

Service Quality Rebate Report
Terminal 5



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

Measure	Target	Month	Rebate incurred in month	Year to Date	
		Performance for month 5		Cumulative no of months failed	Rebate incurred to date
Stands	99%	99.40%		0	£0
Jetties	99%	99.17%		0	£0
Pier Service	91%	96.54%		0	£0
Fixed electrical ground power	99%	99.87%		0	£0
Stand entry guidance	99%	99.80%		0	£0
Transfer Security Search	95%	99.82%		1	£65,239
Staff Security Search	95%	100.00%		0	£0
Track Transit System (TTS)- 1 Train Available	99%	100.00%		1	£88,899
Track Transit System (TTS)- 2 Trains Available	97%	98.89%			
Pre-conditioned air	98%	86.18%	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	4.2			
Central search Security queuing <= 5 min	95%	99.52%		1	£149,780
Central search Security queuing <= 10 min	99%	99.98%			
Passenger sensitive equipment (general)	99%	98.62%	£121,012	5	£529,413
Passenger sensitive equipment (priority)	99%	98.33%	£91,258	5	£399,242
Arrivals reclaim (baggage carousels)	99%	99.91%		0	£0

Grand Total £212,270 £1,232,573

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