

Service Quality Rebate Report
Terminal 3



Month	Jun-08
Month no.	3
Months remaining	9

Measure	Target	Month		Year to Date	
		Performance for month 3	Rebate incurred in month 3	Cumulative no of months failed	Rebate incurred to date
Stands	99%	99.99%		0	£0
Jetties	99%	99.63%		0	£0
Pier service	94%	96.67%		0	£0
Fixed electrical ground power	99%	99.71%		1	£59,923
Stand entry guidance	99%	99.89%		0	£0
Transfer Security search	95%	99.05%		0	£0
Staff Security search	95%	99.86%		0	£0
Pre-conditioned air	98%	74.63%	N/A	n/a	£0
Departure lounge seat availability	3.8	3.6	£106,676	3	£294,628
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%	99.48%		1	£201,171
Central search Security queuing <= 10 min	99%	99.95%		0	£0
Passenger sensitive equipment (general)	99%	99.72%		0	£0
Passenger sensitive equipment (priority)	99%	99.55%		1	£91,413
Arrivals reclaim (baggage carousels)	99%	96.12%	£118,588	1	£118,588

Grand Total

£225,264

£953,674

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