

Service Quality Rebate Report North Terminal

Month **Apr-09**
 Month no. **1**
 Months remaining **11**

At Risk Amount **£8,143,772**

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	£419,902	3.66	£69,984	1	£69,984	
Cleanliness	4.0	£419,902	3.95	£0	0	£0	
Wayfinding	4.1	£419,902	4.09	£0	0	£0	
Flight Information	4.2	£419,902	4.20	£0	0	£0	
Central search Security queues <= 5 min	95%	£897,891	98.38%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.79%				
Arrivals Reclaim	99%	£466,791	99.93%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£466,791	99.68%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£466,791	99.72%	£0	0	£0	
Stands	99%	£361,816	99.94%	£0	0	£0	
Jetties	99%	£361,816	99.89%	£0	0	£0	
Pier Service	91%	£466,791	92.95%	£0	0	£0	
Fixed Electrical Ground Power	99%	£256,840	100.00%	£0	0	£0	
Inter Terminal Transit: 1 car	99%	£361,816	99.76%	£0	0	£0	
Inter Terminal Transit: 2 cars	97%		97.83%				
Transfer Search <= 10 min	95%	£466,791	98.33%	£0	0	£0	
Staff Search <= 5 min	95%	£180,908	99.53%	£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	99.90%	£0	0	£0	
Aerodrome Congestion Term	0	£1,166,395	0	£0	0	£0	
		£8,143,772		£69,984		£69,984	

- 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 **Apr-09**

Month no. **1**

Months Remaining **11**

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	3.75	£0	0	£0	
Cleanliness	4.0	£455,601	3.94	£75,933	1	£75,933	
Wayfinding	4.1	£455,601	4.05	£0	0	£0	
Flight Information	4.2	£455,601	4.19	£0	0	£0	
Central search Security queues <= 5 min	95%	£974,226	95.50%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.67%				
Arrivals Reclaim	99%	£506,476	99.70%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£569,501	99.26%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£506,476	99.58%	£0	0	£0	
Stands	99%	£442,692	99.75%	£0	0	£0	
Jetties	99%	£442,692	99.96%	£0	0	£0	
Pier Service	94%	£569,501	98.27%	£0	0	£0	
Fixed Electrical Ground Power	99%	£316,642	99.99%	£0	0	£0	
Transfer Search <= 10 min	95%	£569,501	99.58%	£0	0	£0	
Staff Search <= 5 min	95%	£221,346	98.33%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£221,346	99.32%	£0	0	£0	
Control Posts Search <= 15 min	95%	£442,692	99.90%	£0	0	£0	
Aerodrome Congestion Term	0	£1,265,557	0	£0	0	£0	
		£8,871,048		£75,933		£75,933	

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-09
Month no.	1
Months Remaining	11

Measure	Target	Month			Year to Date	
		Performance For Month*	Passed this month y/n?	Rebate Incurred in Month	Cumulative No. of Months Passed	Rebate Incurred to Date
Pax Sensitive Equip. (general)	99% - 100%	99.58%	Y	£47,018	1	£47,018
Arrivals Reclaim	99% - 100%	99.70%	Y	£56,746	1	£56,746
Departure Lounge Seating	3.8 - 4.5	3.66	n	£0	0	£0
Way Finding	4.1 - 4.5	4.05	n	£0	0	£0
Cleanliness	4.0 - 4.5	3.94	n	£0	0	£0
Flight Info	4.2 - 4.5	4.19	n	£0	0	£0
Total Bonus				£103,763		£103,763

* Lowest performing terminal