

Terminal 4 Results : April - September 2004

Only one rebate incurred again in September, as forecast. Terminal 4 continued its improving service performance.

Aircraft Stand and Passenger Equipment Serviceability

Element	Target		Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sept 2004
Aircraft Stands	98%	% achieved	99.9	99.4	99.9	100	99.7	99.9
		Rebate (£K)	nil	nil	nil	nil	nil	nil
Jetties	97%	% achieved	98.7	99.1	97.6	98.7	99.0	99.4
		Rebate (£K)	nil	nil	nil	nil	nil	nil
Pier Service	90%	% achieved	77.8	77.9	78.1	78.5	78.8	79.6
		Rebate (£K)	52k	52k	52k	52k	52k	52k
Fixed Electrical	98%	% achieved	99.4	99.5	99.9	99.8	99.8	99.9
Ground Power		Rebate (£K)	nil	nil	nil	nil	nil	nil
Escalators	98%	% achieved	99.4	99.5	99.6	99.7	99.7	99.8
		Rebate (£K)	nil	nil	nil	nil	nil	nil
Passenger Lifts	98%	% achieved	99.8	99.3	99.6	98.2	98.4	99.3
		Rebate (£K)	nil	nil	nil	nil	nil	nil
Goods Lifts	98%	% achieved	99.6	99.4	99.8	99.6	98.7	98.6
		Rebate (£K)	nil	nil	nil	nil	nil	nil
Conveyors (moving walkways)	98%	% achieved	99.3	99.1	96.7	98.9	99.1	99.4
		Rebate (£K)	nil	4.5k	7.8k	nil	nil	nil
Arrivals Reclaim	98%	% achieved	98.9	99.8	98.2	99.7	99.8	99.6
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.

Heathrow has recognised that it is physically impossible to pass the service quality rebate target of 90% on Terminal 4 pier serviceability with current volumes of passengers, and therefore the maximum penalty is likely to be incurred for this measure.

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 in Terminal 4 has been achieved.

Element	Target		Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sept 2004
Security Queuing	95%	% achieved	99.8	99.2	98.7	98.7	99.3	100
		Rebate (£K)	nil	nil	nil	nil	nil	nil

Passenger Feedback Surveys

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

All the performance targets for passenger feedback survey results in Terminal 4 have been achieved so far this financial year.

Element	Target		Apr 2004	May 2004	Jun 2004	Jul 2004	Aug 2004	Sept 2004
Departure lounge	3.6	% achieved	3.7	3.8	3.7	3.8	3.8	3.8
seat availability		Rebate (£K)	nil	nil	nil	nil	nil	nil
Cleanliness	3.7	% achieved	3.9	3.9	3.9	3.9	3.9	3.9
		Rebate (£K)	nil	nil	nil	nil	nil	nil
Ease of finding way around	3.8	% achieved	4.0	4.0	4.0	4.0	4.0	4.0
		Rebate (£K)	nil	nil	nil	nil	nil	nil
Flight Information	4.0	% achieved	4.1	4.1	4.1	4.1	4.1	4.1
		Rebate (£K)	nil	nil	nil	nil	nil	nil