

## Service Quality Rebate Scheme Data: Heathrow

### Terminal 2 Results Section: October 2004 to March 2005 file

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

Element	Target		Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005
Aircraft Stands	98%	% achieved	99.9	99.8	100	99.9	99.9	100
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Jetties	97%	% achieved	99.6	99.8	99.7	99.8	99.7	99.7
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Pier Service	90%	% achieved	99.1	99.1	99.1	99.2	99.3	99.3
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Ground Power	98.0%	% achieved	99.9	99.8	99.9	99.8	99.3	99.6
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Escalators	98%	% achieved	99.4	99.1	99.0	99.2	99.8	98.8
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Passenger Lifts	98%	% achieved	99.7	98.0	98.3	99.1	99.4	99.5
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Goods Lifts	98%	% achieved	99.7	98.9	99.2	99.1	99.5	99.3
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Conveyors (moving walkways)	98%	% achieved	97.1	98.8	96.8	98.5	80.0	99.1
		Rebate (£K)	4.5	Nil	4.5	Nil	D	Nil
Arrivals Reclaim	98%	% achieved	99.8	99.7	99.8	99.3	99.5	99.2
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.

