

# Service Quality Rebate Report

## North Terminal

Month **May-09**  
 Month no. **2**  
 Months remaining **10**

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	3.70	£69,984	2	£139,967	
Cleanliness	4.0	£419,902	3.95	£0	0	£0	
Wayfinding	4.1	£419,902	4.08	£0	0	£0	
Flight Information	4.2	£419,902	4.21	£0	0	£0	
Central search Security queues <= 5 min	95%	£897,891	95.93%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.23%				
Arrivals Reclaim	99%	£466,791	99.96%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£466,791	99.51%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£466,791	99.60%	£0	0	£0	
Stands	99%	£361,816	99.88%	£0	0	£0	
Jetties	99%	£361,816	99.87%	£0	0	£0	
Pier Service	90%	£466,791	92.74%	£0	0	£0	
Fixed Electrical Ground Power	99%	£256,840	99.75%	£0	0	£0	
Inter Terminal Transit: 1 car	99%	£361,816	99.82%	£0	0	£0	
Inter Terminal Transit: 2 cars	97%		98.50%				
Transfer Search <= 10 min	95%	£466,791	97.68%	£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	99.45%	£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>	
		<b>£8,143,772</b>		<b>£69,984</b>		<b>£139,967</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

## South Terminal

Month **May-09**

Month no. **2**

Months Remaining **10**

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	3.79	£0	0	£0
Cleanliness	4.0	£455,601	3.94	£75,933	2	£151,867
Wayfinding	4.1	£455,601	4.04	£75,933	1	£75,933
Flight Information	4.2	£455,601	4.20	£0	0	£0
Central search Security queues <= 5 min	95%	£974,226	89.80%	£162,371	1	£162,371
Central search Security queues <= 15 min	98%		98.06%			
Arrivals Reclaim	99%	£506,476	99.76%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£569,501	99.35%	£0	0	£0
Passenger Sensitive Equipment (General)	99%	£506,476	99.68%	£0	0	£0
Stands	99%	£442,692	99.90%	£0	0	£0
Jetties	99%	£442,692	99.88%	£0	0	£0
Pier Service	94%	£569,501	98.14%	£0	0	£0
Fixed Electrical Ground Power	99%	£316,642	99.94%	£0	0	£0
Transfer Search <= 10 min	95%	£569,501	99.80%	£0	0	£0
Staff Search - Terminals <= 5 min	95%	£221,346	98.54%	£0	0	£0
Staff Search - Concorde House <= 10 min	95%	£221,346	98.54%	£0	0	£0
Control Posts Search <= 15 min	95%	£442,692	99.45%	£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>£314,238</b>		<b>£390,171</b>	

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	May-09
Month no.	2
Months Remaining	10

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%	99.60%	Y	£48,639	2	£95,657	
Arrivals Reclaim	99% - 100%	99.76%	Y	£61,609	2	£118,355	
Departure Lounge Seating	3.8 - 4.5	3.70	n	£0	0	£0	
Way Finding	4.1 - 4.5	4.04	n	£0	0	£0	
Cleanliness	4.0 - 4.5	3.94	n	£0	0	£0	
Flight Info	4.2 - 4.5	4.20	n	£0	0	£0	
<b>Total Bonus</b>				£110,249		£214,012	

\* Lowest performing terminal