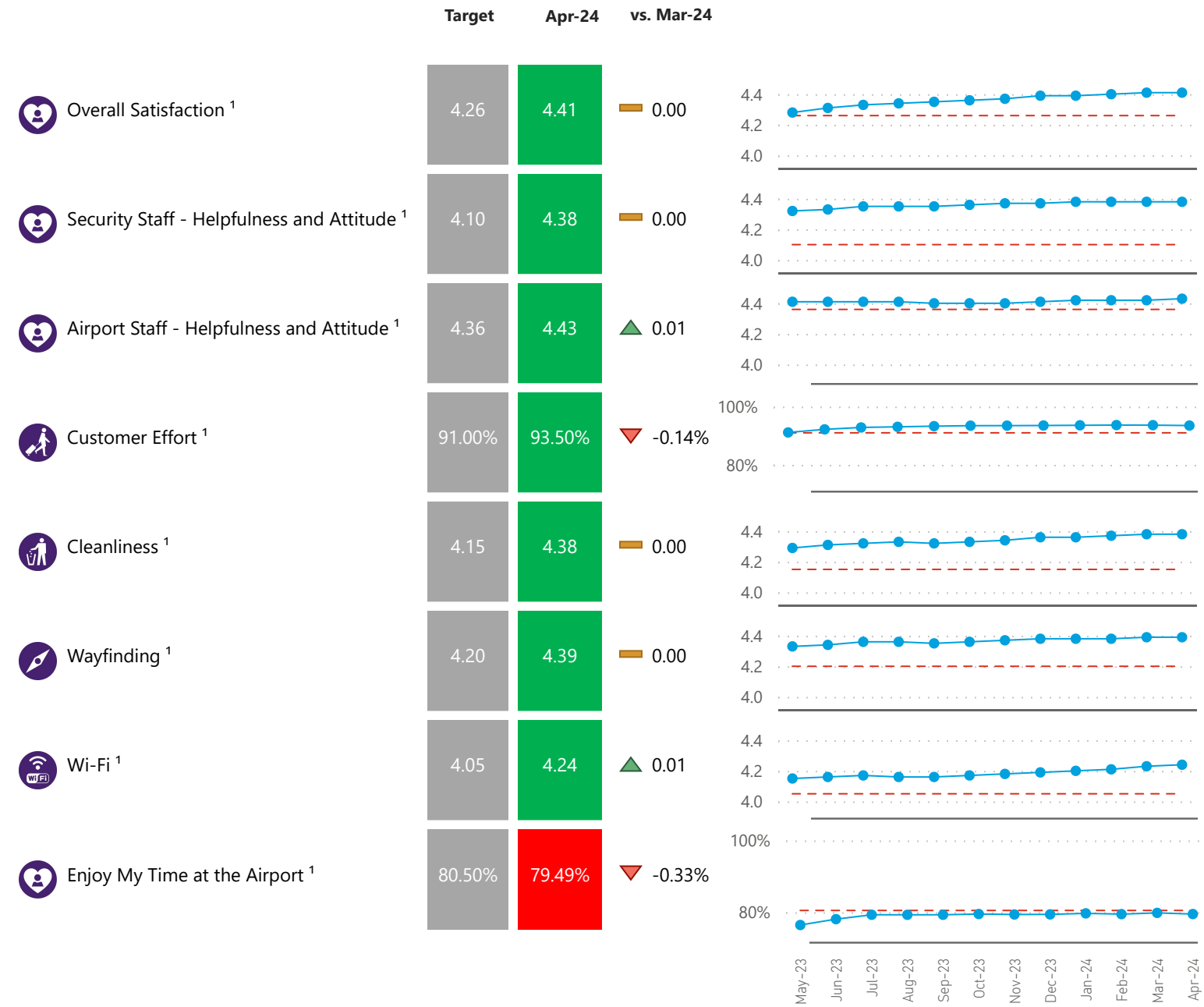• Financial year is from January 2024 - December 2025

Notes:

1 - For runway resilience, we have identified some data quality issues that require further analysis. This will be published

as soon as it is available.

