

Service Quality Rebate Report
Terminal 4



Month May-08
 Month no. 2
 Months remaining 10

Total T4 risk amount

Measure	Target	Month		Year to Date	
		Performance for month 2	Rebate incurred in month 2	Cumulative no of months failed	Rebate incurred to date
Stands	99%	99.21%	£0	0	£0
Jetties	99%	99.20%	£0	0	£0
Pier service	95%	79.20%	£57,787	2	£112,594
Fixed electrical ground power	99%	99.84%	£0	0	£0
Stand entry guidance	99%	100.00%	£0	0	£0
Transfer Security search	95%	97.51%	£0	0	£0
Staff Security search	95%	100.00%	£0	0	£0
Departure lounge seat availability	3.8	3.8	£0	1	£56,405
Cleanliness	3.9	3.9	£0	0	£0
Wayfinding	4.0	4.0	£0	1	£56,405
Flight information	4.2	4.1	£59,472	2	£115,877
Central search Security queuing <= 5 min	95%	95.39%	£127,171	2	£247,784
Central search Security queuing <= 10 min	99%	98.71%			
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%	99.52%	£0	0	£0

Grand Total £244,430 £589,065

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