Service Quality Rebate Report
Stansted Airport

London BAA Stansted

Month	Aug-10
Month no.	5
Months remaining	7

		Month		Year to Date	
Measure	**Target**	**Performance For Month**	**Rebate Incurred in Month**	**Cumulative No. of Months Failed**	**Rebate Incurred to Date**
Central Search Security queues < 10 min	**95.0%**	**96.89%**			
Central Search Security queues < =15 min	**98.0%**	**99.56%**			
Central Search Security queues - Max. Av. queue > 30 min	**0**	**0**			
Maximum Combined Security Queuing Rebate					
Outbound Baggage General availability	**99.0%**	**99.53%**			
Outbound Baggage - System unavailable > 30 min	**0**	**0**			
Maximum Combined Outbound Baggage Rebate					
Departure Lounge Seat avilability	**3.50**	**3.52**		4	£29,678.90
Cleanliness	**4.00**	**4.02**			
Way-finding	**4.10**	**4.19**			
Flight Information	**4.20**	**4.30**			
Passenger Sensitive Equipment (Lifts, Escalators & Travelators)	**99.0%**	**99.79%**		1	
Arrivals Baggage (baggage carousels)	**99.0%**	**99.45%**			
Stands	**99.0%**	**100.00%**			
Jetties	**99.0%**	**55.56%**	£17,578.19	5	£76,936.00
Pier Service	**95.0%**	**99.63%**			
Fixed Electrical Ground Power	**99.0%**	**99.90%**			
Track Transit System	**99.0%**	**99.63%**		1	£14,843.68
Grand Total			**£17,578.19**		**£121,458.58**