

Service Quality Rebate Report

North Terminal

Month **Mar-10**

Month no. **12**

Months Remaining **0**

At Risk Amount **£8,143,772**

Measure	Target	Total at Risk 2009/10	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	£419,902	4.08	£0	2	£139,967
Cleanliness	4.0	£419,902	3.98	£0	0	£0
Wayfinding	4.1	£419,902	4.07	£0	0	£0
Flight Information	4.2	£419,902	4.27	£0	0	£0
Central search Security queues <= 5 min	95%	£897,891	97.90%	£0	4	£598,594
Central search Security queues <= 15 min	98%		99.92%			
Arrivals Reclaim	99%	£466,791	99.95%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£466,791	99.36%	£0	0	£0
Passenger Sensitive Equipment (General)	99%	£466,791	99.63%	£0	2	£155,597
Stands	99%	£361,816	99.99%	£0	0	£0
Jetties	99%	£361,816	99.84%	£0	0	£0
Pier Service	88%	£466,791	95.40%	£0	0	£0
Fixed Electrical Ground Power	99%	£256,840	99.94%	£0	0	£0
Inter Terminal Transit: 1 car	99%	£361,816	N/A	N/A	0	£0
Inter Terminal Transit: 2 cars	97%		N/A			
Transfer Search <= 10 min	95%	£466,791	99.40%	£0	0	£0
Staff Search - Terminals <= 5 min	95%	£180,908	99.95%	£0	0	£0
Staff Search - Jubilee House <= 10 min	95%	£180,908	100.00%	£0	0	£0
Control Posts Search <= 15 min	95%	£361,816	98.19%	£0	0	£0
Aerodrome Congestion Term	0	£1,166,395	0	£0	0	£0

Note

£8,143,772

£0

£894,158

Figures based on forecast aircraft charges and are subject to annual audit. Rebate amounts will be republished upon confirmation of actual aircraft charges.

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

South Terminal

Month **Mar-10**

Month no. **12**

Months Remaining **0**

At Risk Amount **£8,871,048**

Measure	Target	Total at Risk 2009/10	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	£455,601	3.98	£0	0	£0	
Cleanliness	4.0	£455,601	3.96	£0	2	£151,867	
Wayfinding	4.1	£455,601	4.02	£0	11	£455,601	2
Flight Information	4.2	£455,601	4.30	£0	0	£0	
Central search Security queues <= 5 min	95%	£974,226	95.93%	£0	6	£974,226	
Central search Security queues <= 15 min	98%		99.72%				
Arrivals Reclaim	99%	£506,476	99.64%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£569,501	99.41%	£0	4	£379,667	
Passenger Sensitive Equipment (General)	99%	£506,476	99.60%	£0	1	£84,413	
Stands	99%	£442,692	99.81%	£0	0	£0	
Jetties	99%	£442,692	99.85%	£0	0	£0	
Pier Service	94%	£569,501	97.31%	£0	0	£0	
Fixed Electrical Ground Power	99%	£316,642	99.98%	£0	0	£0	
Transfer Search <= 10 min	95%	£569,501	99.70%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£221,346	100.00%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£221,346	99.70%	£0	0	£0	
Control Posts Search <= 15 min	95%	£442,692	98.19%	£0	0	£0	
Aerodrome Congestion Term	0	£1,265,557	0	£0	0	£0	
		£8,871,048		£0		£2,045,774	

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- Note Meaning
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 - 2 Maximum rebate reached in a previous month therefore no rebate

Service Quality Rebate Report

Bonus Element

Month	Mar-10
Month no.	12
Months Remaining	0

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%	99.60%	Y	£48,639	10	£447,479	
Arrivals Reclaim	99% - 100%	99.64%	Y	£51,882	12	£541,515	
Departure Lounge Seating	3.8 - 4.5	3.98	Y	£18,761	9	£135,494	
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	4.27	Y	£17,024	10	£109,438	
Total Bonus				£136,305		£1,233,926	

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* Lowest performing terminal