

**Service Quality Rebate Report
Terminal 1**



Month **Aug-08**
 Month no. **5**
 Months remaining **7**

Measure	Target	Month	Rebate incurred in month 5	Year to Date	
		Performance for month 5		Cumulative no of months failed	Rebate incurred to date
Stands	99%	99,71%		0	£0
Jetties	99%	99,60%		0	£0
Pier service	95%	98,92%		0	£0
Fixed electrical ground power	99%	99,90%		0	£0
Stand entry guidance	99%	99,80%		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	3.9		0	£0
Wayfinding	4.0	4.0		2	£97,931
Flight information	4.2	4.2		1	£49,747
Central search Security queuing <= 5 min	95%	100,00%		0	£0
Central search Security queuing <= 10 min	99%	100,00%		0	£0
Passenger sensitive equipment (general)	99%	99,66%		1	£51,790
Passenger sensitive equipment (priority)	99%	99,54%		0	£0
Arrivals reclaim (baggage carousels)	99%	99,62%		1	£55,302

Grand Total £0 £254,770

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