Terminal 2 Performance Report April 2024

Heathrow

Passenger Experience and Service Level Performance

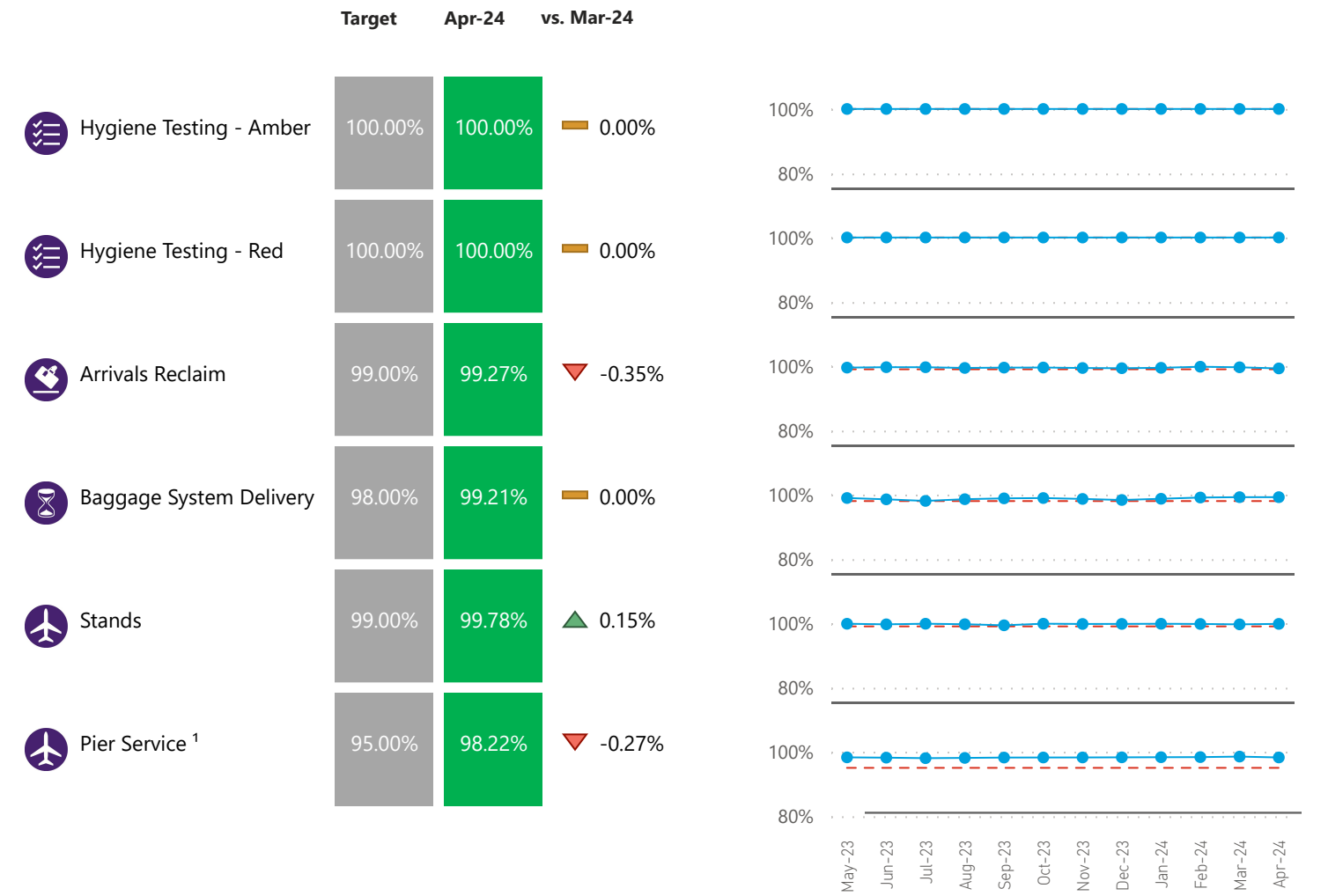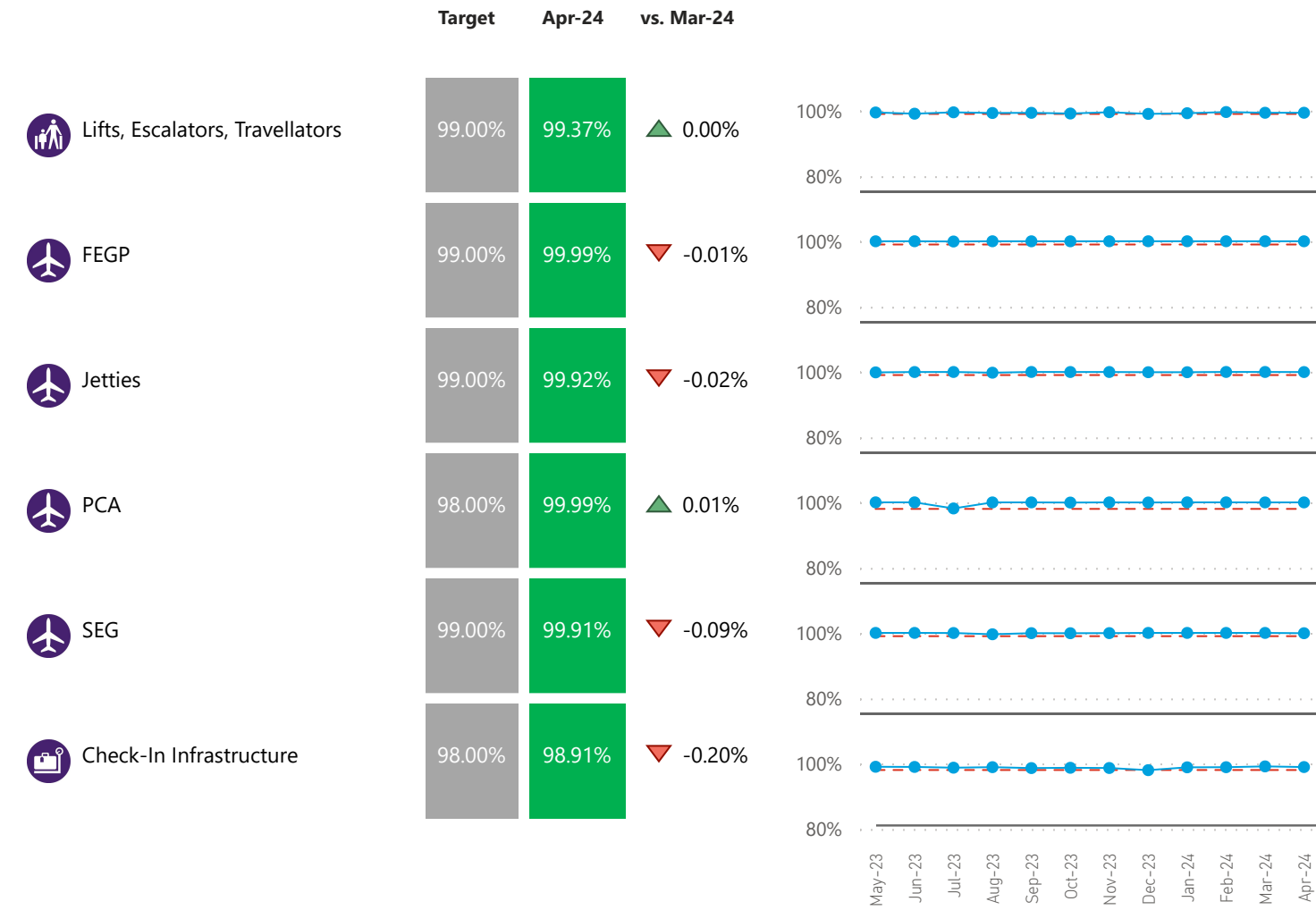|	Target	Apr-24	vs. Mar-24			Target	Apr-24	vs. Mar-24
Overall Satisfaction [1]	4.26	4.41	▬ 0.00		Airport that Meets My Needs [1]		95.10%	▲ 0.04%
Security Staff - Helpfulness and Attitude [1]	4.10	4.38	▬ 0.00		Feel Safe and Secure [1]	96.00%	99.06%	▼ 0.00%
Airport Staff - Helpfulness and Attitude [1]	4.36	4.43	▲ 0.01		Immigration EEA	95.00%	99.43%	▼ -0.07%
Customer Effort [1]	91.00%	93.50%	▼ -0.14%		Immigration Non EEA	95.00%	96.10%	▼ -3.02%
Cleanliness [1]	4.15	4.38	▬ 0.00		Security - CSA (QT < 5 minutes)	95.00%	98.47%	▼ -0.10%
Wayfinding [1]	4.20	4.39	▬ 0.00		Security - CSA (QT < 10 minutes)	99.00%	99.95%	▼ -0.05%
Wi-Fi [1]	4.05	4.24	▲ 0.01		Security - Staff Search	95.00%	96.85%	▼ -0.67%
Enjoy My Time at the Airport [1]	80.50%	79.49%	▼ -0.33%		Security - Transfer	95.00%	99.42%	▲ 1.31%

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report April 2024

