

Dear stakeholder,

We are writing to ask you for your views on indicative options for targets and incentive allocations for the H8 MTI scheme. These indicative options reflect the broad, high-level approach to target and incentive allocations which we set out in our March H8 Initial Proposals document. We are asking for your views at this stage to help inform our H8 Final Proposals.

Initial Proposals

In our Initial Proposals we set out our view on the MTI scheme following on from Constructive Engagement, HAL's Business Plan, and discussions with HAL, airlines and other stakeholders.

We noted:

stakeholder views on **targets** for measures;

proposed **targets** that we were minded to accept;

HAL's views on **incentive allocation** for rebates and bonuses; and

airline views on specific **targets and incentive allocations**.

In our Initial Proposals we noted there would need to be further consultation on a set of targets and incentive allocations across the MTI scheme.

Purpose

The attached slide pack sets out some indicative options for targets and incentive allocations. We would stress that these are indicative-and are provided in order for stakeholders to provide their thoughts and comments on the options to help inform our Final Proposals.

These presented options are not necessarily those which we will include in our Final Proposals. We also note that for some measures stakeholders have already given us detailed responses and we will be taking account of those as we develop our thinking.

Indicative options

Across the indicative options set out there are a number of measures where the existing targets and incentives could remain as is, some where a change is either agreed between stakeholders or we indicated we would be minded to accept a proposed change, and some where stakeholders have differing views and we continue to consider the issues raised as we develop our Final Proposals.

In particular, we would encourage stakeholders to highlight concerns with the overall approach taken and/ or the interaction between options for some measures that may have an impact on other measures within the MTI scheme.

We would stress that providing options at this stage does not preclude further changes in our approach at the Final Proposals stage.

Responses

We invite stakeholders to share views on the options set out in the attached slide pack by **Friday 28th August 2026**.

Questions

In providing your views, it would be helpful if you could consider some questions in structuring your response.

Do you agree with the indicative options for **targets**?

Do you agree with the indicative options for the allocation of **rebate incentives**? (the proposed reductions are to facilitate incentives on new measures)?

Do you agree with the approach to the allocation of **rebate incentives** (the proposed reduction on some sets of measures, such as aircraft stand-related assets, to free up incentives for other measures)?

Do you agree with the approach to maintain the H7 **bonus incentives** for the two Central Search and Transfer Search measures and allocating the remaining bonus incentive equally across the remaining four measures?

Do you have any other views on the indicative options for **incentive allocations**?

We kindly request that stakeholders do not repeat points and detail already submitted in response to our Initial Proposals but stakeholders may refer us to specific parts of those previously submitted responses as needed.

If you have any queries please respond to David Milford (david.milford@caa.co.uk) and Judith Corbyn (judith.corbyn@caa.co.uk)

31st July 2026 (response date updated 6th August 2026).

H8 Service Quality

Indicative options for MTI scheme targets and incentives

August 2026

Purpose and Indicative Options

- In our Initial Proposals we noted there would need to be further consultation on a set of targets and incentive allocations across the MTI scheme.
- This slide pack sets out some indicative options for targets and incentive allocations.
- We would stress that these are indicative and are provided in order for stakeholders to provide their thoughts and comments on the options to help inform our Final Proposals.
- These presented options are not necessarily those which we will include in our Final Proposals. We also note that for some measures stakeholders have already given us detailed responses and we will be taking account of those as we develop our thinking.
- Across the indicative options set out there are a number of measures where the existing targets and incentives could remain as is, some where a change is either agreed between stakeholders or we indicated we would be minded to accept a proposed change, and some where stakeholders have differing views and we continue to consider the issues raised as we develop our Final Proposals.
- In particular, we would encourage stakeholders to highlight concerns with the overall approach taken and/ or the interaction between options for some measures that may have an impact on other measures within the MTI scheme.
- We would stress that providing options at this stage does not preclude further changes in our approach at the Final Proposals stage.

Targets – measures with financial incentives (1/2)

Measure	Metric	Indicative option
Cleanliness	Survey score – moving annual average	4.20
Wayfinding	Survey score – moving annual average	4.20
Helpfulness/attitude of security staff	Survey score – moving annual average	4.20
Wi-Fi performance	Survey score – moving annual average	4.10
Security queue time - Central search	% of queues <5 mins	95%
	% of queues <10 mins	99%
Security queue time - Transfer search	% of queues <10 mins	95%
Security queue time - Staff search	% of queues <10 mins	95%
Control posts vehicle queuing time	% of queues <15 mins	95%
Availability of lifts, escalators and travelators	% of time available for use	99%
Availability of check-in infrastructure	% of time available for use	98-99%
Baggage System reclaim availability - arrivals carousel	% of time available for use	99%

