

Service Quality Rebate Report North Terminal

Month **Sep-09**
 Month no. **6**
 Months remaining **6**

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	3.94	£0	2	£139,967	
Cleanliness	4.0	£419,902	3.98	£0	0	£0	
Wayfinding	4.1	£419,902	4.08	£0	0	£0	
Flight Information	4.2	£419,902	4.24	£0	0	£0	
Central search Security queues <= 5 min	95%	£897,891	87.13%	£149,649	3	£448,946	
Central search Security queues <= 15 min	98%		97.21%				
Arrivals Reclaim	99%	£466,791	99.56%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£466,791	99.44%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£466,791	99.62%	£0	0	£0	
Stands	99%	£361,816	99.90%	£0	0	£0	
Jetties	99%	£361,816	99.94%	£0	0	£0	
Pier Service	89%	£466,791	93.88%	£0	0	£0	
Fixed Electrical Ground Power	99%	£256,840	99.79%	£0	0	£0	
Inter Terminal Transit: 1 car	99%	£361,816	N/A	£0	0	£0	
Inter Terminal Transit: 2 cars	97%		N/A				
Transfer Search <= 10 min	95%	£466,791	95.94%	£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	98.39%	£0	0	£0	
Aerodrome Congestion Term	0	£1,166,395	0	£0	0	£0	
		£8,143,772		£149,649		£588,913	

- 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 **Sep-09**
 Month no. **6**
 Months Remaining **6**

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	3.95	£0	0	£0
Cleanliness	4.0	£455,601	3.97	£0	2	£151,867
Wayfinding	4.1	£455,601	4.03	£75,934	5	£379,668
Flight Information	4.2	£455,601	4.25	£0	0	£0
Central search Security queues <= 5 min	95%	£974,226	79.33%	£162,371	5	£811,855
Central search Security queues <= 15 min	98%		94.38%			
Arrivals Reclaim	99%	£506,476	99.49%	£0	0	£0
Passenger Sensitive Equipment (Priority)	99%	£569,501	99.68%	£0	1	£94,917
Passenger Sensitive Equipment (General)	99%	£506,476	99.61%	£0	0	£0
Stands	99%	£442,692	99.52%	£0	0	£0
Jetties	99%	£442,692	99.82%	£0	0	£0
Pier Service	94%	£569,501	98.04%	£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	99.69%	£0	0	£0
Staff Search - Concorde House <= 10 min	95%	£221,346	99.64%	£0	0	£0
Control Posts Search <= 15 min	95%	£442,692	98.39%	£0	0	£0
Aerodrome Congestion Term	0	£1,265,557	0	£0	0	£0

£8,871,048

£238,305

£1,438,307

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: Sep-09
 Month no.: 6
 Months Remaining: 6

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%	99.61%	Y	£49,450	6	£276,432	
Arrivals Reclaim	99% - 100%	99.49%	Y	£39,722	6	£269,136	
Departure Lounge Seating	3.8 - 4.5	3.94	Y	£14,592	3	£23,972	
Way Finding	4.1 - 4.5	4.03	n	£0	0	£0	
Cleanliness	4.0 - 4.5	3.97	n	£0	0	£0	
Flight Info	4.2 - 4.5	4.24	Y	£9,728	4	£29,183	
Total Bonus				£113,491		£598,723	

* Lowest performing terminal