Heathrow

Service Level Performance

	Target	Apr-24	vs. Mar-24	
Lifts, Escalators, Travellators	99.00%	99.37%	▲ 0.00%	
FEGP	99.00%	99.99%	▼ -0.01%	
Jetties	99.00%	99.92%	▼ -0.02%	
PCA	98.00%	99.99%	▲ 0.01%	
SEG	99.00%	99.91%	▼ -0.09%	
Check-In Infrastructure	98.00%	98.91%	▼ -0.20%	

	Target	Apr-24	vs. Mar-24	
Hygiene Testing - Amber	100.00%	100.00%	▬ 0.00%	
Hygiene Testing - Red	100.00%	100.00%	▬ 0.00%	
Arrivals Reclaim	99.00%	99.27%	▼ -0.35%	
Baggage System Delivery	98.00%	99.21%	▬ 0.00%	
Stands	99.00%	99.78%	▲ 0.15%	
Pier Service [1]	95.00%	98.22%	▼ -0.27%	

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report April 2024

Financial Report - Rebates and Bonus

Heathrow

Rebates:		Apr-24		Year-to-Date	
	Target Achieved	**Estimated Rebate**	**Estimated Rebate**	**Number of Failures**
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		**£0.00**	**£0.00**	**0**

Bonuses:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.
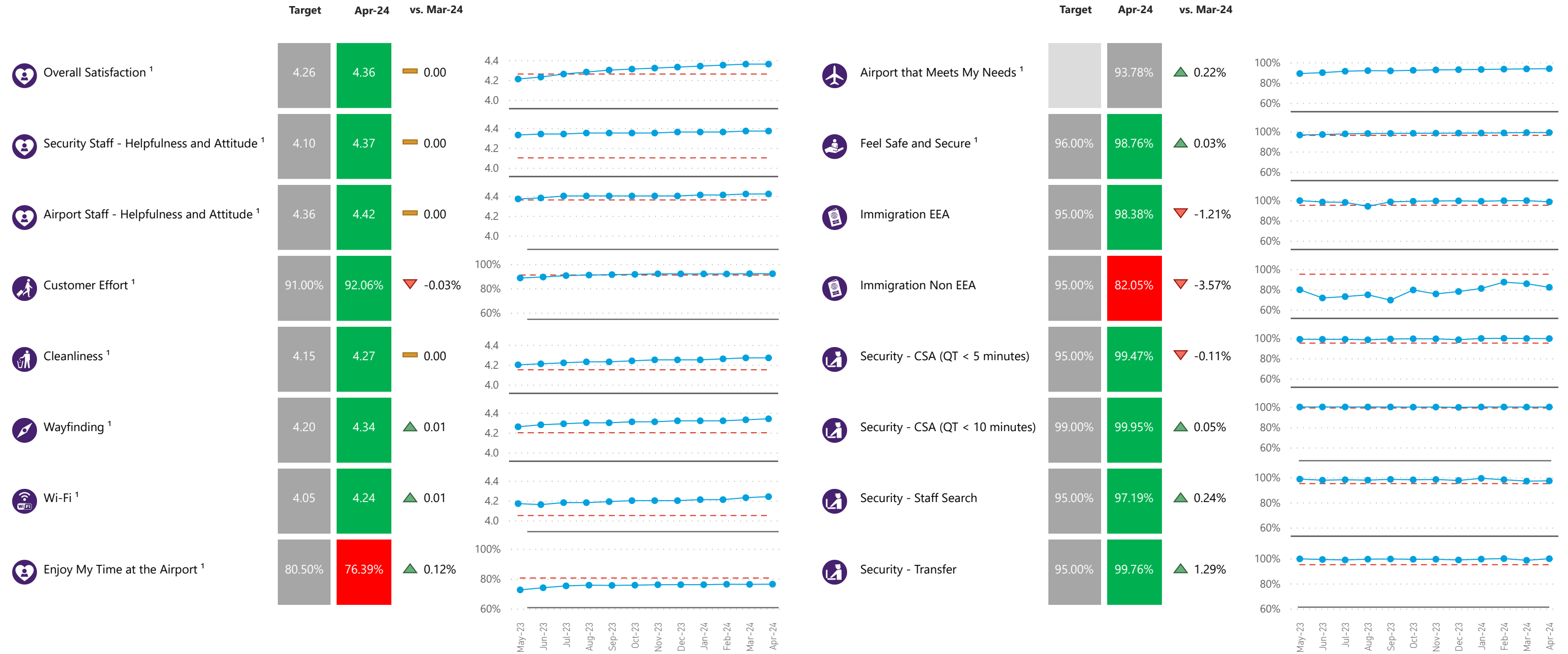
Credit Notes:

