

**North Terminal**

Month Jul-10

Month no. 4

Months remaining 8

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	4.11	£0	0	£0	
Cleanliness	4.0	£375,456	3.98	£0	0	£0	
Wayfinding	4.1	£375,456	4.06	£0	0	£0	
Flight Information	4.2	£375,456	4.28	£0	0	£0	
Central search Security queues <= 5 min	95%	£802,850	97.26%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.68%				
Arrivals Reclaim	99%	£417,382	99.87%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£417,382	99.39%	£0	1	£69,564	
Passenger Sensitive Equipment (General)	99%	£417,382	99.62%	£0	0	£0	
Stands	99%	£323,518	99.95%	£0	0	£0	
Jetties	99%	£323,518	99.86%	£0	0	£0	
Pier Service	88%	£417,382	95.83%	£0	0	£0	
Fixed Electrical Ground Power	99%	£229,654	100.00%	£0	0	£0	
Inter Terminal Shuttle: 1 car	99%	£323,518	98.89%	£53,920	1	£53,920	
Inter Terminal Shuttle: 2 cars	97%		90.58%				
Transfer Search <= 10 min	95%	£417,382	99.29%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£161,759	99.95%	£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	99.50%	£0	0	£0	
<b>Aerodrome Congestion Term</b>	<b>0</b>	£1,042,934	<b>0</b>	£0	0	£0	
		£7,281,764		£53,920		£123,483	

**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 Jul-10

Month no. 4

Months Remaining 8

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	3.98	£0	0	£0	
Cleanliness	4.0	£555,564	3.96	£0	0	£0	
Wayfinding	4.1	£555,564	4.04	£92,594	4	£370,376	
Flight Information	4.2	£555,564	4.32	£0	0	£0	
Central search Security queues <= 5 min	95%	£1,187,982	96.33%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.76%				
Arrivals Reclaim	99%	£617,602	99.74%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£694,455	99.35%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£617,602	99.56%	£0	0	£0	
Stands	99%	£539,823	99.96%	£0	0	£0	
Jetties	99%	£539,823	99.48%	£0	0	£0	
Pier Service	94%	£694,455	96.81%	£0	0	£0	
Fixed Electrical Ground Power	99%	£386,117	100.00%	£0	0	£0	
Transfer Search <= 10 min	95%	£694,455	97.58%	£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	99.55%	£0	0	£0	
Control Posts Search <= 15 min	95%	£539,823	99.50%	£0	0	£0	
<b>Aerodrome Congestion Term</b>	<b>0</b>	£1,543,234	<b>0</b>	£0	0	£0	
		£10,817,454		£92,594		£370,376	

- 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

**Bonus Element**

Month	Jul-10
Month no.	4
Months Remaining	8

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>99.56%</b>	<b>Y</b>	£48,275	4	£156,894	
<b>Arrivals Reclaim</b>	<b>99% - 100%</b>	<b>99.74%</b>	<b>Y</b>	£63,792	4	£218,100	
<b>Departure Lounge Seating</b>	<b>3.8 - 4.5</b>	<b>3.98</b>	<b>Y</b>	£19,950	4	£82,018	
<b>Way Finding</b>	<b>4.1 - 4.5</b>	<b>4.04</b>	<b>n</b>	£0	0	£0	
<b>Cleanliness</b>	<b>4.0 - 4.5</b>	<b>3.96</b>	<b>n</b>	£0	0	£0	
<b>Flight Info</b>	<b>4.2 - 4.5</b>	<b>4.28</b>	<b>Y</b>	£20,689	4	£85,344	
<b>Total Bonus</b>				£152,707		£542,356	

\* Lowest performing terminal