

## Terminal 1 Results : July - September 2003

### Aircraft stand and passenger equipment serviceability

Element	Target		Jul 2003	Aug 2003	Sept 2003			
Aircraft Stands	98%	% achieved	99.7	99.7	99.9			
		Rebate (£K)	nil	nil	nil			
Jetties	97%	% achieved	99.1	99.1	99.6			
		Rebate (£K)	nil	nil	nil			
Pier Service	90%	% achieved	99.9	99.9	98.9			
		Rebate (£K)	nil	nil	nil			
Ground Power	98%	% achieved	99.9	99.9	98.2			
		Rebate (£K)	nil	nil	nil			
Escalators	98%	% achieved	98.3	97.9	99.2			
		Rebate (£K)	nil	12k	nil			
Passenger Lifts	98%	% achieved	98.7	97.4	99.1			
		Rebate (£K)	nil	nil	5.8			
Goods Lifts	98%	% achieved	98.9	98.9	98.8			
		Rebate (£K)	nil	nil	nil			
Conveyors	98%	% achieved	98.5	98.5	98.1			
(moving walkways)		Rebate (£K)	nil	nil	nil			
Arrivals Reclaim Carousels	98%	% achieved	89.0	98.1	99.2			
		Rebate (£K)	48.6k	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 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.

### Security Queuing

The security queuing target refers to the % of occasions when the queue was less than 10 minutes long.

Element	Target		Jul 2003	Aug 2003	Sept 2003			
Security Queuing	95%	% achieved	87.0	87.0	96.0			
		Rebate (£K)	81k	81k	nil			

### Passenger Feedback Surveys

The following results are measured using [BAA's Quality of Service Monitor](#) survey.

Element	Target		Jul 2003	Aug 2003	Sept 2003			
Departure lounge	3.6	% achieved	3.6	3.6	3.6			
seat availability		Rebate (£K)	nil	nil	nil			
Cleanliness	3.7	% achieved	3.7	3.6	3.7			
		Rebate (£K)	nil	37k	nil			
Ease of finding	3.8	% achieved	3.7	3.7	3.7			
way around		Rebate (£K)	37k	37k	37k			
Flight	4.0	% achieved	3.8	3.8	3.8			
Information		Rebate (£K)	37k	37k	37k			