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 2024 - December 2024

Terminal 3 Performance Report April 2024

Heathrow

Passenger Experience and Service Level Performance

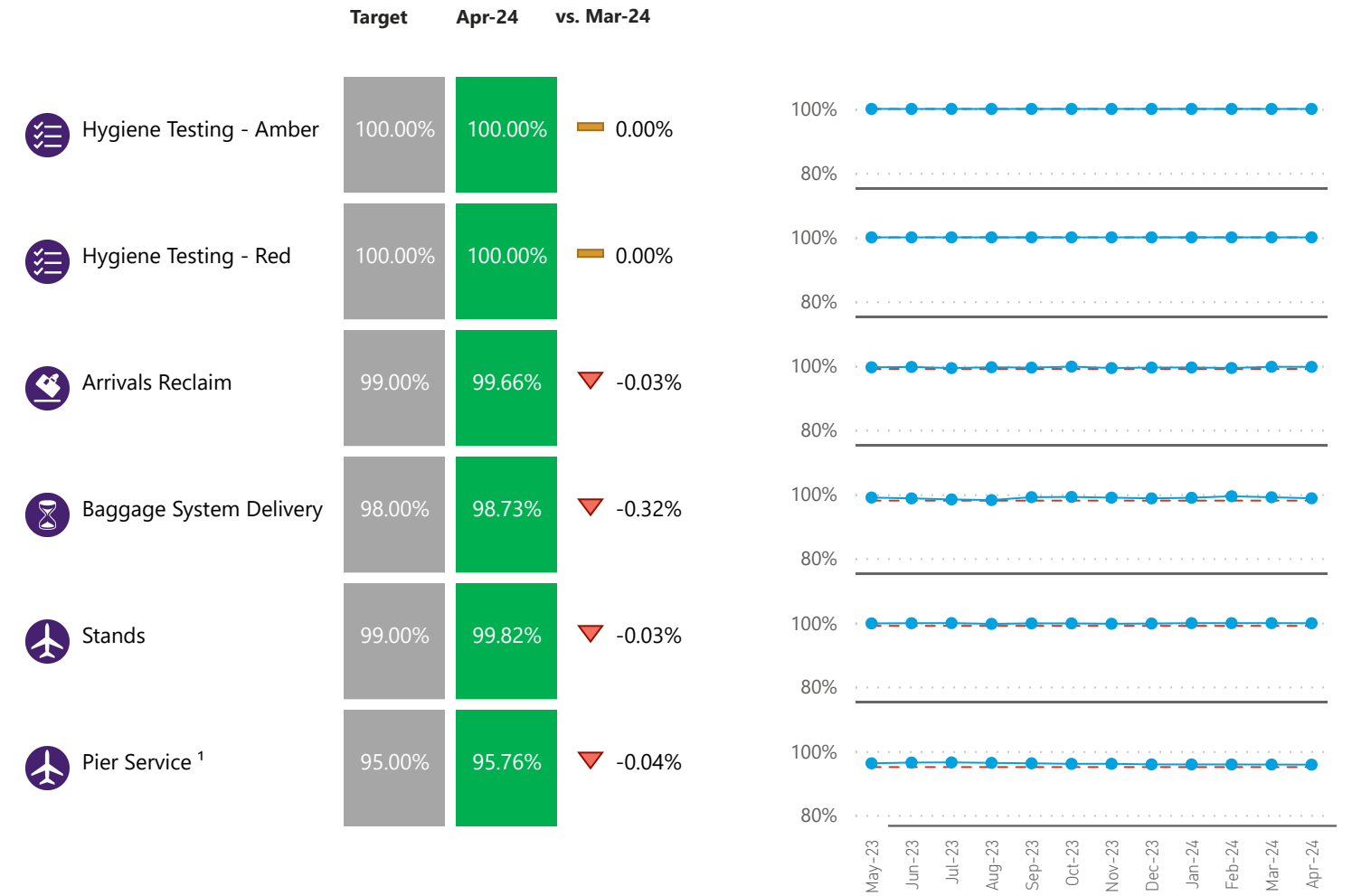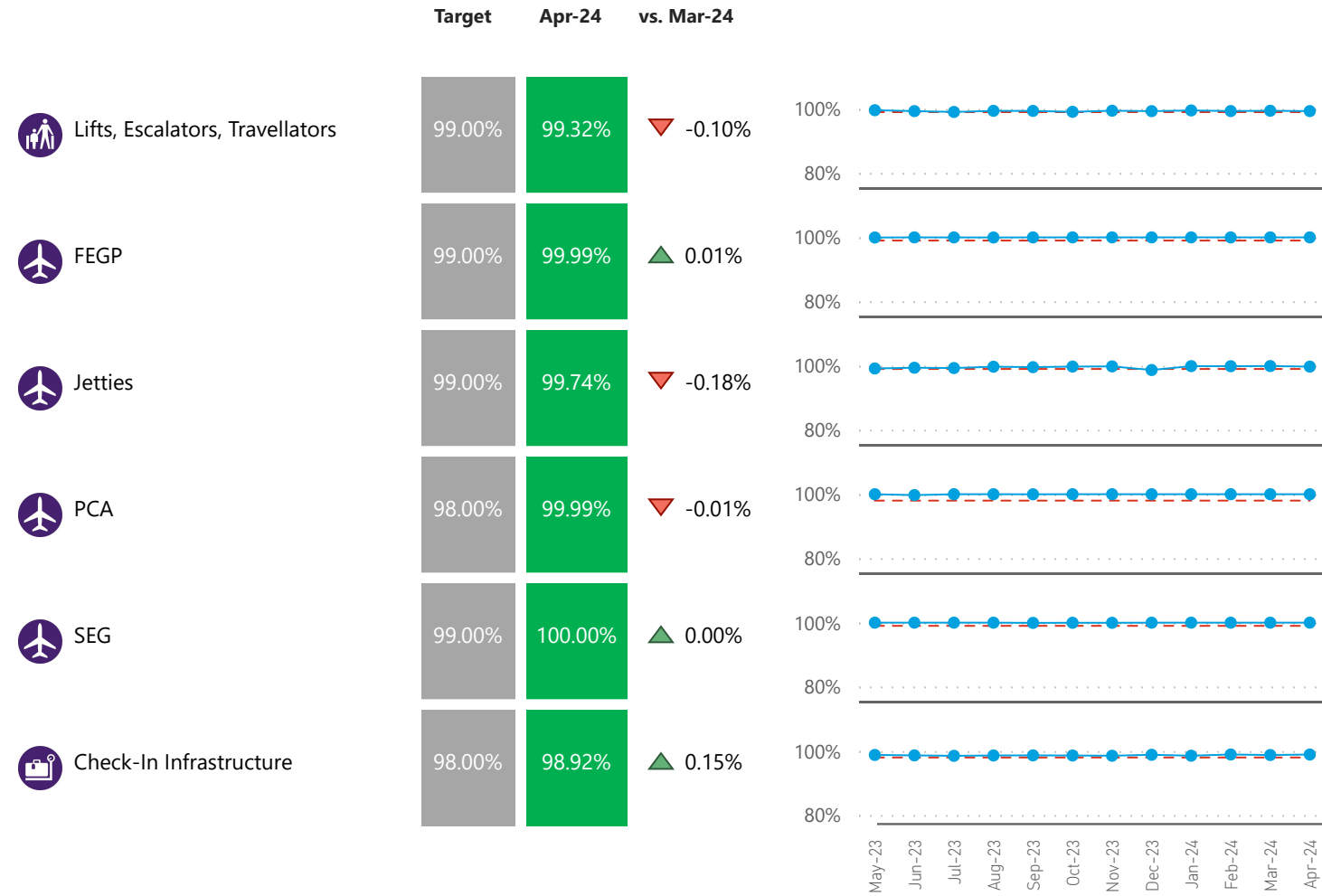|	Target	Apr-24	vs. Mar-24			Target	Apr-24	vs. Mar-24
Overall Satisfaction [1]	4.26	4.36	▬ 0.00		Airport that Meets My Needs [1]		93.78%	▲ 0.22%
Security Staff - Helpfulness and Attitude [1]	4.10	4.37	▬ 0.00		Feel Safe and Secure [1]	96.00%	98.76%	▲ 0.03%
Airport Staff - Helpfulness and Attitude [1]	4.36	4.42	▬ 0.00		Immigration EEA	95.00%	98.38%	▼ -1.21%
Customer Effort [1]	91.00%	92.06%	▼ -0.03%		Immigration Non EEA	95.00%	82.05%	▼ -3.57%
Cleanliness [1]	4.15	4.27	▬ 0.00		Security - CSA (QT < 5 minutes)	95.00%	99.47%	▼ -0.11%
Wayfinding [1]	4.20	4.34	▲ 0.01		Security - CSA (QT < 10 minutes)	99.00%	99.95%	▲ 0.05%
Wi-Fi [1]	4.05	4.24	▲ 0.01		Security - Staff Search	95.00%	97.19%	▲ 0.24%
Enjoy My Time at the Airport [1]	80.50%	76.39%	▲ 0.12%		Security - Transfer	95.00%	99.76%	▲ 1.29%

