

**Service Quality Rebate Report**  
**Terminal 1**



Month	Oct-08
Month no.	7
Months remaining	5

Measure	Target	Month		Year to Date	
		Performance for month 7	Rebate incurred in month 7	Cumulative no of months failed	Rebate incurred to date
Stands	99%	99.69%		0	£0
Jetties	99%	99.50%		0	£0
Pier service	90%	98.60%		0	£0
Fixed electrical ground power	99%	99.85%		0	£0
Stand entry guidance	99%	100.00%		0	£0
Transfer Security search	95%	100.00%		0	£0
Staff Security search	95%	100.00%		0	£0
Departure lounge seat availability	3.8	4.2		0	£0
Cleanliness	3.9	4.0		0	£0
Wayfinding	4.0	3.9	£66,555	4	£232,178
Flight information	4.2	4.2		1	£49,747
Central search Security queuing <= 5 min	95%	99.81%		0	£0
Central search Security queuing <= 10 min	99%	100.00%			
Passenger sensitive equipment (general)	99%	99.61%		1	£51,790
Passenger sensitive equipment (priority)	99%	99.69%		1	£65,774
Arrivals reclaim (baggage carousels)	99%	98.77%	£73,987	2	£129,289

Grand Total	£140,542	£528,778
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For further information on these results please contact - Nataly Duke, email: Nataly\_Duke@baa.com