

Service Quality Rebate Report
Terminal 2



Month Apr-08
 Month no. 1
 Months remaining 11

Total T2 risk amount

Measure	Target	Month		Year to Date	
		Performance for month 1	Rebate incurred in month 1	Cumulative no of months failed	Rebate incurred to date
Stands	98%	99.53%	£0	0	£0
Jetties	97%	99.69%	£0	0	£0
Pier Service	90%	100.00%	£0	0	£0
Fixed electrical ground power	98%	99.83%	£0	0	£0
Deps Lounge Seat Availability	3.6	3.7	£0	0	£0
Cleanliness	3.7	3.8	£0	0	£0
Wayfinding	3.8	3.9	£0	0	£0
Flight Information	4.0	4.1	£0	0	£0
Central search Security queuing <= 10 min	95%	99.00%	£0	0	£0
Passenger sensitive equipment (general)	98%	97.81%	£41,771	1	£41,771
Arrivals reclaim (baggage carousels)	98%	99.71%	£0	0	£0

Grand Total £41,771 £41,771

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