

Service Quality Rebate Scheme: Heathrow T4

Terminal 4 Results Section: April 2007 to September 2007 file

1. Aircraft stand and passenger equipment serviceability

Element	Target		Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sept 2007
Aircraft Stands	98%	% achieved	99.7	99.8	99.7	99.4		
		Rebate (£K)	Nil	Nil	Nil	Nil		
Jetties	97%	% achieved	98.1	98.1	97.2	97.7		
		Rebate (£K)	Nil	Nil	Nil	Nil		
Pier Service	90%	% achieved	77.9	78.0	78.1	78.2		
		Rebate (£K)	70k	70k	70k	70k		
Fixed Electrical	98%	% achieved	99.7	99.9	99.2	99.8		
Ground Power		Rebate (£K)	Nil	Nil	Nil	Nil		
Escalators	98%	% achieved	98.9	99.5	98.8	98.8		
		Rebate (£K)	Nil	Nil	Nil	Nil		
Passenger Lifts	98%	% achieved	99.1	98.1	98.6	98.6		
		Rebate (£K)	Nil	Nil	Nil	Nil		
Goods Lifts	98%	% achieved	98.8	98.1	98.2	99.6		
		Rebate (£K)	Nil	Nil	Nil	Nil		
Conveyors (moving walkways)	98%	% achieved	98.2	98.9	98.3	98.7		
		Rebate (£K)	Nil	Nil	Nil	Nil		
Arrivals Reclaim	98%	% achieved	99.1	99.2	99.3	98.7		
Carousels		Rebate (£K)	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.

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.

Heathrow has recognised that it is physically impossible to pass the SQR target of 90% on T4 Pier Serviceability with current volumes of passengers, and therefore the maximum penalty is likely to be incurred for this measure.

2. Security Queuing

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

Element	Target		Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sept 2007
Security Queuing	95%	% achieved	95.7	97.8	95.0	99.8		
		Rebate (£K)	Nil	Nil	Nil	Nil		

Passenger Feedback surveys

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

Element	Target		Apr 2007	May 2007	Jun 2007	Jul 2007	Aug 2007	Sept 2007
Departure lounge seat availability	3.6	% achieved	3.8	3.8	3.8	3.8		
		Rebate (£K)	Nil	Nil	Nil	Nil		
Cleanliness	3.7	% achieved	3.8	3.8	3.8	3.8		
		Rebate (£K)	Nil	Nil	Nil	Nil		
Ease of finding way around	3.8	% achieved	4.0	4.0	4.0	4.0		
		Rebate (£K)	Nil	Nil	Nil	Nil		
Flight Information	4.0	% achieved	4.1	4.1	4.1	4.1		
		Rebate (£K)	Nil	Nil	Nil	Nil		