

North Terminal

Month	Dec-11
Month no.	9
Months remaining	3

At Risk Amount	£8,195,788
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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	4.18	£0	0	£0	
Cleanliness	4.0	£422,584	4.05	£0	0	£0	
Wayfinding	4.1	£422,584	4.13	£0	0	£0	
Flight Information	4.2	£422,584	4.26	£0	0	£0	
Central search Security queues <= 5 min	95%	£903,626	97.30%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.80%				
Arrivals Reclaim	99%	£469,773	99.50%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£469,773	99.47%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£469,773	99.49%	£0	0	£0	
Stands	99%	£364,127	100.00%	£0	0	£0	
Jetties	99%	£364,127	99.70%	£0	0	£0	
Pier Service	87%	£469,773	96.36%	£0	0	£0	
Fixed Electrical Ground Power	99%	£258,481	100.00%	£0	0	£0	
Inter Terminal Shuttle: 1 car	99%	£364,127	99.70%	£0	2	£121,376	
Inter Terminal Shuttle: 2 cars	97%		98.90%				
Transfer Search <= 10 min	95%	£469,773	97.58%	£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	100.00%	£0	0	£0	
Control Posts Search <= 15 min	95%	£364,127	99.95%	£0	0	£0	
Aerodrome Congestion Term	0	£1,173,845	0	£0	0	£0	
		£8,195,788		£0		£121,376	

- 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 Dec-11

Month no. 9

Months remaining 3

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	4.05	£0	0	£0	
Cleanliness	4.0	£559,910	4.01	£0	1	£93,318	
Wayfinding	4.1	£559,910	4.07	£0	0	£0	
Flight Information	4.2	£559,910	4.24	£0	0	£0	
Central search Security queues <= 5 min	95%	£1,197,275	96.61%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.96%				
Arrivals Reclaim	99%	£622,434	99.77%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£699,888	99.69%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£622,434	99.61%	£0	0	£0	
Stands	99%	£544,046	99.92%	£0	0	£0	
Jetties	99%	£544,046	99.88%	£0	0	£0	
Pier Service	94%	£699,888	98.58%	£0	0	£0	
Fixed Electrical Ground Power	99%	£389,138	100.00%	£0	0	£0	
Transfer Search <= 10 min	95%	£699,888	99.70%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£272,023	99.90%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£272,023	99.90%	£0	0	£0	
Control Posts Search <= 15 min	95%	£544,046	99.95%	£0	0	£0	
Aerodrome Congestion Term	0	£1,555,306	0	£0	0	£0	
		£10,902,076		£0		£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	Dec-11
Month no.	9
Months remaining	3

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%	99.49%	Y	£44,317	9	£445,863	
Arrivals Reclaim	99% - 100%	99.50%	Y	£45,153	9	£627,042	
Departure Lounge Seating	3.8 - 4.5	4.05	Y	£29,241	9	£190,651	
Way Finding	4.1 - 4.5	4.07	n	£0	0	£0	
Cleanliness	4.0 - 4.5	4.01	Y	£1,637	2	£3,275	
Flight Info	4.2 - 4.5	4.24	Y	£10,917	9	£136,458	
Total Bonus				£131,265		£1,403,288	

* Lowest performing terminal