

## Service Quality Rebate Scheme Data: Heathrow

### Terminal 4 Results Section: October 2007 to March 2008 file

#### 1. Aircraft stand and passenger equipment serviceability

Element	Target		Oct 2007	Nov 2007	Dec 2007	Jan 2008	Feb 2008	Mar 2008
Aircraft Stands	98%	% achieved	99.6%	99.7%	99.2%	99.7%	99.9%	99.8%
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Jetties	97%	% achieved	98.63%	99.22%	98.85%	99.14%	98.87%	98.77%
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Pier Service	90%	% achieved	78.55%	78.76%	79.03%	79.07%	78.98%	78.84%
		Rebate (£K)	Nil (C)	Nil (C)	Nil (C)	Nil (C)	Nil (C)	Nil (C)
Ground Power	98.00 %	% achieved	99.61%	99.84%	99.49%	98.45%	99.18%	99.84%
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Escalators	98%	% achieved	99.52%	98.98%	99.51%	98.97%	98.66%	98.31%
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Passenger Lifts	98%	% achieved	98.15%	98.20%	98.52%	98.43%	98.71%	98.58%
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Goods Lifts	98%	% achieved	98.65%	98.06%	98.93%	98.71%	99.55%	98.34%
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Conveyors (moving walkways)	98%	% achieved	98.30%	99.16%	98.74%	99.38%	99.56%	99.21%
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Arrivals Reclaim Carousels	98%	% achieved	99.39%	99.54%	98.87%	99.90%	99.44%	99.09%
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil

For each of these elements one ‘off-peak’ month can be used in each financial year (April to March), for major planned maintenance, without incurring rebate payments, so long as airlines are notified in advance.

These off peak months are highlighted in the table above, with a D.

For each airline and equipment element listed above there is a ceiling on the rebate penalty for the year. This ceiling is reached when 5 rebate payments are made. So, for example, Pier Service failed the target for 5 months from April to August and therefore no further rebates are payable. Where elements have reached the ceiling this is marked with a (C).

### **Pier Service (for passengers)**

Pier Service measures the proportion of passengers who gain access to their aircraft direct from the terminal building, or gain access to the terminal building direct from their aircraft, either through a 'jetty' or 'air-bridge' or by steps onto the aircraft parking area. It also gives an indication of the extent to which coaching is avoided. The higher the percentage, the fewer passengers need to be coached between the terminal building and their aircraft.

## **2. Security Queuing**

The security queue target refers to the % of occasions when the queue was less than 10 minutes long.

<b>Element</b>	<b>Target</b>		<b>Oct 2007</b>	<b>Nov 2007</b>	<b>Dec 2007</b>	<b>Jan 2008</b>	<b>Feb 2008</b>	<b>Mar 2008</b>
Security Queuing	95%	% achieved	99.60%	97.23%	97.77%	100.00%	98.48%	98.59%
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil

## **3. Passenger Feedback surveys**

The following results are measured using BAA's Quality of Service Monitor survey. Use [link](#) for further information about these.

<b>Element</b>	<b>Target</b>		<b>Oct 2007</b>	<b>Nov 2007</b>	<b>Dec 2007</b>	<b>Jan 2008</b>	<b>Feb 2008</b>	<b>Mar 2008</b>
Departure lounge seat availability	3.6	% achieved	3.8	3.7	3.7	3.7	3.8	3.7
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Cleanliness	3.7	% achieved	3.8	3.8	3.8	3.8	3.8	3.8
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Ease of finding way around	3.8	% achieved	4.0	4.0	4.0	4.0	4.0	4.0
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Flight Information	4	% achieved	4.1	4.1	4.1	4.1	4.1	4.1
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil