

# SERVICE QUALITY COMMITMENTS (SQC)

PERFORMANCE TARGETS – June 2019

TARGET

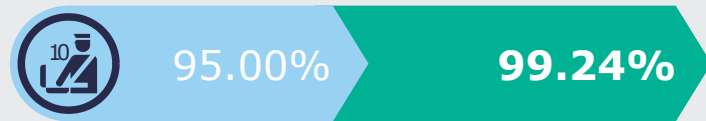
HIT

FAILED

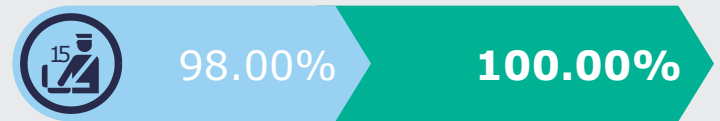
## SECURITY WAITING TIMES

SERVICE AVAILABILITY

10 MINUTES OR LESS

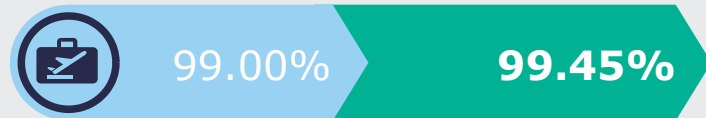


15 MINUTES OR LESS



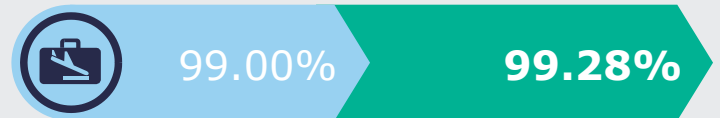
## DEPARTURES BAGGAGE

SERVICE AVAILABILITY



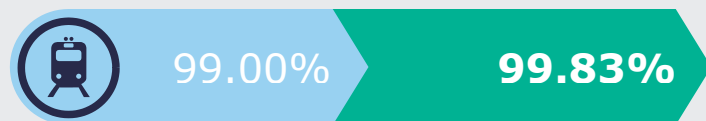
## ARRIVALS BAGGAGE

SERVICE AVAILABILITY



## TERMINAL TRACK TRANSIT

SERVICE AVAILABILITY



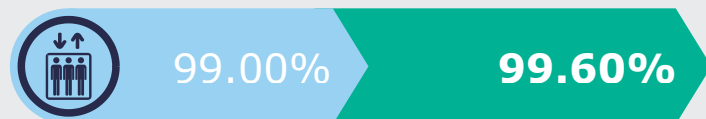
## FIXED ELECTRICAL GROUND POWER

SERVICE AVAILABILITY



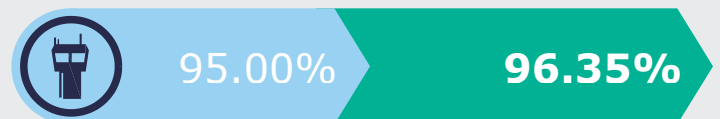
## ESCALATORS, TRAVELATORS & LIFTS

SERVICE AVAILABILITY



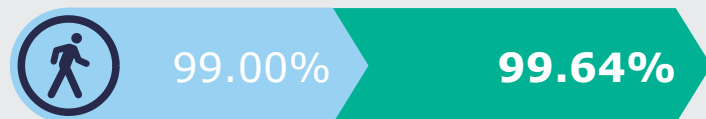
## PIER

SERVICE AVAILABILITY



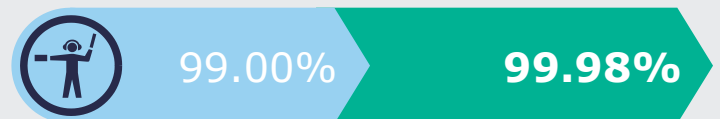
## JETTIES

SERVICE AVAILABILITY



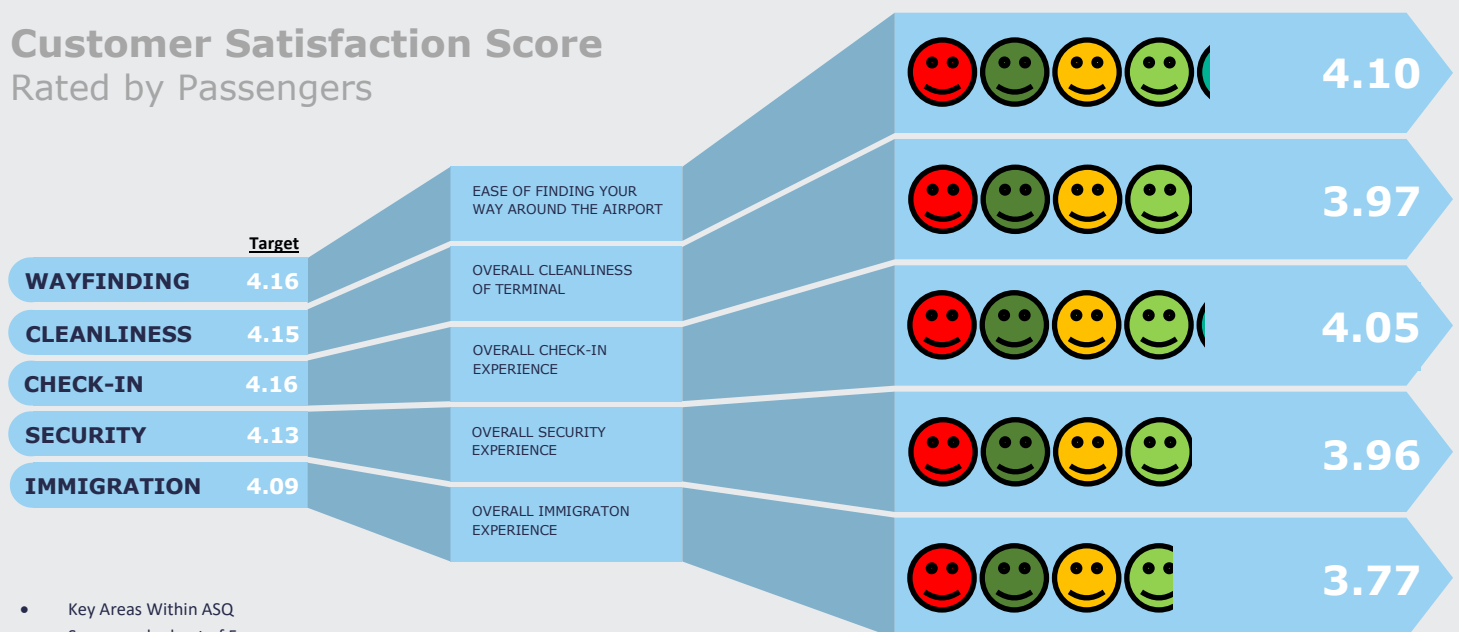
## AIRCRAFT STAND

SERVICE AVAILABILITY



## 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)