

Service Quality Rebate Report
Terminal 1



Month	Jul-08
Month no.	4
Months remaining	8

Measure	Target	Month	Rebate incurred in month	Year to Date	
		Performance for month		Cumulative no of months failed	Rebate incurred to date
		4	4		
Stands	99%	99.25%		0	£0
Jetties	99%	99.76%		0	£0
Pier service	95%	99.00%		0	£0
Fixed electrical ground power	99%	100.00%		0	£0
Stand entry guidance	99%	100.00%		0	£0
Transfer Security search	95%	100.00%		0	£0
Staff Security search	95%	100.00%		0	£0
Departure lounge seat availability	3.8	4.2		0	£0
Cleanliness	3.9	3.9		0	£0
Wayfinding	4.0	4.0		2	£97,931
Flight information	4.2	4.2		1	£49,747
Central search Security queuing <= 5 min	95%	99.95%		0	£0
Central search Security queuing <= 10 min	99%	100.00%			
Passenger sensitive equipment (general)	99%	99.43%		1	£51,790
Passenger sensitive equipment (priority)	99%	99.08%		0	£0
Arrivals reclaim (baggage carousels)	99%	99.09%		1	£55,302
Grand Total					
				£0	£254,770

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com