

## Service Quality Rebate Scheme Data : Heathrow

### Terminal T4 Results Section: October 2003 to March 2004 file

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

Element	Target		Oct 2003	Nov 2003	Dec 2003	Jan 2004	Feb 2004	Mar 2004
Aircraft Stands	98%	% achieved	99.8	100	100	99.8	99.8	99.8
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Jetties	97%	% achieved	99.1	98.7	99.0	99.1	99.1	97.9
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Pier Service	90%	% achieved	*78.2	*78.0	*77.9	*78.0	*77.7	*77.9
		Rebate (£K)	59k	Nil	Nil	Nil	Nil	Nil
Fixed Electrical	98%	% achieved	99.6	99.8	99.7	98.9	99.3	99.8
Ground Power		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Escalators	98%	% achieved	99.7	99.5	99.8	99.6	97.5	99.4
		Rebate (£K)	Nil	Nil	Nil	Nil	D	Nil
Passenger Lifts	98%	% achieved	98.5	98.1	99.3	99.1	99.4	98.7
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Goods Lifts	98%	% achieved	99.0	99.3	99.5	99.4	99.8	99.5
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Conveyors (moving walkways)	98%	% achieved	98.0	99.4	98.7	99.5	99.4	93.2
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Arrivals Reclaim	98%	% achieved	99.6	100	99.9	98.2	99.6	98.6
Carousels		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil

\* Maximum rebate amount associated with this measure has been reached for the year, therefore any further failures for the remainder of the financial year will have no financial impact.

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.

