

**Service Quality Rebate Report
Terminal 1**



Month **Apr-08**
 Month no. **1**
 Months remaining **11**

Total T1 risk amount **£98,378**

Measure	Target	Month		Year to Date	
		Performance for month 1	Rebate incurred in month 1	Cumulative no of months failed	Rebate incurred to date
Stands	99%	99.25%	£0	0	£0
Jetties	99%	99.54%	£0	0	£0
Pier service	95%	98.80%	£0	0	£0
Fixed electrical ground power	99%	99.95%	£0	0	£0
Stand entry guidance	99%	99.90%	£0	0	£0
Transfer Security search	95%	100.00%	£0	0	£0
Staff Security search	95%	100.00%	£0	0	£0
Departure lounge seat availability	3.8	4.4	£0	0	£0
Cleanliness	3.9	4.0	£0	0	£0
Wayfinding	4.0	3.9	£46,588	1	£46,588
Flight information	4.2	4.2	£0	0	£0
Central search Security queuing <= 5 min	95%	100.00%	£0	0	£0
Central search Security queuing <= 10 min	99%	100.00%	£0	0	£0
Passenger sensitive equipment (general)	99%	98.43%	£51,790	1	£51,790
Passenger sensitive equipment (priority)	99%	99.01%	£0	0	£0
Arrivals reclaim (baggage carousels)	99%	99.04%	£0	0	£0

Grand Total **£98,378** **£98,378**

For further information on these results please contact - Joan Buszewska, email: Joan_Buszewska@baa.com