

## Service Quality Rebate Scheme Data : Heathrow

### Terminal 4 Results Section: July 2003 to September 2003 file

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

Element	Target		Jul 2003	Aug 2003	Sept 2003			
Aircraft Stands	98%	% achieved	99.7	99.7	99.8			
		Rebate (£K)	Nil	Nil	Nil			
Jetties	97%	% achieved	98.3	98.3	98.3			
		Rebate (£K)	Nil	Nil	Nil			
Pier Service	90%	% achieved	79.1	79.1	78.2			
		Rebate (£K)	59k	59k	59k			
Ground Power	98.0%	% achieved	100	100	99.1			
		Rebate (£K)	Nil	Nil	Nil			
Escalators	98%	% achieved	99.2	99.2	99.1			
		Rebate (£K)	Nil	Nil	Nil			
Passenger Lifts	98%	% achieved	98.7	97.8	96.6			
		Rebate (£K)	Nil	9k	8.8k			
Goods Lifts	98%	% achieved	98.9	98.9	98.3			
		Rebate (£K)	Nil	Nil	Nil			
Conveyors (moving walkways)	98%	% achieved	98.7	95.7	98.7			
		Rebate (£K)	Nil	9k	Nil			
Arrivals Reclaim	98%	% achieved	98.0	93.6	95.5			
Carousels		Rebate (£K)	Nil	35k	35k			

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.

