

Service Quality Rebate Report

North Terminal

Month **May-10**

Month no. **2**

Months remaining **10**

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	97.58%	£0	0	£0
Central search Security queues <= 15 min	98%		99.92%			
Arrivals Reclaim	99%	£417,382	99.79%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£417,382	98.78%	£69,564	1	£69,564
Passenger Sensitive Equipment (General)	99%	£417,382	99.03%	£0	0	£0
Stands	99%	£323,518	99.89%	£0	0	£0
Jetties	99%	£323,518	99.91%	£0	0	£0
Pier Service	88%	£417,382	95.63%	£0	0	£0
Fixed Electrical Ground Power	99%	£229,654	99.93%	£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	99.19%	£0	0	£0
Staff Search - Terminals <= 5 min	95%	£161,759	99.90%	£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	99.45%	£0	0	£0
Aerodrome Congestion Term	0	£1,042,934	0	£0	0	£0

Note

£7,281,764

£69,564

£69,564

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 **May-10**

Month no. **2**

Months Remaining **10**

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	3.99	£0	0	£0	
Cleanliness	4.0	£555,564	3.96	£0	0	£0	
Wayfinding	4.1	£555,564	4.02	£92,594	2	£185,188	
Flight Information	4.2	£555,564	4.31	£0	0	£0	
Central search Security queues <= 5 min	95%	£1,187,982	96.53%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.80%				
Arrivals Reclaim	99%	£617,602	99.62%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£694,455	99.27%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£617,602	99.57%	£0	0	£0	
Stands	99%	£539,823	99.65%	£0	0	£0	
Jetties	99%	£539,823	99.82%	£0	0	£0	
Pier Service	94%	£694,455	96.99%	£0	0	£0	
Fixed Electrical Ground Power	99%	£386,117	99.80%	£0	0	£0	
Transfer Search <= 10 min	95%	£694,455	100.00%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£269,912	99.95%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£269,912	99.60%	£0	0	£0	
Control Posts Search <= 15 min	95%	£539,823	99.45%	£0	0	£0	
Aerodrome Congestion Term	0	£1,543,234	0	£0	0	£0	
		£10,817,454		£92,594		£185,188	

- 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	May-10
Month no.	2
Months Remaining	10

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%	99.03%	Y	£2,586	2	£55,172	
Arrivals Reclaim	99% - 100%	99.62%	Y	£53,447	2	£99,136	
Departure Lounge Seating	3.8 - 4.5	3.99	Y	£21,059	2	£41,009	
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	2	£41,379	
Total Bonus				£97,782		£236,696	

* Lowest performing terminal