

Service Quality Rebate Report

North Terminal

Month Jun-09
Month no. 3
Months remaining 9

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	3.75	£0	2	£139,967	
Cleanliness	4.0	£419,902	3.96	£0	0	£0	
Wayfinding	4.1	£419,902	4.08	£0	0	£0	
Flight Information	4.2	£419,902	4.22	£0	0	£0	
Central search Security queues <= 5 min	95%	£897,891	95.46%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.75%	£0	0	£0	
Arrivals Reclaim	99%	£466,791	99.93%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£466,791	99.54%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£466,791	99.51%	£0	0	£0	
Stands	99%	£361,816	99.86%	£0	0	£0	
Jetties	99%	£361,816	99.89%	£0	0	£0	
Pier Service	90%	£466,791	93.21%	£0	0	£0	
Fixed Electrical Ground Power	99%	£256,840	99.78%	£0	0	£0	
Inter Terminal Transit: 1 car	99%	£361,816	99.72%	£0	0	£0	
Inter Terminal Transit: 2 cars	97%		98.07%	£0	0	£0	
Transfer Search <= 10 min	95%	£466,791	95.00%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£180,908	99.90%	£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	98.80%	£0	0	£0	
Aerodrome Congestion Term	0	£1,166,395	0	£0	0	£0	

£8,143,772

£0

£139,967

Note Meaning

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

Service Quality Rebate Report

South Terminal

Month	Jun-09
Month no.	3
Months Remaining	9

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	3.82	£0	0	£0
Cleanliness	4.0	£455,601	3.95	£0	2	£151,867
Wayfinding	4.1	£455,601	4.03	£75,934	2	£151,867
Flight Information	4.2	£455,601	4.22	£0	0	£0
Central search Security queues <= 5 min	95%	£974,226	92.29%	£162,371	2	£324,742
Central search Security queues <= 15 min	98%		97.67%			
Arrivals Reclaim	99%	£506,476	99.54%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£569,501	99.58%	£0	0	£0
Passenger Sensitive Equipment (General)	99%	£506,476	99.65%	£0	0	£0
Stands	99%	£442,692	99.84%	£0	0	£0
Jetties	99%	£442,692	99.82%	£0	0	£0
Pier Service	94%	£569,501	98.27%	£0	0	£0
Fixed Electrical Ground Power	99%	£316,642	99.93%	£0	0	£0
Transfer Search <= 10 min	95%	£569,501	99.27%	£0	0	£0
Staff Search - Terminals <= 5 min	95%	£221,346	99.48%	£0	0	£0
Staff Search - Concorde House <= 10 min	95%	£221,346	98.96%	£0	0	£0
Control Posts Search <= 15 min	95%	£442,692	98.80%	£0	0	£0
Aerodrome Congestion Term	0	£1,265,557	0	£0	0	£0
		£8,871,048		£238,305		£628,476

Note

- Note
- 1 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

Jun-09

Month no.

3

Months Remaining

9

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%	99.51%	Y	£41,343	3	£137,000	
Arrivals Reclaim	99% - 100%	99.54%	Y	£43,775	3	£162,130	
Departure Lounge Seating	3.8 - 4.5	3.75	n	£0	0	£0	
Way Finding	4.1 - 4.5	4.03	n	£0	0	£0	
Cleanliness	4.0 - 4.5	3.95	n	£0	0	£0	
Flight Info	4.2 - 4.5	4.22	Y	£4,864	1	£4,864	
Total Bonus				£89,982		£303,994	

* Lowest performing terminal