

# Service Quality Rebate Report

## North Terminal

Month **Jan-10**

Month no. **10**

Months Remaining **2**

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	4.04	£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	4.26	£0	0	£0
Central search Security queues <= 5 min	95%	£897,891	99.80%	£0	4	£598,594
Central search Security queues <= 15 min	98%		100.00%			
Arrivals Reclaim	99%	£466,791	99.84%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£466,791	99.81%	£0	0	£0
Passenger Sensitive Equipment (General)	99%	£466,791	96.91%	£77,799	2	£155,597
Stands	99%	£361,816	100.00%	£0	0	£0
Jetties	99%	£361,816	99.86%	£0	0	£0
Pier Service	89%	£466,791	94.87%	£0	0	£0
Fixed Electrical Ground Power	99%	£256,840	100.00%	£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	99.50%	£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	98.14%	£0	0	£0
<b>Aerodrome Congestion Term</b>	<b>0</b>	<b>£1,166,395</b>	<b>0</b>	<b>£0</b>	<b>0</b>	<b>£0</b>

Note

£8,143,772

£77,799

£894,158

**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 **Jan-10**

Month no. **10**

Months Remaining **2**

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	3.97	£0	2	£151,867	
Wayfinding	4.1	£455,601	4.03	£0	9	£455,601	2
Flight Information	4.2	£455,601	4.30	£0	0	£0	
Central search Security queues <= 5 min	95%	£974,226	98.63%	£0	6	£974,226	
Central search Security queues <= 15 min	98%		99.84%				
Arrivals Reclaim	99%	£506,476	99.32%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£569,501	95.90%	£94,917	4	£379,667	
Passenger Sensitive Equipment (General)	99%	£506,476	98.94%	£84,413	1	£84,413	
Stands	99%	£442,692	99.97%	£0	0	£0	
Jetties	99%	£442,692	99.55%	£0	0	£0	
Pier Service	94%	£569,501	97.50%	£0	0	£0	
Fixed Electrical Ground Power	99%	£316,642	100.00%	£0	0	£0	
Transfer Search <= 10 min	95%	£569,501	99.80%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£221,346	99.19%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£221,346	99.80%	£0	0	£0	
Control Posts Search <= 15 min	95%	£442,692	98.14%	£0	0	£0	
<b>Aerodrome Congestion Term</b>	<b>0</b>	<b>£1,265,557</b>	<b>0</b>	<b>£0</b>	<b>0</b>	<b>£0</b>	
		<b>£8,871,048</b>		<b>£179,330</b>		<b>£2,045,773</b>	

- 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	Jan-10
Month no.	10
Months Remaining	2

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>96.91%</b>	<b>n</b>	£0	8	£362,631	
<b>Arrivals Reclaim</b>	<b>99% - 100%</b>	<b>99.32%</b>	<b>Y</b>	£25,941	10	£447,789	
<b>Departure Lounge Seating</b>	<b>3.8 - 4.5</b>	<b>3.98</b>	<b>Y</b>	£18,761	7	£97,973	
<b>Way Finding</b>	<b>4.1 - 4.5</b>	<b>4.03</b>	<b>n</b>	£0	0	£0	
<b>Cleanliness</b>	<b>4.0 - 4.5</b>	<b>3.97</b>	<b>n</b>	£0	0	£0	
<b>Flight Info</b>	<b>4.2 - 4.5</b>	<b>4.26</b>	<b>Y</b>	£14,592	8	£77,822	
<b>Total Bonus</b>				£59,293		£986,216	

\* Lowest performing terminal