

Service Quality Rebate Report

North Terminal

Month **Apr-10**

Month no. **1**

Months Remaining **11**

At Risk Amount **£7,281,764**

Measure	Target	Total at Risk 2010/11	Month		Year to Date	
			Performance For Month	Rebate Incurred in Month	Cumulative No. of Months Failed	Rebate Incurred to Date
Deps Lounge Seat Availability	3.8	£375,456	4.10	£0	0	£0
Cleanliness	4.0	£375,456	3.98	£0	0	£0
Wayfinding	4.1	£375,456	4.07	£0	0	£0
Flight Information	4.2	£375,456	4.28	£0	0	£0
Central search Security queues <= 5 min	95%	£802,850	99.58%	£0	0	£0
Central search Security queues <= 15 min	98%		100.00%			
Arrivals Reclaim	99%	£417,382	99.82%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£417,382	99.51%	£0	0	£0
Passenger Sensitive Equipment (General)	99%	£417,382	99.70%	£0	0	£0
Stands	99%	£323,518	99.71%	£0	0	£0
Jetties	99%	£323,518	99.89%	£0	0	£0
Pier Service	88%	£417,382	95.48%	£0	0	£0
Fixed Electrical Ground Power	99%	£229,654	100.00%	£0	0	£0
Inter Terminal Transit: 1 car	99%	£323,518	N/A	N/A	0	£0
Inter Terminal Transit: 2 cars	97%		N/A			
Transfer Search <= 10 min	95%	£417,382	99.69%	£0	0	£0
Staff Search - Terminals <= 5 min	95%	£161,759	100.00%	£0	0	£0
Staff Search - Jubilee House <= 10 min	95%	£161,759	100.00%	£0	0	£0
Control Posts Search <= 15 min	95%	£323,518	98.54%	£0	0	£0
Aerodrome Congestion Term	0	£1,042,934	0	£0	0	£0
		£7,281,764		£0		£0

Note

Note Meaning
 1 Maximum rebate amount reached this month-rebate shown takes us to the maximum at risk amount
 2 Maximum rebate reached in a previous month therefore no rebate

South Terminal

Month Apr-10

Month no. 1

Months Remaining 11

At Risk Amount £10,817,454

Measure	Target	Total at Risk 2010/11	Month		Year to Date		Note
			Performance For Month	Rebate Incurred in Month	Cumulative No. of Months Failed	Rebate Incurred to Date	
Deps Lounge Seat Availability	3.8	£555,564	3.98	£0	0	£0	
Cleanliness	4.0	£555,564	3.96	£0	0	£0	
Wayfinding	4.1	£555,564	4.02	£92,594	1	£92,594	
Flight Information	4.2	£555,564	4.31	£0	0	£0	
Central search Security queues <= 5 min	95%	£1,187,982	98.63%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.75%				
Arrivals Reclaim	99%	£617,602	99.53%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£694,455	99.71%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£617,602	99.61%	£0	0	£0	
Stands	99%	£539,823	99.95%	£0	0	£0	
Jetties	99%	£539,823	99.85%	£0	0	£0	
Pier Service	94%	£694,455	97.13%	£0	0	£0	
Fixed Electrical Ground Power	99%	£386,117	99.78%	£0	0	£0	
Transfer Search <= 10 min	95%	£694,455	99.90%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£269,912	100.00%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£269,912	99.48%	£0	0	£0	
Control Posts Search <= 15 min	95%	£539,823	98.54%	£0	0	£0	
Aerodrome Congestion Term	0	£1,543,234	0	£0	0	£0	
		£10,817,454		£92,594		£92,594	

- Note Meaning
- 1 Maximum rebate amount reached this month-rebate shown takes us to the maximum at risk amount
 - 2 Maximum rebate reached in a previous month therefore no rebate

Service Quality Rebate Report

Bonus Element

Month	Apr-10
Month no.	1
Months Remaining	11

Measure	Target	Month			Year to Date		Note
		Performance For Month*	Passed this month y/n?	Bonus Earned in Month	Cumulative No. of Months Passed	Bonus Earned to Date	
Pax Sensitive Equip. (general)	99% - 100%	99.61%	Y	£52,585	1	£52,585	
Arrivals Reclaim	99% - 100%	99.53%	Y	£45,689	1	£45,689	
Departure Lounge Seating	3.8 - 4.5	3.98	Y	£19,950	1	£19,950	
Way Finding	4.1 - 4.5	4.02	n	£0	0	£0	
Cleanliness	4.0 - 4.5	3.96	n	£0	0	£0	
Flight Info	4.2 - 4.5	4.28	Y	£20,689	1	£20,689	
Total Bonus				£138,914		£138,914	

* Lowest performing terminal