

Service Quality Rebate Report
Terminal 4



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

Total T4 risk amount **£344,634**

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%	99.66%	£0	0	£0
Jetties	99%	99.20%	£0	0	£0
Pier service	95%	79.60%	£54,807	1	£54,807
Fixed electrical ground power	99%	99.89%	£0	0	£0
Stand entry guidance	99%	99.65%	£0	0	£0
Transfer Security search	95%	97.00%	£0	0	£0
Staff Security search	95%	100.00%	£0	0	£0
Departure lounge seat availability	3.8	3.7	£56,405	1	£56,405
Cleanliness	3.9	3.9	£0	0	£0
Wayfinding	4.0	3.9	£56,405	1	£56,405
Flight information	4.2	4.0	£56,405	1	£56,405
Central search Security queuing <= 5 min	95%	90.00%	£120,613	1	£120,613
Central search Security queuing <= 10 min	99%	98.00%			
Passenger sensitive equipment (general)	99%	99.44%	£0	0	£0
Passenger sensitive equipment (priority)	99%	99.12%	£0	0	£0
Arrivals reclaim (baggage carousels)	99%	99.15%	£0	0	£0

Grand Total **£344,634** **£344,634**

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