

Service Quality Rebate Report
Terminal 5



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%	99.80%		0	£0
Jetties	99%	99.35%		0	£0
Pier Service	91%	97.57%		0	£0
Fixed electrical ground power	99%	99.79%		0	£0
Stand entry guidance	99%	99.89%		0	£0
Transfer Security Search	95%	99.81%		1	£65,239
Staff Security Search	95%	100.00%		0	£0
Track Transit System (TTS)- 1 Train Available	99%	97.94%	£88,899	1	£88,899
Track Transit System (TTS)- 2 Trains Available	97%	94.92%			
Pre-conditioned air	98%	97.51%	N/A	0	£0
Deps Lounge Seat Availability	3.8	4.1		0	£0
Cleanliness	3.9	4.2		0	£0
Wayfinding	4.0	4.1		0	£0
Flight Information	4.2	4.2		0	£0
Central search Security queuing <= 5 min	95%	99.17%		1	£149,780
Central search Security queuing <= 10 min	99%	100.00%			
Passenger sensitive equipment (general)	99%	96.97%	£106,107	3	£278,341
Passenger sensitive equipment (priority)	99%	96.24%	£80,017	3	£209,903
Arrivals reclaim (baggage carousels)	99%	99.95%		0	£0

Grand Total

£275,023

£792,162

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