

Service Quality Rebate Report
Terminal 2



Month	Jul-08
Month no.	4
Months remaining	8

Measure	Target	Month		Year to Date	
		Performance for month 4	Rebate incurred in month 4	Cumulative no of months failed	Rebate incurred to date
Stands	98%	99.72%		0	£0
Jetties	97%	99.64%		0	£0
Pier Service	95%	99.93%		0	£0
Fixed electrical ground power	98%	100.00%		0	£0
Deps Lounge Seat Availability	3.6	3.8		0	£0
Cleanliness	3.7	3.9		0	£0
Wayfinding	3.8	3.9		0	£0
Flight Information	4.0	4.1		0	£0
Central search Security queuing <= 10 min	95%	100.00%		0	£0
Passenger sensitive equipment (general)	98%	99.64%		1	£41,771
Arrivals reclaim (baggage carousels)	98%	99.34%		0	£0

Grand Total £0 £41,771

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