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report April 2024

Heathrow

Service Level Performance

	Target	Apr-24	vs. Mar-24	
Lifts, Escalators, Travellators	99.00%	99.32%	▼ -0.10%	
FEGP	99.00%	99.99%	▲ 0.01%	
Jetties	99.00%	99.74%	▼ -0.18%	
PCA	98.00%	99.99%	▼ -0.01%	
SEG	99.00%	100.00%	▲ 0.00%	
Check-In Infrastructure	98.00%	98.92%	▲ 0.15%	

	Target	Apr-24	vs. Mar-24	
Hygiene Testing - Amber	100.00%	100.00%	▬ 0.00%	
Hygiene Testing - Red	100.00%	100.00%	▬ 0.00%	
Arrivals Reclaim	99.00%	99.66%	▼ -0.03%	
Baggage System Delivery	98.00%	98.73%	▼ -0.32%	
Stands	99.00%	99.82%	▼ -0.03%	
Pier Service [1]	95.00%	95.76%	▼ -0.04%	

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report April 2024

Financial Report - Rebates and Bonus

Heathrow

Rebates:

	Apr-24		Year-to-Date	
	Target Achieved	**Estimated Rebate**	**Estimated Rebate**	**Number of Failures**
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		**£0.00**	**£0.00**	**0**

Bonuses:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.

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.
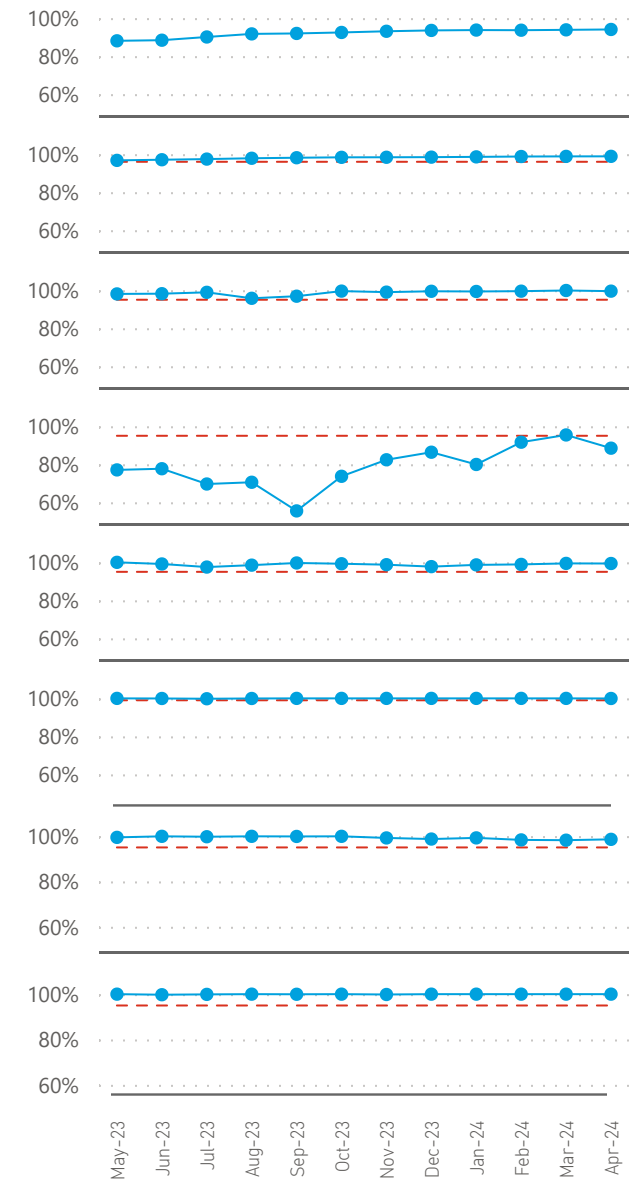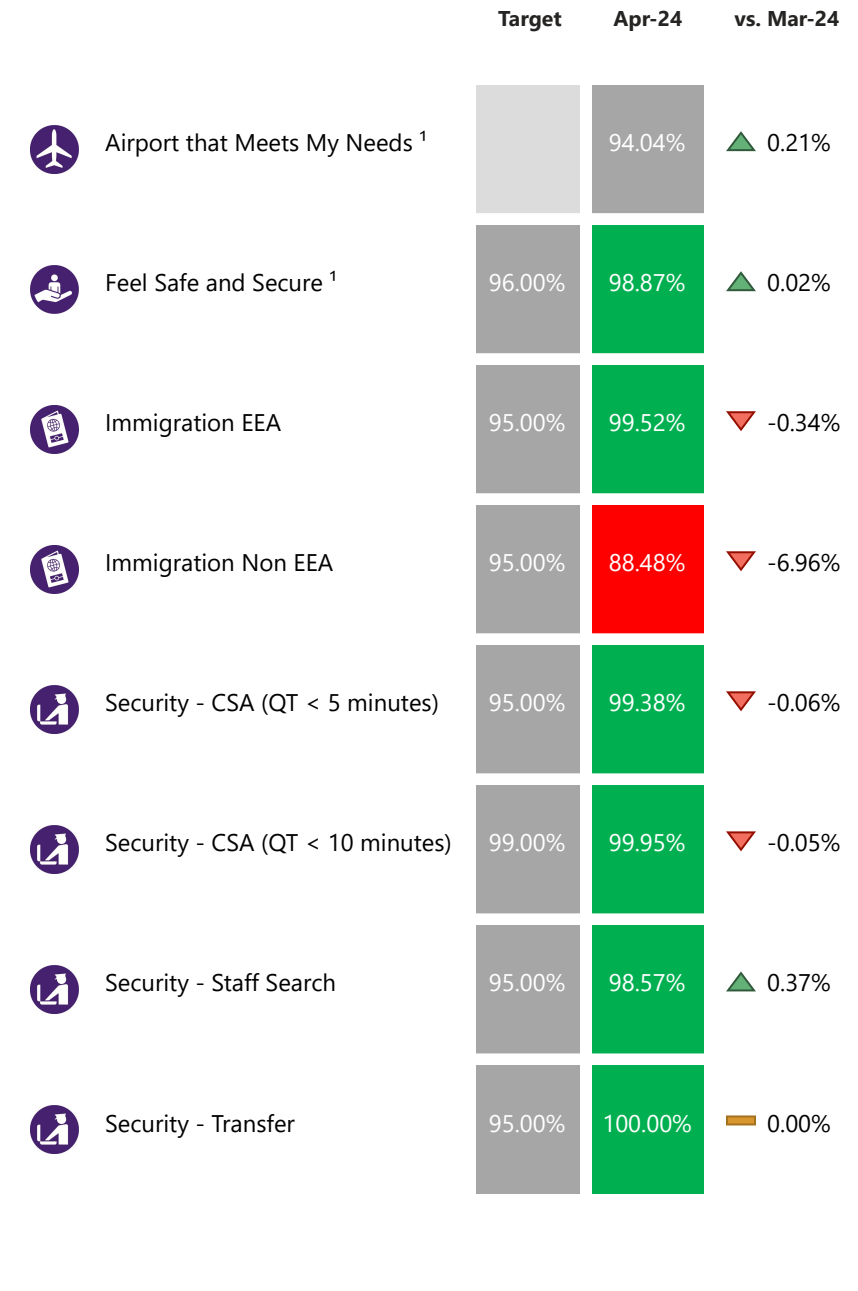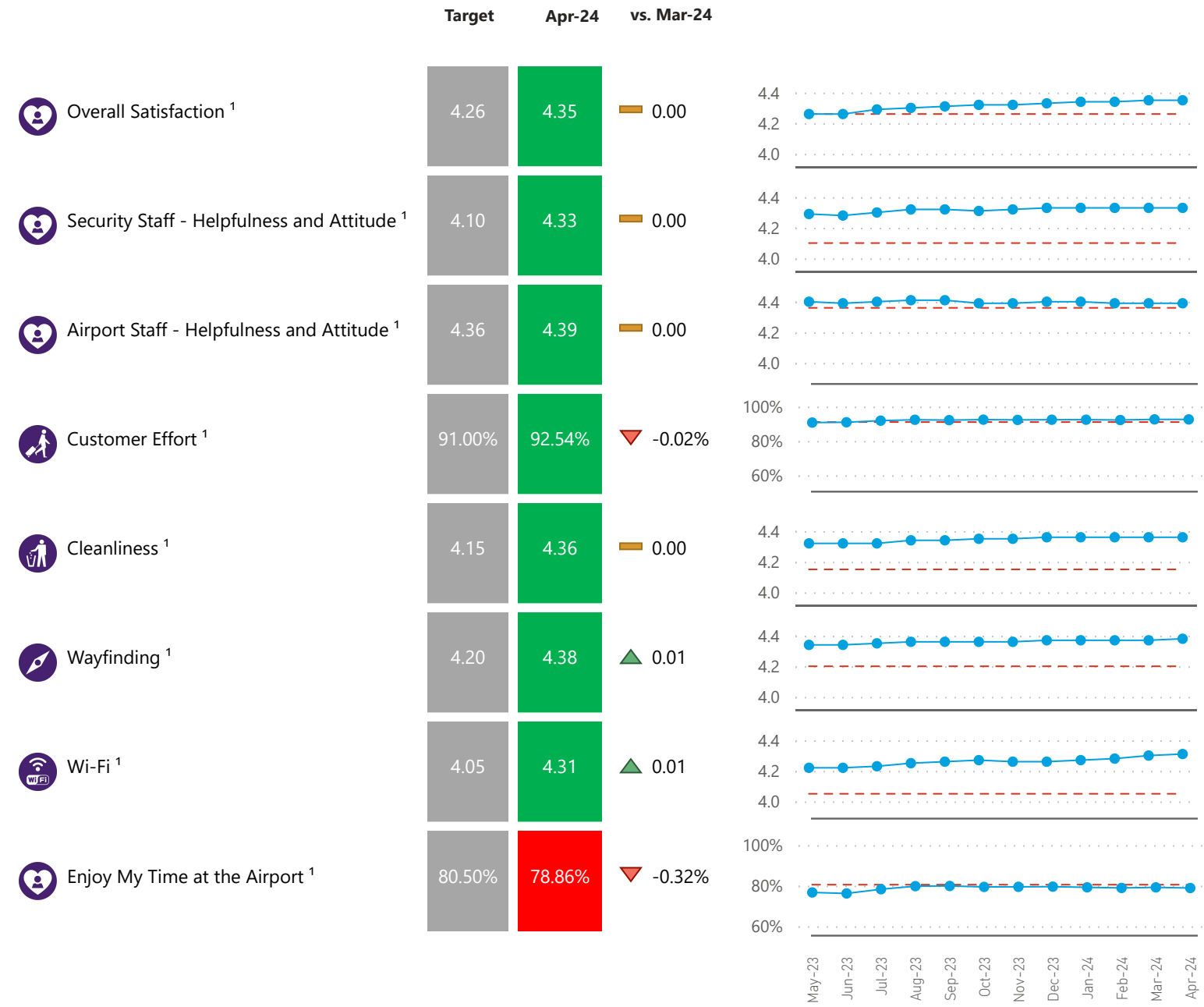
Financial year is from January 2024 - December 2024

