

Service Quality Rebate Report

North Terminal

Month **Nov-09**

Month no. **8**

Months remaining **4**

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	4.00	£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	4.25	£0	0	£0
Central search Security queues <= 5 min	95%	£897,891	98.17%	£0	4	£598,594
Central search Security queues <= 15 min	98%		99.83%			
Arrivals Reclaim	99%	£466,791	99.81%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£466,791	99.86%	£0	0	£0
Passenger Sensitive Equipment (General)	99%	£466,791	99.68%	£0	0	£0
Stands	99%	£361,816	100.00%	£0	0	£0
Jetties	99%	£361,816	99.87%	£0	0	£0
Pier Service	89%	£466,791	94.29%	£0	0	£0
Fixed Electrical Ground Power	99%	£256,840	99.74%	£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	99.27%	£0	0	£0
Staff Search - Terminals <= 5 min	95%	£180,908	99.53%	£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	98.02%	£0	0	£0
Aerodrome Congestion Term	0	£1,166,395	0	£0	0	£0

Note

£8,143,772

£0

£738,561

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 **Nov-09**

Month no. **8**

Months Remaining **4**

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	2
Cleanliness	4.0	£455,601	3.98	£0	2	£151,867	
Wayfinding	4.1	£455,601	4.03	£0	7	£455,601	
Flight Information	4.2	£455,601	4.28	£0	0	£0	
Central search Security queues <= 5 min	95%	£974,226	95.58%	£0	6	£974,226	
Central search Security queues <= 15 min	98%		99.33%				
Arrivals Reclaim	99%	£506,476	99.73%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£569,501	99.66%	£0	2	£189,834	
Passenger Sensitive Equipment (General)	99%	£506,476	99.45%	£0	0	£0	
Stands	99%	£442,692	99.91%	£0	0	£0	
Jetties	99%	£442,692	99.86%	£0	0	£0	
Pier Service	94%	£569,501	97.88%	£0	0	£0	
Fixed Electrical Ground Power	99%	£316,642	99.99%	£0	0	£0	
Transfer Search <= 10 min	95%	£569,501	100.00%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£221,346	98.65%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£221,346	99.17%	£0	0	£0	
Control Posts Search <= 15 min	95%	£442,692	98.02%	£0	0	£0	
Aerodrome Congestion Term	0	£1,265,557	0	£0	0	£0	
		£8,871,048		£0		£1,771,528	

- 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	Nov-09
Month no.	8
Months Remaining	4

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%	99.45%	Y	£36,479	8	£362,631	
Arrivals Reclaim	99% - 100%	99.73%	Y	£59,178	8	£383,748	
Departure Lounge Seating	3.8 - 4.5	3.98	Y	£18,761	5	£60,451	
Way Finding	4.1 - 4.5	4.03	n	£0	0	£0	
Cleanliness	4.0 - 4.5	3.98	n	£0	0	£0	
Flight Info	4.2 - 4.5	4.25	Y	£12,160	6	£51,071	
Total Bonus				£126,577		£857,902	

* Lowest performing terminal