

**Service Quality Rebate Report**  
**Terminal 3**



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%	99.50%		1	£104,615
Jetties	99%	99.81%		0	£0
Pier service	93%	97.54%		0	£0
Fixed electrical ground power	99%	99.79%		1	£59,923
Stand entry guidance	99%	100.00%		0	£0
Transfer Security search	95%	99.38%		0	£0
Staff Security search	95%	100.00%		0	£0
Pre-conditioned air	98%	n/a		0	£0
Departure lounge seat availability	3.8	3.6	PAID*	7	£644,924
Cleanliness	3.9	3.9		2	£187,952
Wayfinding	4.0	4.1		0	£0
Flight information	4.2	4.3		0	£0
Central search Security queuing <= 5 min	95%	98.81%		1	£201,171
Central search Security queuing <= 10 min	99%	99.76%			
Passenger sensitive equipment (general)	99%	99.56%		0	£0
Passenger sensitive equipment (priority)	99%	99.57%		1	£91,413
Arrivals reclaim (baggage carousels)	99%	99.76%		1	£118,588

Grand Total

£0

£1,408,585

\*PAID= Full rebate paid

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