Notes:

Terminal 4 Performance Report April 2024

Heathrow

Passenger Experience and Service Level Performance

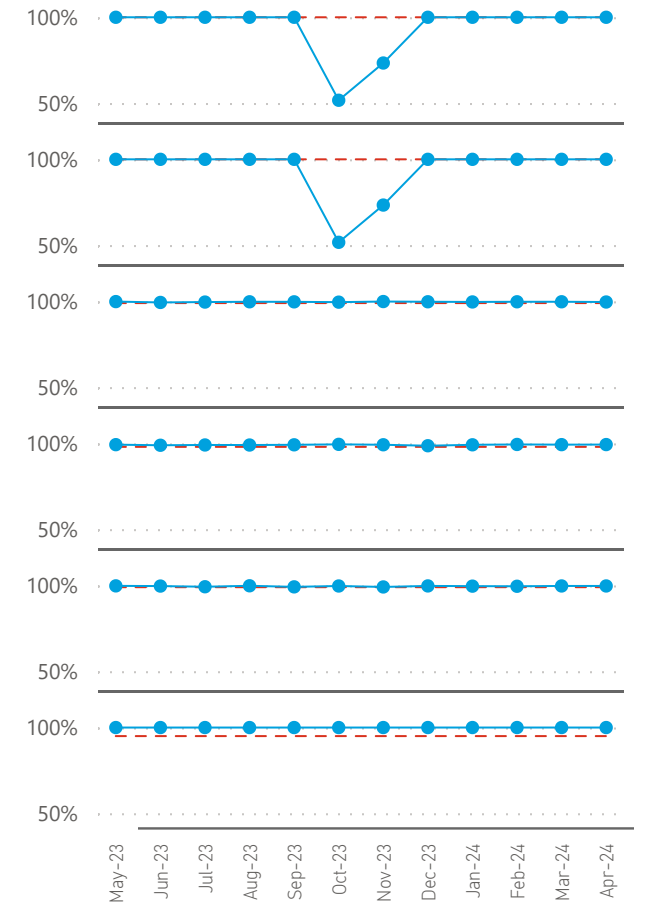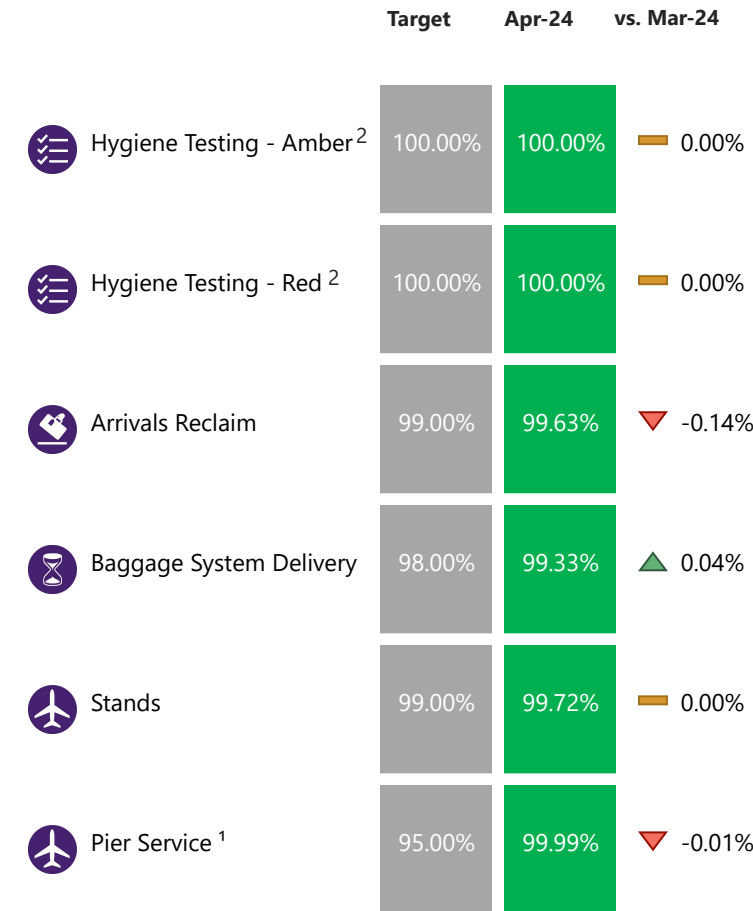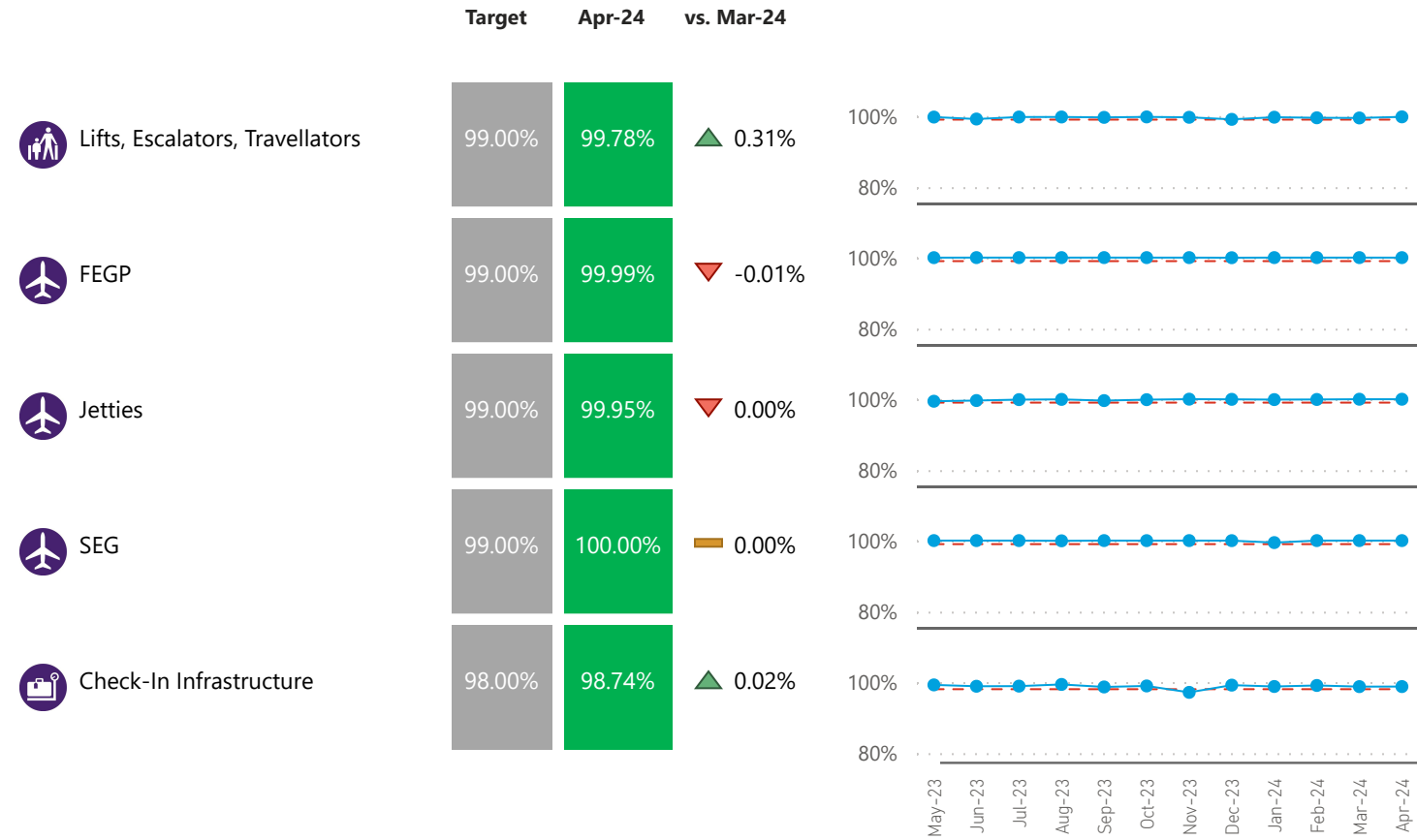|	Target	Apr-24	vs. Mar-24			Target	Apr-24	vs. Mar-24
Overall Satisfaction [1]	4.26	4.35	▬ 0.00		Airport that Meets My Needs [1]		94.04%	▲ 0.21%
Security Staff - Helpfulness and Attitude [1]	4.10	4.33	▬ 0.00		Feel Safe and Secure [1]	96.00%	98.87%	▲ 0.02%
Airport Staff - Helpfulness and Attitude [1]	4.36	4.39	▬ 0.00		Immigration EEA	95.00%	99.52%	▼ -0.34%
Customer Effort [1]	91.00%	92.54%	▼ -0.02%		Immigration Non EEA	95.00%	88.48%	▼ -6.96%
Cleanliness [1]	4.15	4.36	▬ 0.00		Security - CSA (QT < 5 minutes)	95.00%	99.38%	▼ -0.06%
Wayfinding [1]	4.20	4.38	▲ 0.01		Security - CSA (QT < 10 minutes)	99.00%	99.95%	▼ -0.05%
Wi-Fi [1]	4.05	4.31	▲ 0.01		Security - Staff Search	95.00%	98.57%	▲ 0.37%
Enjoy My Time at the Airport [1]	80.50%	78.86%	▼ -0.32%		Security - Transfer	95.00%	100.00%	▬ 0.00

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report April 2024

Heathrow

Service Level Performance

	Target	Apr-24	vs. Mar-24	
Lifts, Escalators, Travellators	99.00%	99.78%	▲ 0.31%	
FEGP	99.00%	99.99%	▼ -0.01%	
Jetties	99.00%	99.95%	▼ 0.00%	
SEG	99.00%	100.00%	▬ 0.00%	
Check-In Infrastructure	98.00%	98.74%	▲ 0.02%	

	Target	Apr-24	vs. Mar-24	
Hygiene Testing - Amber [2]	100.00%	100.00%	▬ 0.00%	
Hygiene Testing - Red [2]	100.00%	100.00%	▬ 0.00%	
Arrivals Reclaim	99.00%	99.63%	▼ -0.14%	
Baggage System Delivery	98.00%	99.33%	▲ 0.04%	
Stands	99.00%	99.72%	▬ 0.00%	
Pier Service [1]	95.00%	99.99%	▼ -0.01%	

Notes:

2 - Hygiene Testing - T4 experienced an equipment failure during October and November that resulted in Heathrow being unable to carry out the requirements laid out the testing. Performance up to the time of failure has exceeded our license requirements and the cleanliness of our Terminals is supported by our QSM Passenger Surveys, where passengers rate T4 at 4.36 during October and November

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report April 2024

Financial Report - Rebates and Bonus

Heathrow

Rebates:

	Apr-24		Year-to-Date	
	Target Achieved	**Estimated Rebate**	**Estimated Rebate**	**Number of Failures**
Security Staff - Helpfulness and Attitude	✅	£0.00	£0.00	0
Cleanliness	✅	£0.00	£0.00	0
Wayfinding	✅	£0.00	£0.00	0
Wi-Fi	✅	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✅	£0.00	£0.00	0
Security - Staff Search	✅	£0.00	£0.00	0
Security - Transfer	✅	£0.00	£0.00	0
Lifts, Escalators, Travellators	✅	£0.00	£0.00	0
FEGP	✅	£0.00	£0.00	0
Jetties	✅	£0.00	£0.00	0
SEG	✅	£0.00	£0.00	0
Check-In Infrastructure	✅	£0.00	£0.00	0
Hygiene Testing	✅	£0.00	£0.00	0
Arrivals Reclaim	✅	£0.00	£0.00	0
Stands	✅	£0.00	£0.00	0
Pier Service	✅	£0.00	£0.00	0
Total		**£0.00**	**£0.00**	**0**