Targets – measures with financial incentives (2/2)

Measure	Metric	Indicative option
Terminal 5 track transit system availability	% of time available for use	
	1 train	98%
	2 trains	Back-stop
Stand availability	% of time available for use	99%
Availability of jetties	% of time available for use	99%
Availability of fixed electrical ground power	% of time available for use	99%
Availability of stand entry guidance	% of time available for use	99%
Availability of pre-conditioned air	% of time available for use	98-99%
Pier-served stand usage	% of passengers served	95%
Runway operational resilience	Number of daily deferred aircraft movements	0
Timely Delivery from Departures Baggage system	% of bags delivered >20 mins before departure time	98-99%
Passenger Assistance Service - overall satisfaction	Survey score – moving annual average	4.10

Targets – measures with reputational incentives

Measure	Metric	Indicative option
Overall satisfaction	Survey score – moving annual average	4.35
Customer effort (ease)	% of passengers reporting 'easy' or 'very easy'	92%
Enjoy my time at the airport	% of passengers reporting 'enjoyable' or 'very enjoyable'	80.5%
Feel safe and secure	% of passengers agreeing they felt safe and secure	96%
Ease of access to the airport	Survey score – moving annual average	4.38
Helpfulness/attitude of airport staff	Survey score – moving annual average	4.37
Baggage misconnect rate	Average number of missed bags per 1000 passengers	9.8
Departure punctuality	% of flights taking-off within 15 mins of scheduled departure	80.5%
Airport departures management	Average time between start request and take-off	30 mins
Airport arrivals management	Average time between touch down and chocks on	10 mins
Passenger injuries	Number of passenger injuries	0.32
Immigration queue times	% of queues < 45 mins (non-EEA) or 25 mins (EEA)	95%
Carbon emissions	Total carbon emissions as Tonnes CO2 per year	tbc

Incentive – Rebates (1/2)

Measure	Metric	Indicative option
Cleanliness	Survey score – moving annual average	0.30%
Wayfinding	Survey score – moving annual average	0.30%
Helpfulness/attitude of security staff	Survey score – moving annual average	0.20%
Wi-Fi performance	Survey score – moving annual average	0.20%
Security queue time - Central search	% of queues <5 mins	1.00%
	% of queues <10 mins	
Security queue time - Transfer search	% of queues <10 mins	0.50%
Security queue time - Staff search	% of queues <10 mins	0.30%
Control posts vehicle queuing time	% of queues <15 mins	0.40%
Availability of lifts, escalators and travelators	% of time available for use	0.70%
Availability of check-in infrastructure	% of time available for use	0.50%
Baggage System reclaim availability - arrivals carousel	% of time available for use	0.20%

Incentive – Rebates (2/2)

Measure	Metric	Indicative option
Terminal 5 track transit system availability	% of time available for use 1 train 2 trains	0.30%
Stand availability	% of time available for use	0.20%
Availability of jetties	% of time available for use	0.15%
Availability of fixed electrical ground power	% of time available for use	0.15%
Availability of stand entry guidance	% of time available for use	0.15%
Availability of pre-conditioned air	% of time available for use	0.15%
Pier-served stand usage	% of passengers served	0.30%
Runway operational resilience	Number of daily deferred aircraft movements	0.50%
Timely Delivery from Departures Baggage system	% of bags delivered >20 mins before departure time	0.50%
Passenger Assistance Service - overall satisfaction	Survey score – moving annual average	0.30%

Incentive - Bonuses

Measure	Metric	Indicative option
Cleanliness	Survey score – moving annual average	0.18%
Wayfinding	Survey score – moving annual average	0.18%
Security queue time - Central search	% of queues <5 mins	0.54%
Security queue time - Transfer search	% of queues <10 mins	0.18%
Security queue time - Staff search	% of queues <10 mins	0.18%
Control posts vehicle queuing time	% of queues <15 mins	0.18%

Questions and Responses

Questions

In providing your views, it would be helpful if you could consider some questions in structuring your response.

1. Do you agree with the indicative options for **targets**?
2. Do you agree with the indicative options for the allocation of **rebate incentives**? (the proposed reductions are to facilitate incentives on new measures)?
3. Do you agree with the approach to the allocation of **rebate incentives** (the proposed reduction on some sets of measures, such as aircraft stand-related assets, to free up incentives for other measures)?
4. Do you agree with the approach to maintain the H7 **bonus incentives** for the two Central Search and Transfer Search measures and allocating the remaining bonus incentive equally across the remaining four measures?
5. Do you have any other views on the indicative options for **incentive allocations**?

Responses

We invite stakeholders to share views on the options set out in this slide pack by **Monday 24th August**.

