

## Service Quality Rebate Scheme: Heathrow T4

### Terminal 4 Results Section: April 2005 to September 2005 file

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

Element	Target		Apr 2005	May 2005	Jun 2005	Jul 2005	Aug 2005	Sept 2005
Aircraft Stands	98%	% achieved	99.9	100	99.8	99.9	99.8	99.9
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Jetties	97%	% achieved	97.5	98.8	97.9	99.5	97.6	98.9
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Pier Service	90%	% achieved	81.5	81.8	81.5	81.3	81.2	80.9
		Rebate (£K)	101	101	101	101	101	100
Fixed Electrical	98%	% achieved	99.8	99.7	99.7	99.7	99.7	99.8
Ground Power		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Escalators	98%	% achieved	99.8	99.7	99.5	99.4	99.5	99.6
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Passenger Lifts	98%	% achieved	98.4	98.7	98.3	98.0	99.1	98.8
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Goods Lifts	98%	% achieved	99.7	99.8	98.9	98.8	99.4	99.0
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Conveyors (moving walkways)	98%	% achieved	99.7	98.9	99.2	99.0	99.2	98.8
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Arrivals Reclaim	98%	% achieved	100	99.4	99.5	99.2	98.9	98.8
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.

