

SERVICE QUALITY COMMITMENTS (SQC)

PERFORMANCE TARGETS – January 2018

TARGET

HIT

FAILED

SECURITY WAITING TIMES

SERVICE AVAILABILITY

10 MINUTES OR LESS

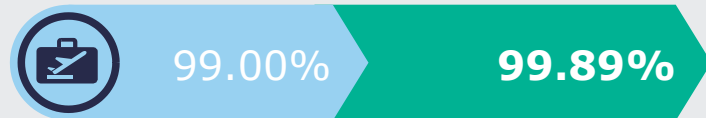


15 MINUTES OR LESS



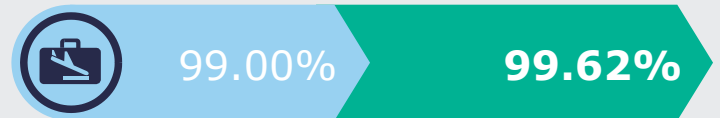
DEPARTURES BAGGAGE

SERVICE AVAILABILITY



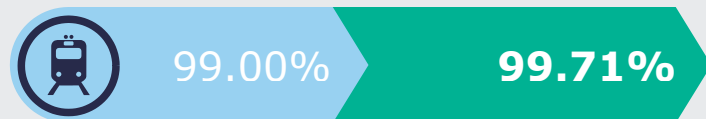
ARRIVALS BAGGAGE

SERVICE AVAILABILITY



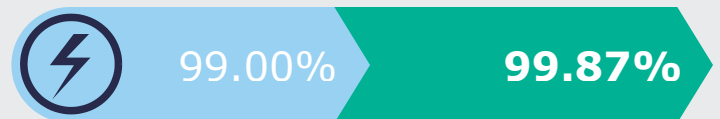
TERMINAL TRACK TRANSIT

SERVICE AVAILABILITY



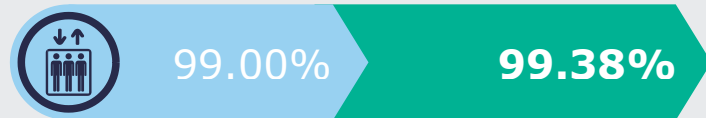
FIXED ELECTRICAL GROUND POWER

SERVICE AVAILABILITY



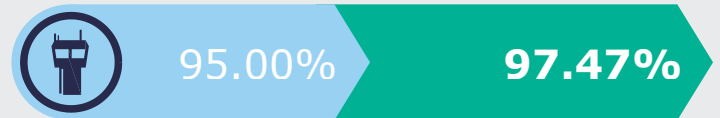
ESCALATORS, TRAVELATORS & LIFTS

SERVICE AVAILABILITY



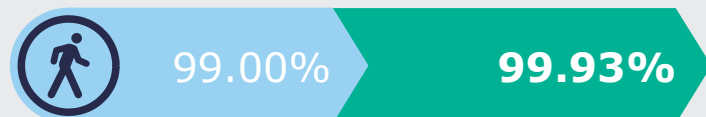
PIER

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)