

SERVICE QUALITY COMMITMENTS (SQC)

PERFORMANCE TARGETS – March 2019

TARGET

HIT

FAILED

SECURITY WAITING TIMES

SERVICE AVAILABILITY

10 MINUTES OR LESS

15 MINUTES OR LESS



95.00%

99.60%



98.00%

100.00%

DEPARTURES BAGGAGE

SERVICE AVAILABILITY



99.00%

99.52%



99.00%

99.08%

TERMINAL TRACK TRANSIT

SERVICE AVAILABILITY



99.00%

99.84%



99.00%

99.98%

FIXED ELECTRICAL GROUND POWER

SERVICE AVAILABILITY

ESCALATORS, TRAVELATORS & LIFTS

SERVICE AVAILABILITY



99.00%

99.57%



95.00%

95.97%

PIER

SERVICE AVAILABILITY

JETTIES

SERVICE AVAILABILITY



99.00%

99.90%



99.00%

99.98%

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)