

# Service Quality Rebate Report North Terminal

Month **Aug-09**  
 Month no. **5**  
 Months remaining **7**

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	3.87	£0	2	£139,967
Cleanliness	4.0	£419,902	3.98	£0	0	£0
Wayfinding	4.1	£419,902	4.08	£0	0	£0
Flight Information	4.2	£419,902	4.23	£0	0	£0
Central search Security queues <= 5 min	95%	£897,891	89.48%	£149,649	2	£299,297
Central search Security queues <= 15 min	98%		95.73%			
Arrivals Reclaim	99%	£466,791	99.86%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£466,791	99.59%	£0	0	£0
Passenger Sensitive Equipment (General)	99%	£466,791	99.59%	£0	0	£0
Stands	99%	£361,816	99.89%	£0	0	£0
Jetties	99%	£361,816	99.84%	£0	0	£0
Pier Service	89%	£466,791	93.62%	£0	0	£0
Fixed Electrical Ground Power	99%	£256,840	99.82%	£0	0	£0
Inter Terminal Transit: 1 car	99%	£361,816	99.92%	£0	0	£0
Inter Terminal Transit: 2 cars	97%		98.32%			
Transfer Search <= 10 min	95%	£466,791	96.27%	£0	0	£0
Staff Search - Terminals <= 5 min	95%	£180,908	99.85%	£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	99.85%	£0	0	£0
<b>Aerodrome Congestion Term</b>	<b>0</b>	£1,166,395	<b>0</b>	£0	0	£0
		£8,143,772		£149,649		£439,264

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

# Service Quality Rebate Report South Terminal

Month **Aug-09**  
 Month no. **5**  
 Months Remaining **7**

At Risk Amount **£8,871,048**

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	£455,601	3.91	£0	0	£0
Cleanliness	4.0	£455,601	3.96	£0	2	£151,867
Wayfinding	4.1	£455,601	4.02	£75,933	4	£303,734
Flight Information	4.2	£455,601	4.24	£0	0	£0
Central search Security queues <= 5 min	95%	£974,226	89.11%	£162,371	4	£649,484
Central search Security queues <= 15 min	98%		97.14%			
Arrivals Reclaim	99%	£506,476	99.55%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£569,501	99.81%	£0	1	£94,917
Passenger Sensitive Equipment (General)	99%	£506,476	99.65%	£0	0	£0
Stands	99%	£442,692	99.80%	£0	0	£0
Jetties	99%	£442,692	99.91%	£0	0	£0
Pier Service	94%	£569,501	98.08%	£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	99.29%	£0	0	£0
Staff Search - Concorde House <= 10 min	95%	£221,346	99.40%	£0	0	£0
Control Posts Search <= 15 min	95%	£442,692	99.85%	£0	0	£0
<b>Aerodrome Congestion Term</b>	<b>0</b>	£1,265,557	<b>0</b>	£0	0	£0

Note

£8,871,048

£238,305

£1,200,002

**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 **Aug-09**  
 Month no. **5**  
 Months Remaining **7**

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	
<b>Pax Sensitive Equip. (general)</b>	<b>99% - 100%</b>	<b>99.59%</b>	<b>Y</b>	£47,828	5	£226,982	
<b>Arrivals Reclaim</b>	<b>99% - 100%</b>	<b>99.55%</b>	<b>Y</b>	£44,586	5	£229,414	
<b>Departure Lounge Seating</b>	<b>3.8 - 4.5</b>	<b>3.87</b>	<b>Y</b>	£7,296	2	£9,380	
<b>Way Finding</b>	<b>4.1 - 4.5</b>	<b>4.02</b>	<b>n</b>	£0	0	£0	
<b>Cleanliness</b>	<b>4.0 - 4.5</b>	<b>3.96</b>	<b>n</b>	£0	0	£0	
<b>Flight Info</b>	<b>4.2 - 4.5</b>	<b>4.23</b>	<b>Y</b>	£7,296	3	£19,456	
<b>Total Bonus</b>				<b>£107,006</b>		<b>£485,232</b>	

\* Lowest performing terminal