

Service Quality Rebate Report
Terminal 4



Month	Jun-08
Month no.	3
Months remaining	9

Measure	Target	Month		Year to Date	
		Performance for month 3	Rebate incurred in month 3	Cumulative no of months failed	Rebate incurred to date
Stands	99%	99.39%		0	£0
Jetties	99%	99.24%		0	£0
Pier service	95%	80.73%	£55,453	3	£168,047
Fixed electrical ground power	99%	99.70%		0	£0
Stand entry guidance	99%	100.00%		0	£0
Transfer Security search	95%	99.81%		0	£0
Staff Security search	95%	100.00%		0	£0
Departure lounge seat availability	3.8	3.8		1	£56,405
Cleanliness	3.9	3.9		0	£0
Wayfinding	4.0	4.0		1	£56,405
Flight information	4.2	4.2		2	£115,877
Central search Security queuing <= 5 min	95%	99.10%		2	£247,784
Central search Security queuing <= 10 min	99%	100.00%			
Passenger sensitive equipment (general)	99%	99.27%		0	£0
Passenger sensitive equipment (priority)	99%	98.77%	£55,453	1	£55,453
Arrivals reclaim (baggage carousels)	99%	99.42%		0	£0

Grand Total £110,906 £699,971

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