Bonuses:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.
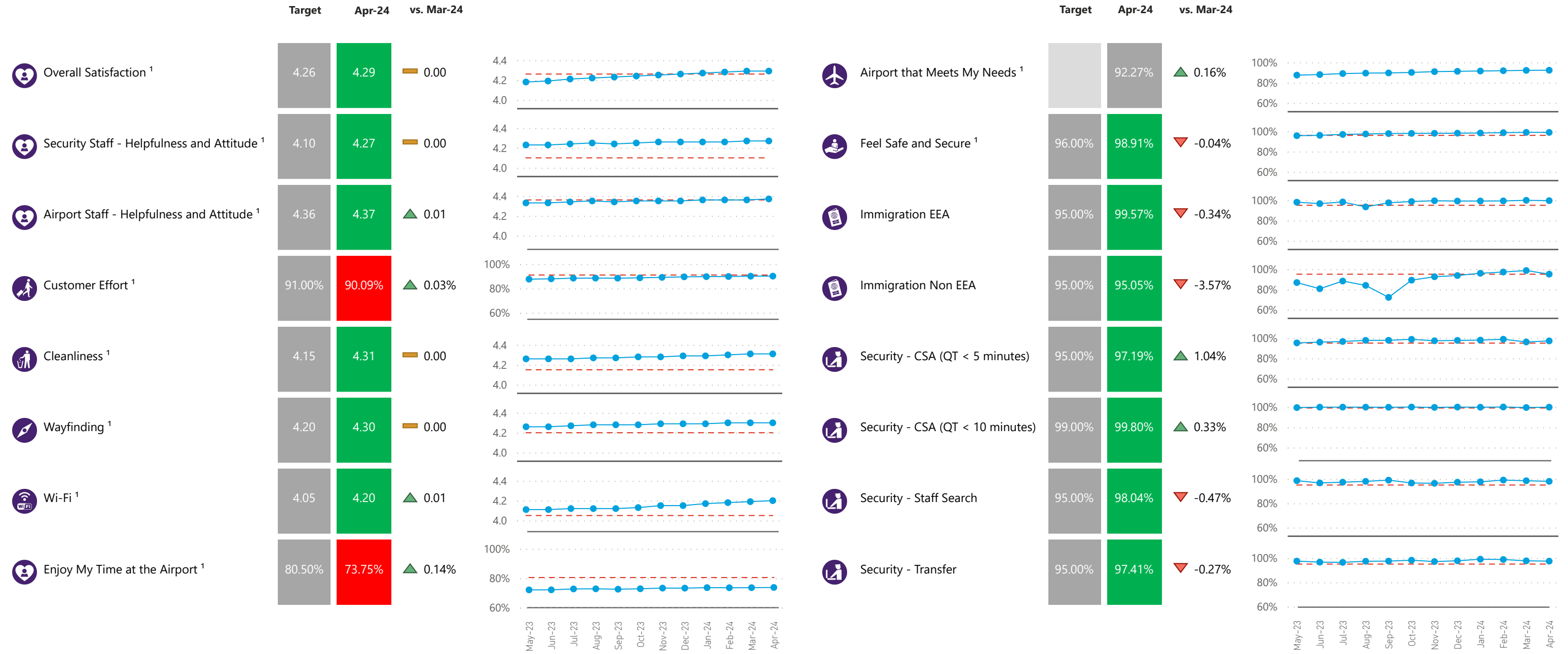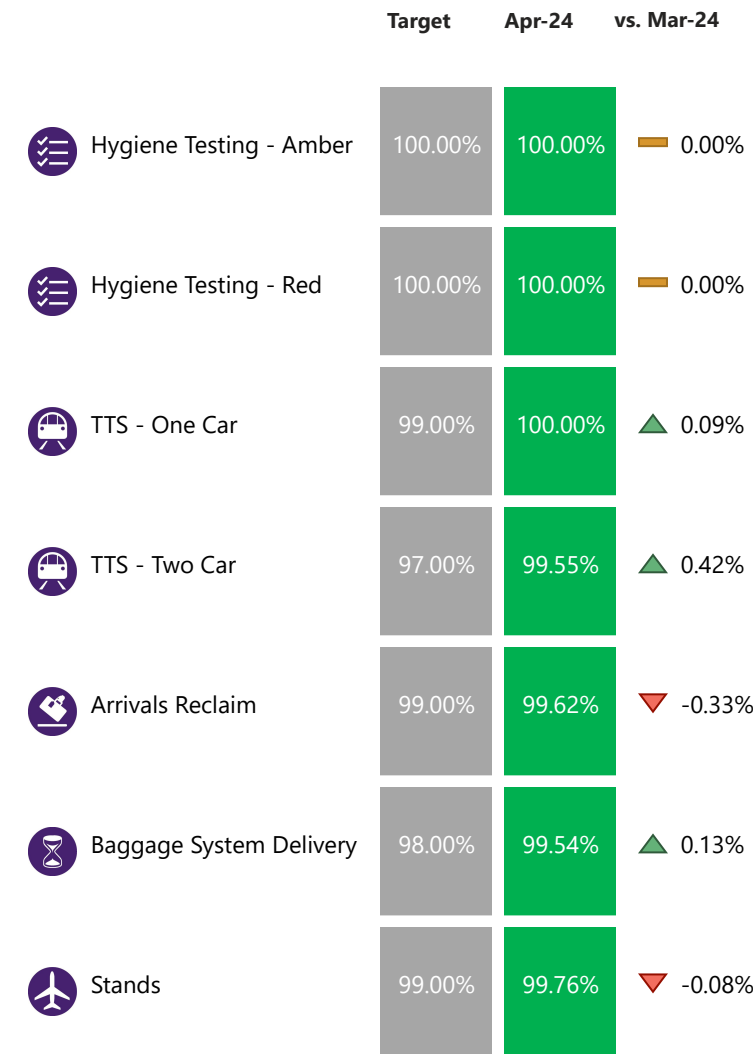
Credit Notes:

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 2024 - December 2024

Terminal 5 Performance Report April 2024

Heathrow

Passenger Experience and Service Level Performance

	Target	Apr-24	vs. Mar-24
Overall Satisfaction [1]	4.26	4.29	▬ 0.00
Security Staff - Helpfulness and Attitude [1]	4.10	4.27	▬ 0.00
Airport Staff - Helpfulness and Attitude [1]	4.36	4.37	▲ 0.01
Customer Effort [1]	91.00%	90.09%	▲ 0.03%
Cleanliness [1]	4.15	4.31	▬ 0.00
Wayfinding [1]	4.20	4.30	▬ 0.00
Wi-Fi [1]	4.05	4.20	▲ 0.01
Enjoy My Time at the Airport [1]	80.50%	73.75%	▲ 0.14%

