

Service Quality Rebate Report
Terminal 5



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

Total T5 risk amount **£351,608**

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%	99.59%	£0	0	£0
Jetties	99%	99.10%	£0	0	£0
Pier Service	91%	97.70%	£0	0	£0
Fixed electrical ground power	99%	99.86%	£0	0	£0
Stand entry guidance	99%	99.81%	£0	0	£0
Transfer Security Search	95%	94.00%	£65,239	1	£65,239
Staff Security Search	95%	100.00%	£0	0	£0
Track Transit System (TTS)- 1 Train Available	99%	100.00%	£0	0	£0
Track Transit System (TTS)- 2 Trains Available	97%	98.00%	£0	0	£0
Pre-conditioned air	98%	100.00%	£0	0	£0
Deps Lounge Seat Availability	3.8	4.1	£0	0	£0
Cleanliness	3.9	4.2	£0	0	£0
Wayfinding	4.0	4.1	£0	0	£0
Flight Information	4.2	4.2	£0	0	£0
Central search Security queuing <= 5 min	95%	92.00%	£149,780	1	£149,780
Central search Security queuing <= 10 min	99%	98.00%	£77,867	1	£77,867
Passenger sensitive equipment (general)	99%	87.74%	£58,721	1	£58,721
Passenger sensitive equipment (priority)	99%	87.74%	£58,721	1	£58,721
Arrivals reclaim (baggage carousels)	99%	99.99%	£0	0	£0

Grand Total **£351,608** **£351,608**

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