

North Terminal

Month **Jan-11**

Month no. **10**

Months remaining **2**

At Risk Amount **£7,281,764**

Measure	Target	Total at Risk 2010/11	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	£375,456	4.09	£0	0	£0	
Cleanliness	4.0	£375,456	3.96	£0	0	£0	
Wayfinding	4.1	£375,456	4.09	£0	0	£0	
Flight Information	4.2	£375,456	4.29	£0	0	£0	
Central search Security queues <= 5 min	95%	£802,850	99.23%	£0	0	£0	
Central search Security queues <= 15 min	98%		100.00%				
Arrivals Reclaim	99%	£417,382	99.85%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£417,382	99.31%	£0	1	£69,564	
Passenger Sensitive Equipment (General)	99%	£417,382	99.55%	£0	0	£0	
Stands	99%	£323,518	99.99%	£0	0	£0	
Jetties	99%	£323,518	99.74%	£0	0	£0	
Pier Service	87%	£417,382	95.91%	£0	0	£0	
Fixed Electrical Ground Power	99%	£229,654	100.00%	£0	0	£0	
Inter Terminal Shuttle: 1 car	99%	£323,518	99.95%	£0	2	£107,839	
Inter Terminal Shuttle: 2 cars	97%		99.20%				
Transfer Search <= 10 min	95%	£417,382	99.60%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£161,759	100.00%	£0	0	£0	
Staff Search - Jubilee House <= 10 min	95%	£161,759	100.00%	£0	0	£0	
Control Posts Search <= 15 min	95%	£323,518	99.90%	£0	0	£0	
Aerodrome Congestion Term	0	£1,042,934	0	£0	0	£0	
		£7,281,764		£0		£177,403	

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

South Terminal

Month Jan-11

Month no. 10

Months remaining 2

At Risk Amount £10,817,454

Measure	Target	Total at Risk 2010/11	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	£555,564	3.91	£0	0	£0	
Cleanliness	4.0	£555,564	3.95	£92,594	4	£370,376	
Wayfinding	4.1	£555,564	4.05	£0	10	£555,564	2
Flight Information	4.2	£555,564	4.29	£0	0	£0	
Central search Security queues <= 5 min	95%	£1,187,982	98.31%	£0	0	£0	
Central search Security queues <= 15 min	98%		100.00%				
Arrivals Reclaim	99%	£617,602	99.76%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£694,455	99.85%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£617,602	99.79%	£0	0	£0	
Stands	99%	£539,823	99.97%	£0	1	£89,971	
Jetties	99%	£539,823	99.92%	£0	1	£89,971	
Pier Service	94%	£694,455	96.77%	£0	0	£0	
Fixed Electrical Ground Power	99%	£386,117	100.00%	£0	1	£64,353	
Transfer Search <= 10 min	95%	£694,455	99.50%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£269,912	100.00%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£269,912	100.00%	£0	0	£0	
Control Posts Search <= 15 min	95%	£539,823	99.90%	£0	0	£0	
Aerodrome Congestion Term	0	£1,543,234	0	£0	0	£0	
		£10,817,454		£92,594		£1,170,234	

- 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

Bonus Element

Month	Jan-11
Month no.	10
Months remaining	2

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%	99.55%	Y	£47,413	10	£450,827	
Arrivals Reclaim	99% - 100%	99.76%	Y	£65,516	10	£637,748	
Departure Lounge Seating	3.8 - 4.5	3.91	Y	£12,192	10	£168,470	
Way Finding	4.1 - 4.5	4.05	n	£0	0	£0	
Cleanliness	4.0 - 4.5	3.95	n	£0	0	£0	
Flight Info	4.2 - 4.5	4.29	Y	£23,276	10	£224,997	
Total Bonus				£148,397		£1,482,042	

* Lowest performing terminal