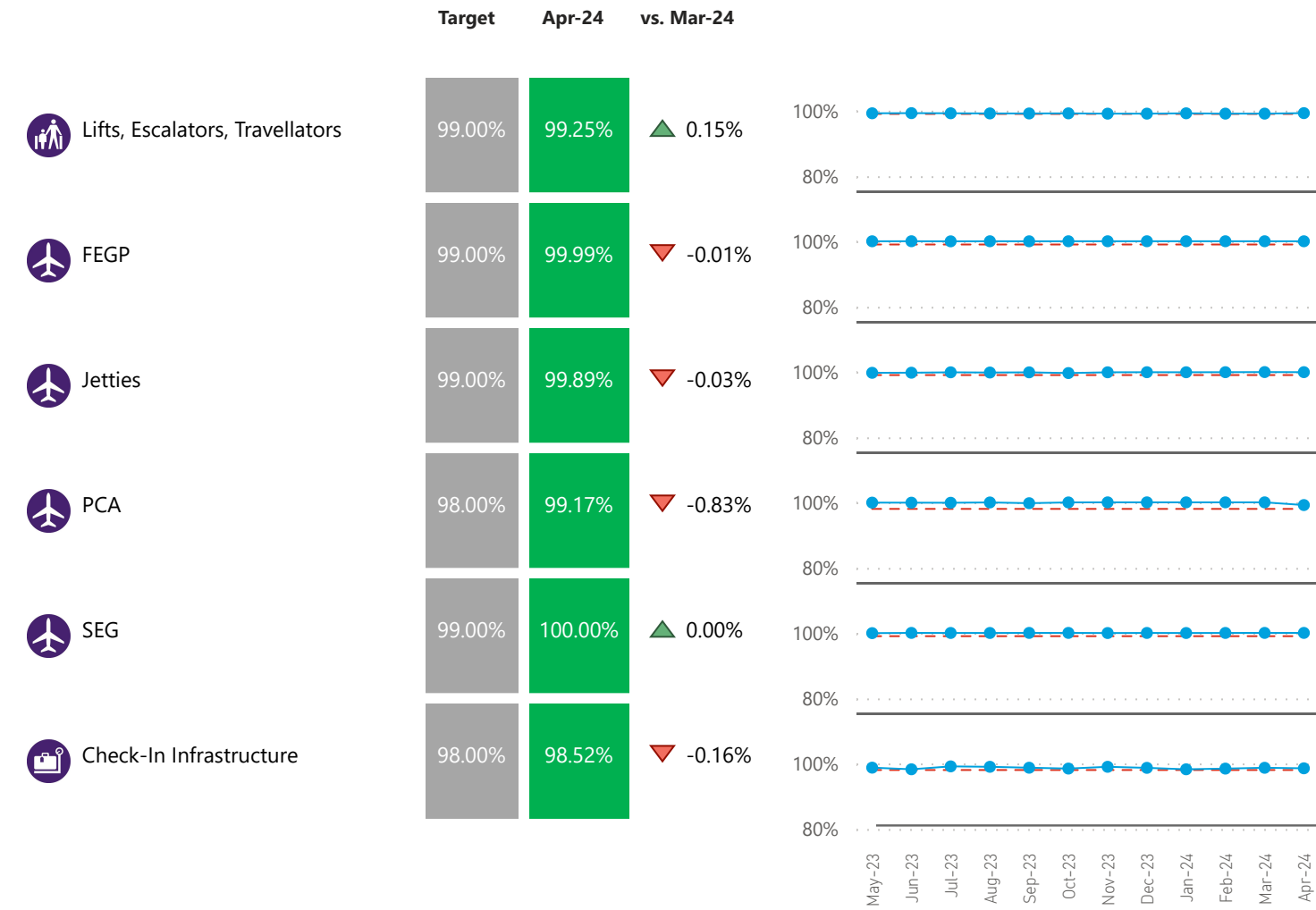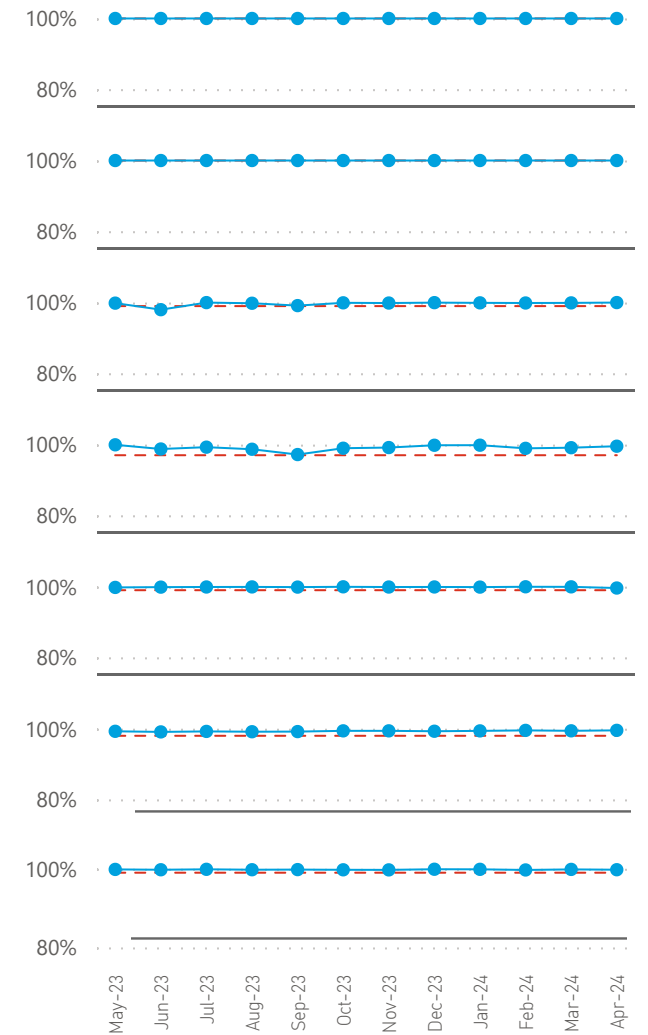|	Target	Apr-24	vs. Mar-24
Airport that Meets My Needs [1]		92.27%	▲ 0.16%
Feel Safe and Secure [1]	96.00%	98.91%	▼ -0.04%
Immigration EEA	95.00%	99.57%	▼ -0.34%
Immigration Non EEA	95.00%	95.05%	▼ -3.57%
Security - CSA (QT < 5 minutes)	95.00%	97.19%	▲ 1.04%
Security - CSA (QT < 10 minutes)	99.00%	99.80%	▲ 0.33%
Security - Staff Search	95.00%	98.04%	▼ -0.47%
Security - Transfer	95.00%	97.41%	▼ -0.27%

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 5 Performance Report April 2024

Heathrow

Service Level Performance

	Target	Apr-24	vs. Mar-24
Lifts, Escalators, Travellators	99.00%	99.25%	▲ 0.15%
FEGP	99.00%	99.99%	▼ -0.01%
Jetties	99.00%	99.89%	▼ -0.03%
PCA	98.00%	99.17%	▼ -0.83%
SEG	99.00%	100.00%	▲ 0.00%
Check-In Infrastructure	98.00%	98.52%	▼ -0.16%

	Target	Apr-24	vs. Mar-24
Hygiene Testing - Amber	100.00%	100.00%	▬ 0.00%
Hygiene Testing - Red	100.00%	100.00%	▬ 0.00%
TTS - One Car	99.00%	100.00%	▲ 0.09%
TTS - Two Car	97.00%	99.55%	▲ 0.42%
Arrivals Reclaim	99.00%	99.62%	▼ -0.33%
Baggage System Delivery	98.00%	99.54%	▲ 0.13%
Stands	99.00%	99.76%	▼ -0.08%

Terminal 5 Performance Report April 2024

Financial Report - Rebates and Bonus

Heathrow

Rebates:

	Apr-24		Year-to-Date	
	Target Achieved	**Estimated Rebate**	**Estimated Rebate**	**Number of Failures**
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
TTS	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		**£0.00**	**£0.00**	**0**

Bonuses:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.

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 2024 - December 2024

Appendix

Heathrow

Passenger Experience and Service Level Performance

Measure	Info
Overall Satisfaction	Passenger satisfaction (out of 5)
Passenger Assistance Service - Overall Satisfaction	Passenger satisfaction (out of 5)
Security Staff - Helpfulness and Attitude	Passenger satisfaction (out of 5)
Airport Staff - Helpfulness and Attitude	Passenger satisfaction (out of 5)
Ease of Access to Airport	Passenger satisfaction (out of 5)
% of UK Population Within 3 Hours (and One Interchange)	% of UK population who live within 3 hours (and one interchange) of Heathrow by public transport
Customer Effort	% of passengers agreeing that their journey through Heathrow was easy
Cleanliness	Passenger satisfaction (out of 5)
Wayfinding	Passenger satisfaction (out of 5)
Wi-Fi	Passenger satisfaction (out of 5)
Enjoy My Time at the Airport	% of passengers agreeing that they enjoy their time at the airport
Airport that Meets My Needs	% of passengers agreeing that the airport met their needs
Feel Safe and Secure	% of passengers agreeing that they felt safe and secure at the airport
Immigration EEA	% of passengers queueing < 25 minutes
Immigration Non EEA	% of passengers queueing < 25 minutes
Security - CSA (QT < 5 minutes)	Queue Times < 5 minutes
Security - CSA (QT < 10 minutes)	Queue Times < 10 minutes
Security - Staff Search	Queue Times < 10 minutes
Security - Transfer	Queue Times < 10 minutes
Security - Control Post	Queue Times < 15 minutes

Service Level Performance

Measure	Info
Lifts, Escalators, Travellators	Availability for use
FEGP	Availability of Fixed Electrical Ground Power
Jetties	Availability of Air-bridges
PCA	Availability of Pre-Conditioned Air
SEG	Availability of Stand Entry Guidance
Check-In Infrastructure	Availability for use
Hygiene Testing - Amber Tests Resolved in 12 hours	% of amber tests resolved in 12 hours
Hygiene Testing - Red Tests Resolved in 2 hours	% of red tests resolved in 2 hours
TTS - One Car	Track Transit System - % time one car available
TTS - Two Car	Track Transit System - % time two cars available
Arrivals Reclaim	Availability of arrivals baggage carousels
Baggage System Delivery	% of bags delivered to make up area > 30 mins from intended flight departure
Baggage Misconnect Rate	Number of bags per 1,000 passengers that miss intended departing flight
Runway Operational Resilience	Availability of Runway - Maximum cumulative movements deferred each day
Stands	Availability of stands
Pier Service	% of passengers accessing a pier served stand
Airport Arrivals Management	Average time for aircraft to reach stand
Airport Departures Management	Average time between start request time and take off time
Departure Punctuality	% of flights off chocks within 15 minutes
Passenger Injuries	Number of passengers/million passengers that are injured while travelling through the airport

Heathrow