

Service Quality Rebate Report
Terminal 5



Month **May-08**
 Month no. **2**
 Months remaining **10**

Total T5 risk amount **£165,532**

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%	99.15%	£0	0	£0
Jetties	99%	99.27%	£0	0	£0
Pier Service	91%	98.10%	£0	0	£0
Fixed electrical ground power	99%	99.73%	£0	0	£0
Stand entry guidance	99%	99.98%	£0	0	£0
Transfer Security Search	95%	99.40%	£0	1	£65,239
Staff Security Search	95%	100.00%	£0	0	£0
Track Transit System (TTS)- 1 Train Available	99%	99.93%	£0	0	£0
Track Transit System (TTS)- 2 Trains Available	97%	97.76%	£0	0	£0
Pre-conditioned air	98%	100.00%	£0	0	£0
Deps Lounge Seat Availability	3.8	4.2	£0	0	£0
Cleanliness	3.9	4.2	£0	0	£0
Wayfinding	4.0	4.1	£0	0	£0
Flight Information	4.2	4.3	£0	0	£0
Central search Security queuing <= 5 min	95%	98.32%	£0	1	£149,780
Central search Security queuing <= 10 min	99%	99.93%	£0	0	£0
Passenger sensitive equipment (general)	99%	93.15%	£94,367	2	£172,234
Passenger sensitive equipment (priority)	99%	88.44%	£71,164	2	£129,885
Arrivals reclaim (baggage carousels)	99%	99.99%	£0	0	£0

Grand Total **£165,532** **£517,139**

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