

Service Quality Rebate Scheme: Heathrow T3

Terminal 3 Results Section: April 2004 to September 2004 file

Only two rebates incurred in **Terminal 3** and continued its improving service performance.

1. Aircraft stand and passenger equipment serviceability

Element	Target		Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sept 2004
Aircraft Stands	98%	% achieved	99.7	98.9	99.5	99.8	99.9	99.9
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Jetties	97%	% achieved	99.6	99.7	99.3	99.7	99.7	99.7
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Pier Service	90%	% achieved	97.8	97.6	97.5	97.4	98.60	96.5
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Fixed Electrical	98%	% achieved	99.5	98.8	99.8	99.8	99.7	99.9
Ground Power		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Escalators	98%	% achieved	99.3	99.3	99.2	99.5	99.3	99.0
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Passenger Lifts	98%	% achieved	99.2	99.4	98.4	98.7	98.0	97.6
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	9k
Goods Lifts	98%	% achieved	99.7	99.7	99.5	99.0	99.9	99.7
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Conveyors (moving walkways)	98%	% achieved	99.1	99.1	98.2	99.0	98.7	98.8
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Arrivals Reclaim	98%	% achieved	98.3	98.1	98.8	99.8	99.8	99.7
Carousels		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.

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.

For the thirteenth consecutive month running, the security queuing target has been achieved.

Element	Target		Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sept 2004
Security Queuing	95%	% achieved	99.8	97.6	96.8	98.3	98.8	95.6
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil

Passenger Feedback surveys

The following results are measured using BAA's Quality of Service Monitor survey.

Element	Target		Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sept 2004
Departure lounge	3.6	% achieved	3.5	3.5	3.5	3.5	3.5	3.5
seat availability		Rebate (£K)	28k	28k	28k	28k	28k	28k
Cleanliness	3.7	% achieved	3.7	3.7	3.8	3.8	3.8	3.8
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Ease of finding	3.8	% achieved	3.9	3.9	3.9	3.9	3.9	4.0
way around		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Flight	4.0	% achieved	4.2	4.2	4.2	4.2	4.2	4.3
Information		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil

Passenger's perception on Terminal 3's seating availability continued to improve in September 2004, a 0.18 improvement on last month.