

Service Quality Rebate Report
Terminal 3



Month	Sep-08
Month no.	6
Months remaining	6

Measure	Target	Month		Year to Date	
		Performance for month 6	Rebate incurred in month 6	Cumulative no of months failed	Rebate incurred to date
Stands	99%	99.41%		1	£104,615
Jetties	99%	99.65%		0	£0
Pier service	93%	97.32%		0	£0
Fixed electrical ground power	99%	99.72%		1	£59,923
Stand entry guidance	99%	100.00%		0	£0
Transfer Security search	95%	99.76%		0	£0
Staff Security search	95%	99.81%		0	£0
Pre-conditioned air	98%	55.56%	n/a	0	£0
Departure lounge seat availability	3.8	3.6	£98,561	6	£644,924
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%	99.52%		1	£201,171
Central search Security queuing <= 10 min	99%	100.00%			
Passenger sensitive equipment (general)	99%	99.37%		0	£0
Passenger sensitive equipment (priority)	99%	99.72%		1	£91,413
Arrivals reclaim (baggage carousels)	99%	99.53%		1	£118,588

Grand Total

£98,561

£1,408,585

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