

**Service Quality Rebate Report**  
**Terminal 5**



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%	99.17%		0	£0
Jetties	99%	99.34%		0	£0
Pier Service	91%	93.63%		0	£0
Fixed electrical ground power	99%	99.70%		0	£0
Stand entry guidance	99%	99.11%		0	£0
Transfer Security Search	95%	99.57%		1	£65,239
Staff Security Search	95%	100.00%		0	£0
Track Transit System (TTS)- 1 Train Available	99%	99.92%		1	£88,899
Track Transit System (TTS)- 2 Trains Available	97%	97.40%			
Pre-conditioned air	98%	n/a		0	£0
Deps Lounge Seat Availability	3.8	4.0		0	£0
Cleanliness	3.9	4.2		0	£0
Wayfinding	4.0	4.1		0	£0
Flight Information	4.2	4.3			
Central search Security queuing <= 5 min	95%	98.19%		1	£149,780
Central search Security queuing <= 10 min	99%	99.98%			
Passenger sensitive equipment (general)	99%	99.03%		5	£499,659
Passenger sensitive equipment (priority)	99%	99.59%		5	£428,996
Arrivals reclaim (baggage carousels)	99%	99.90%		0	£0
<b>Grand Total</b>					<b>£1,232,573</b>

£0

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