SERVICE QUALITY COMMITMENTS (SQC)

PERFORMANCE TARGETS – October 2017

TARGET | HIT | FAILED

SECURITY WAITING TIMES

SERVICE AVAILABILITY

10 MINUTES OR LESS

95.00% | **96.99%**

15 MINUTES OR LESS

98.00% | **99.46%**

DEPARTURES BAGGAGE

SERVICE AVAILABILITY

99.00% | **99.81%**

ARRIVALS BAGGAGE

SERVICE AVAILABILITY

99.00% | **99.25%**

TERMINAL TRACK TRANSIT

SERVICE AVAILABILITY

99.00% | **99.70%**

FIXED ELECTRICAL GROUND POWER

SERVICE AVAILABILITY

99.00% | **99.90%**

ESCALATORS, TRAVELATORS & LIFTS

SERVICE AVAILABILITY

99.00% | **99.30%**

PIER

SERVICE AVAILABILITY

95.00% | **97.70%**

JETTIES

SERVICE AVAILABILITY

99.00% | **100.00%**

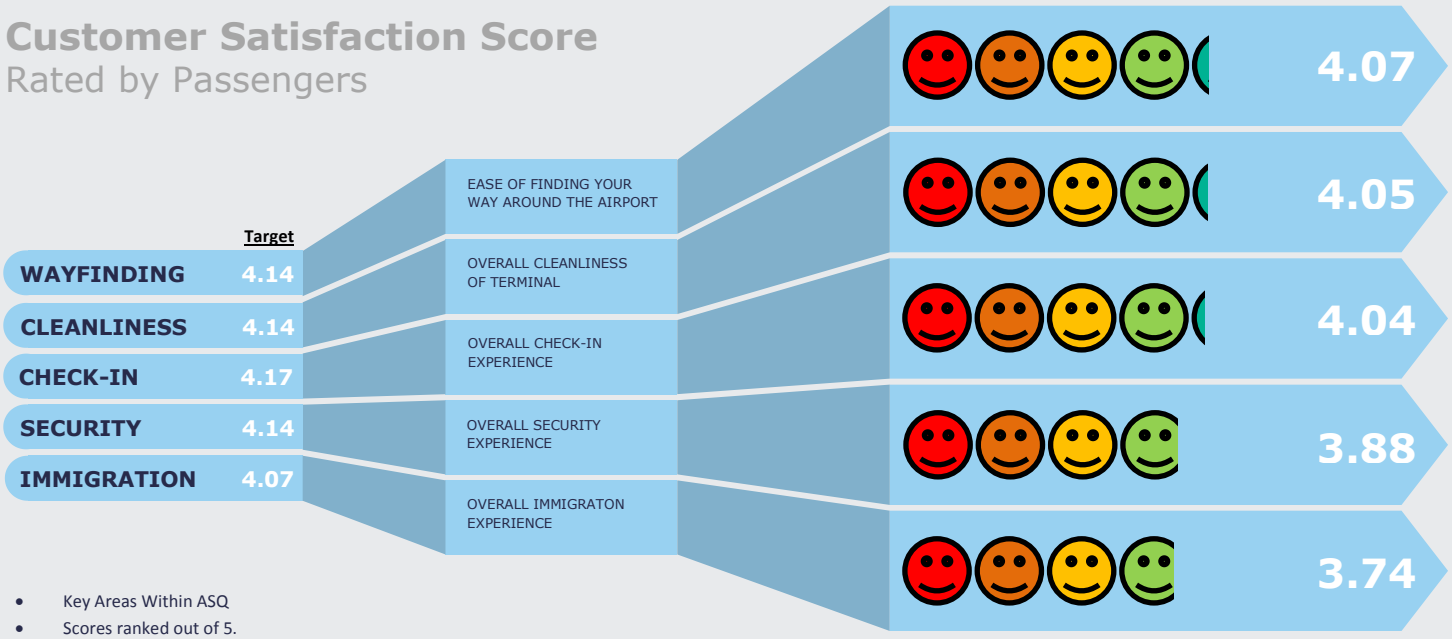
AIRCRAFT STAND

SERVICE AVAILABILITY

99.00% | **99.99%**

Customer Satisfaction Score

Rated by Passengers



- Key Areas Within ASQ
- Scores ranked out of 5.
- Target = ASQ upper quartile score (average of last 3 quarters to alleviate seasonal change)

WE WELCOME CUSTOMER FEEDBACK

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