

## Service Quality Rebate Scheme Data: Heathrow

### Terminal 3 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	98.2	99.4	99.6	99.4	99.7	99.7
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Jetties	97%	% achieved	99.4	99.8	99.6	99.6	99.8	99.5
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Pier Service	90%	% achieved	96.1	95.9	95.8	95.7	95.6	95.5
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Ground Power	98%	% achieved	98.6	98.9	99.7	99.4	99.4	99.6
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Escalators	98%	% achieved	99.8	99.7	99.4	98.7	99.6	98.8
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Passenger Lifts	98%	% achieved	97.4	99.5	98.6	99.2	98.9	98.3
		Rebate (£K)	9.0	Nil	Nil	Nil	Nil	Nil
Goods Lifts	98%	% achieved	99.4	99.5	99.6	99.7	98.8	99.7
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil
Conveyors (moving walkways)	98%	% achieved	98.3	95.8	97.7	98.7	99.0	98.4
		Rebate (£K)	Nil	9.0	9.0	Nil	Nil	Nil
Arrivals Reclaim	98%	% achieved	98.7	99.9	99.7	99.7	99.8	99.4
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.

## 2. Security Queuing

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

Element	Target		Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005
Security Queuing	95%	% achieved	96.9	95.8	97.1	96.8	96.1	95.3
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil

## Passenger Feedback surveys

The following results are measured using BAA's Quality of Service Monitor survey.

Element	Target		Oct 2004	Nov 2004	Dec 2004	Jan 2005	Feb 2005	Mar 2005
Departure lounge	3.6	% achieved	3.5	3.6	3.6	3.6	3.5	3.5
seat availability		Rebate (£K)	Nil (C)	Nil	Nil	Nil	Nil (C)	Nil (C)
Cleanliness	3.7	% achieved	3.8	3.8	3.8	3.8	3.8	3.8
		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	4.3	4.3	4.3	4.3	4.3	4.3
		Rebate (£K)	Nil	Nil	Nil	Nil	Nil	Nil

For each passenger element there is a ceiling on the rebate penalty for the year. This ceiling is reached when six rebate payments are made. So, for example, departure lounge seat availability failed the target for six months from April to September and therefore no further rebates are payable. Where elements have reached the ceiling this is marked with a (C).