

Service Quality Rebate Scheme Data: Heathrow

Terminal 4 Results Section: October 2005 to March 2006 file

1. Aircraft stand and passenger equipment serviceability

Element	Target		Oct 2005	Nov 2005	Dec 2005	Jan 2006	Feb 2006	Mar 2006
Aircraft Stands	98%	% achieved	99.2	99.9	99.6	99.9	100	99.9
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Jetties	97%	% achieved	99.1	97.7	99.0	98.3	98.4	98.0
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Pier Service	90%	% achieved	80.7	80.5	80.5	80.4	80.2	79.9
		Rebate (£K)	Nil (C)	Nil (C)	Nil (C)	Nil (C)	Nil (C)	Nil (C)
Ground Power	98.0%	% achieved	99.9	99.7	99.9	99.6	99.4	99.4
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Escalators	98%	% achieved	99.3	99.1	99.1	99.5	98.6	99.7
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Passenger Lifts	98%	% achieved	99.4	99.0	98.5	98.8	98.2	98.5
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Goods Lifts	98%	% achieved	99.3	95.0	99.5	99.1	99.8	99.4
		Rebate (£K)	Nil	D	Nil	Nil	Nil	Nil
Conveyors (moving walkways)	98%	% achieved	99.3	98.7	98.7	99.4	99.1	98.6
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Arrivals Reclaim	98%	% achieved	99.3	98.3	99.3	98.7	99.0	89.6
Carousels		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	60

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).

