

North Terminal

Month **Apr-11**
 Month no. **1**
 Months remaining **11**

At Risk Amount **£8,195,788**

Measure	Target	Total at Risk 2011/12	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	£422,584	4.10	£0	0	£0	
Cleanliness	4.0	£422,584	3.97	£0	0	£0	
Wayfinding	4.1	£422,584	4.09	£0	0	£0	
Flight Information	4.2	£422,584	4.27	£0	0	£0	
Central search Security queues <= 5 min	95%	£903,626	98.08%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.79%				
Arrivals Reclaim	99%	£469,773	99.85%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£469,773	99.25%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£469,773	99.69%	£0	0	£0	
Stands	99%	£364,127	100.00%	£0	0	£0	
Jetties	99%	£364,127	99.78%	£0	0	£0	
Pier Service	87%	£469,773	95.95%	£0	0	£0	
Fixed Electrical Ground Power	99%	£258,481	99.99%	£0	0	£0	
Inter Terminal Shuttle: 1 car	99%	£364,127	100.00%	£0	0	£0	
Inter Terminal Shuttle: 2 cars	97%		99.83%				
Transfer Search <= 10 min	95%	£469,773	99.58%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£182,063	99.95%	£0	0	£0	
Staff Search - Jubilee House <= 10 min	95%	£182,063	99.64%	£0	0	£0	
Control Posts Search <= 15 min	95%	£364,127	98.85%	£0	0	£0	
Aerodrome Congestion Term	0	£1,173,845	0	£0	0	£0	
		£8,195,788		£0		£0	

- 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 **Apr-11**

Month no. **1**

Months remaining **11**

At Risk Amount **£10,902,076**

Measure	Target	Total at Risk 2011/12	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	£559,910	3.92	£0	0	£0	
Cleanliness	4.0	£559,910	3.94	£93,318	1	£93,318	
Wayfinding	4.1	£559,910	4.05	£0	0	£0	
Flight Information	4.2	£559,910	4.29	£0	0	£0	
Central search Security queues <= 5 min	95%	£1,197,275	97.88%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.96%				
Arrivals Reclaim	99%	£622,434	99.87%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£699,888	99.66%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£622,434	99.78%	£0	0	£0	
Stands	99%	£544,046	99.62%	£0	0	£0	
Jetties	99%	£544,046	99.90%	£0	0	£0	
Pier Service	94%	£699,888	97.17%	£0	0	£0	
Fixed Electrical Ground Power	99%	£389,138	99.99%	£0	0	£0	
Transfer Search <= 10 min	95%	£699,888	100.00%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£272,023	99.95%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£272,023	99.84%	£0	0	£0	
Control Posts Search <= 15 min	95%	£544,046	98.85%	£0	0	£0	
Aerodrome Congestion Term	0	£1,555,306	0	£0	0	£0	
		£10,902,076		£93,318		£93,318	

- 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	Apr-11
Month no.	1
Months remaining	11

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%	99.69%	Y	£62,770	1	£62,770	
Arrivals Reclaim	99% - 100%	99.85%	Y	£77,326	1	£77,326	
Departure Lounge Seating	3.8 - 4.5	3.92	Y	£14,036	1	£14,036	
Way Finding	4.1 - 4.5	4.05	n	£0	0	£0	
Cleanliness	4.0 - 4.5	3.94	n	£0	0	£0	
Flight Info	4.2 - 4.5	4.27	Y	£19,104	1	£19,104	
Total Bonus				£173,236		£173,236	

* Lowest performing terminal