

Service Quality Rebate Report North Terminal

Month **Jul-09**
 Month no. **4**
 Months remaining **8**

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	3.82	£0	2	£139,967
Cleanliness	4.0	£419,902	3.97	£0	0	£0
Wayfinding	4.1	£419,902	4.07	£0	0	£0
Flight Information	4.2	£419,902	4.23	£0	0	£0
Central search Security queues <= 5 min	95%	£897,891	87.50%	£149,649	1	£149,649
Central search Security queues <= 15 min	98%		96.57%			
Arrivals Reclaim	99%	£466,791	99.82%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£466,791	99.58%	£0	0	£0
Passenger Sensitive Equipment (General)	99%	£466,791	99.76%	£0	0	£0
Stands	99%	£361,816	99.81%	£0	0	£0
Jetties	99%	£361,816	99.89%	£0	0	£0
Pier Service	90%	£466,791	93.42%	£0	0	£0
Fixed Electrical Ground Power	99%	£256,840	99.03%	£0	0	£0
Inter Terminal Transit: 1 car	99%	£361,816	99.70%	£0	0	£0
Inter Terminal Transit: 2 cars	97%		97.70%			
Transfer Search <= 10 min	95%	£466,791	96.57%	£0	0	£0
Staff Search - Terminals <= 5 min	95%	£180,908	99.55%	£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	99.29%	£0	0	£0
Aerodrome Congestion Term	0	£1,166,395	0	£0	0	£0
		£8,143,772		£149,649		£289,616

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 Jul-09
 Month no. 4
 Months Remaining 8

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	3.86	£0	0	£0
Cleanliness	4.0	£455,601	3.96	£0	2	£151,867
Wayfinding	4.1	£455,601	4.03	£75,933	3	£227,800
Flight Information	4.2	£455,601	4.23	£0	0	£0
Central search Security queues <= 5 min	95%	£974,226	85.16%	£162,371	3	£487,113
Central search Security queues <= 15 min	98%		94.03%			
Arrivals Reclaim	99%	£506,476	99.28%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£569,501	98.59%	£94,917	1	£94,917
Passenger Sensitive Equipment (General)	99%	£506,476	99.52%	£0	0	£0
Stands	99%	£442,692	99.61%	£0	0	£0
Jetties	99%	£442,692	99.84%	£0	0	£0
Pier Service	94%	£569,501	98.18%	£0	0	£0
Fixed Electrical Ground Power	99%	£316,642	99.99%	£0	0	£0
Transfer Search <= 10 min	95%	£569,501	99.80%	£0	0	£0
Staff Search - Terminals <= 5 min	95%	£221,346	99.34%	£0	0	£0
Staff Search - Concorde House <= 10 min	95%	£221,346	99.09%	£0	0	£0
Control Posts Search <= 15 min	95%	£442,692	99.29%	£0	0	£0
Aerodrome Congestion Term	0	£1,265,557	0	£0	0	£0
		£8,871,048		£333,221		£961,697

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

Bonus Element

Month Jul-09
 Month no. 4
 Months Remaining 8

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%	99.52%	Y	£42,154	4	£179,154	
Arrivals Reclaim	99% - 100%	99.28%	Y	£22,698	4	£184,828	
Departure Lounge Seating	3.8 - 4.5	3.82	Y	£2,085	1	£2,085	
Way Finding	4.1 - 4.5	4.03	n	£0	0	£0	
Cleanliness	4.0 - 4.5	3.96	n	£0	0	£0	
Flight Info	4.2 - 4.5	4.23	Y	£7,296	2	£12,160	
Total Bonus				£74,232		£378,226	

* Lowest performing terminal