

SERVICE QUALITY COMMITMENTS (SQC)

PERFORMANCE TARGETS – February 2019

TARGET

HIT

FAILED

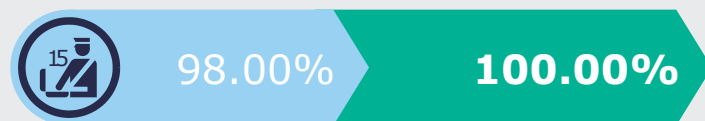
SECURITY WAITING TIMES

SERVICE AVAILABILITY

10 MINUTES OR LESS



15 MINUTES OR LESS



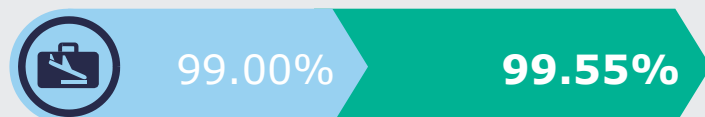
DEPARTURES BAGGAGE

SERVICE AVAILABILITY



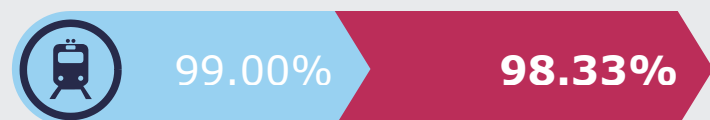
ARRIVALS BAGGAGE

SERVICE AVAILABILITY



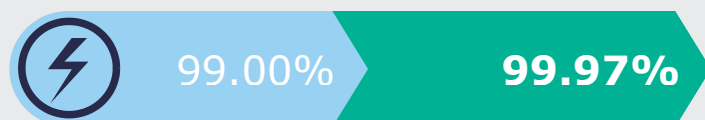
TERMINAL TRACK TRANSIT

SERVICE AVAILABILITY



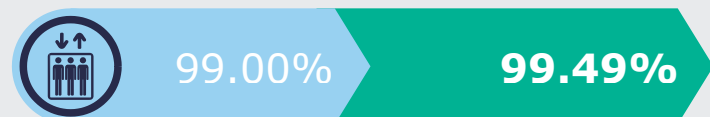
FIXED ELECTRICAL GROUND POWER

SERVICE AVAILABILITY



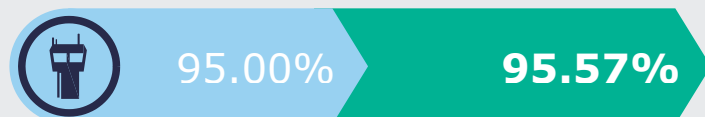
ESCALATORS, TRAVELATORS & LIFTS

SERVICE AVAILABILITY



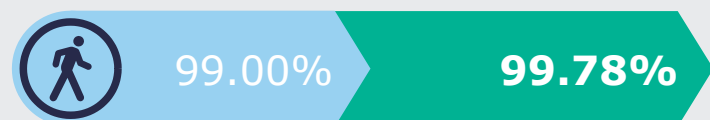
PIER

SERVICE AVAILABILITY



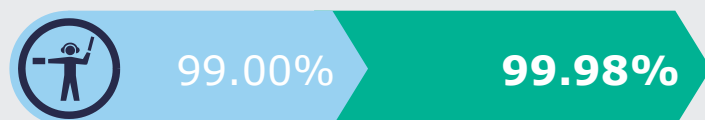
JETTIES

SERVICE AVAILABILITY



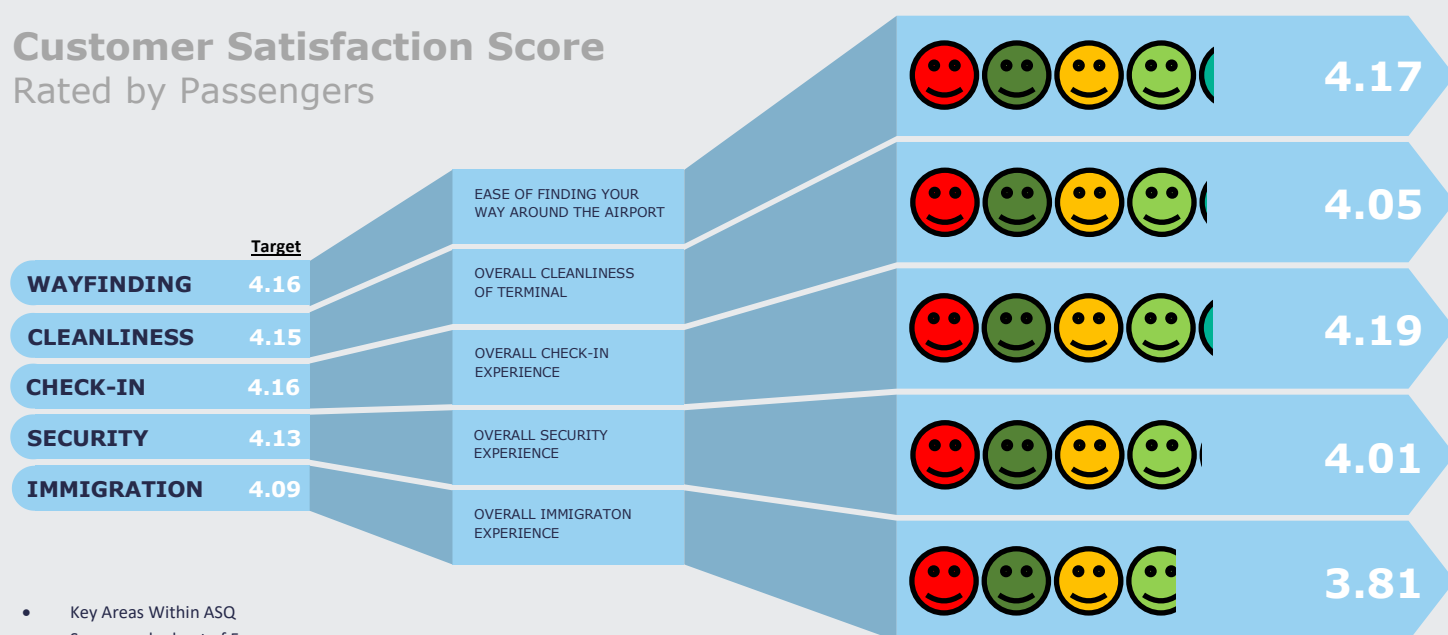
AIRCRAFT STAND

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)