

**Service Quality Rebate Report**  
**Terminal 1**



Month	Sep-08
Month no.	6
Months remaining	6

Measure	Target	Month		Year to Date	
		Performance for month 6	Rebate incurred in month 6	Cumulative no of months failed	Rebate incurred to date
Stands	99%	99,81%		0	£0
Jetties	99%	99,38%		0	£0
Pier service	94%	98,72%		0	£0
Fixed electrical ground power	99%	99,89%		0	£0
Stand entry guidance	99%	99,90%		0	£0
Transfer Security search	95%	99,95%		0	£0
Staff Security search	95%	100,00%		0	£0
Departure lounge seat availability	3.8	4.2		0	£0
Cleanliness	3.9	4.0		0	£0
Wayfinding	4.0	3.9	£67,692	3	£165,623
Flight information	4.2	4.2		1	£49,747
Central search Security queuing <= 5 min	95%	99,93%		0	£0
Central search Security queuing <= 10 min	99%	100,00%			
Passenger sensitive equipment (general)	99%	99,11%		1	£51,790
Passenger sensitive equipment (priority)	99%	97,65%	£65,774	1	£65,774
Arrivals reclaim (baggage carousels)	99%	99,52%		1	£55,302
<b>Grand Total</b>			<b>£133,466</b>		<b>£388,236</b>

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