

# Service Quality Rebate Report North Terminal

Month **Oct-09**  
 Month no. **7**  
 Months remaining **5**

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	3.97	£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	4.24	£0	0	£0
Central search Security queues <= 5 min	95%	£897,891	94.19%	£149,649	4	£598,594
Central search Security queues <= 15 min	98%		99.40%			
Arrivals Reclaim	99%	£466,791	99.94%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£466,791	99.81%	£0	0	£0
Passenger Sensitive Equipment (General)	99%	£466,791	99.72%	£0	0	£0
Stands	99%	£361,816	99.98%	£0	0	£0
Jetties	99%	£361,816	99.91%	£0	0	£0
Pier Service	89%	£466,791	94.07%	£0	0	£0
Fixed Electrical Ground Power	99%	£256,840	99.96%	£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	96.47%	£0	0	£0
Staff Search - Terminals <= 5 min	95%	£180,908	99.70%	£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	97.53%	£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>£149,649</b>		<b>£738,561</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

## South Terminal

Month	Oct-09
Month no.	7
Months Remaining	5
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	3.97	£0	0	£0	
Cleanliness	4.0	£455,601	3.98	£0	2	£151,867	
Wayfinding	4.1	£455,601	4.03	£75,934	6	£455,601	1
Flight Information	4.2	£455,601	4.27	£0	0	£0	
Central search Security queues <= 5 min	95%	£974,226	84.52%	£162,371	6	£974,226	1
Central search Security queues <= 15 min	98%		96.65%				
Arrivals Reclaim	99%	£506,476	99.68%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£569,501	98.93%	£94,917	2	£189,834	
Passenger Sensitive Equipment (General)	99%	£506,476	99.61%	£0	0	£0	
Stands	99%	£442,692	99.98%	£0	0	£0	
Jetties	99%	£442,692	99.55%	£0	0	£0	
Pier Service	94%	£569,501	97.96%	£0	0	£0	
Fixed Electrical Ground Power	99%	£316,642	100.00%	£0	0	£0	
Transfer Search <= 10 min	95%	£569,501	99.60%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£221,346	99.50%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£221,346	98.19%	£0	0	£0	
Control Posts Search <= 15 min	95%	£442,692	97.53%	£0	0	£0	
<b>Aerodrome Congestion Term</b>	<b>0</b>	£1,265,557	<b>0</b>	£0	0	£0	

£8,871,048

£333,221

£1,771,527

- 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: Oct-09  
 Month no.: 7  
 Months Remaining: 5

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>99.61%</b>	<b>Y</b>	£49,450	7	£326,152	
<b>Arrivals Reclaim</b>	<b>99% - 100%</b>	<b>99.68%</b>	<b>Y</b>	£55,124	7	£324,571	
<b>Departure Lounge Seating</b>	<b>3.8 - 4.5</b>	<b>3.97</b>	<b>Y</b>	£17,719	4	£41,691	
<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>3.98</b>	<b>n</b>	£0	0	£0	
<b>Flight Info</b>	<b>4.2 - 4.5</b>	<b>4.24</b>	<b>Y</b>	£9,728	5	£38,911	
<b>Total Bonus</b>				£132,020		£731,325	

\* Lowest performing terminal