

**Service Quality Rebate Report
Terminal 4**



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

| Measure | Target | Month | | Year to Date | |
|---|--------|----------------------------|-------------------------------------|-----------------------------------|----------------------------|
| | | Performance for month 5 | Rebate incurred in month 5 | Cumulative no of months failed | Rebate incurred to date |
| Stands | 99% | 99.71% | | 0 | £0 |
| Jetties | 99% | 99.35% | | 0 | £0 |
| Pier service | 95% | 81.34% | £62,699 | 5 | £297,009 |
| Fixed electrical ground power | 99% | 99.36% | | 0 | £0 |
| Stand entry guidance | 99% | 100.00% | | 0 | £0 |
| Transfer Security search | 95% | 99.77% | | 0 | £0 |
| Staff Security search | 95% | 100.00% | | 0 | £0 |
| Departure lounge seat availability | 3.8 | 3.9 | | 1 | £56,405 |
| Cleanliness | 3.9 | 3.9 | | 0 | £0 |
| Wayfinding | 4.0 | 4.0 | | 1 | £56,405 |
| Flight information | 4.2 | 4.1 | £64,527 | 3 | £180,404 |
| Central search Security queuing <= 5 min | 95% | 99.68% | | 2 | £247,784 |
| Central search Security queuing <= 10 min | 99% | 100.00% | | | |
| Passenger sensitive equipment (general) | 99% | 99.14% | | 0 | £0 |
| Passenger sensitive equipment (priority) | 99% | 99.42% | | 1 | £55,453 |
| Arrivals reclaim (baggage carousels) | 99% | 98.99% | £71,733 | 1 | £71,733 |

Grand Total £198,959 £965,193

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