

**North Terminal**

Month Jun-10

Month no. 3

Months remaining 9

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	4.12	£0	0	£0	
Cleanliness	4.0	£375,456	3.98	£0	0	£0	
Wayfinding	4.1	£375,456	4.07	£0	0	£0	
Flight Information	4.2	£375,456	4.29	£0	0	£0	
Central search Security queues <= 5 min	95%	£802,850	96.92%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.88%				
Arrivals Reclaim	99%	£417,382	99.88%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£417,382	99.61%	£0	1	£69,564	
Passenger Sensitive Equipment (General)	99%	£417,382	99.62%	£0	0	£0	
Stands	99%	£323,518	99.59%	£0	0	£0	
Jetties	99%	£323,518	99.87%	£0	0	£0	
Pier Service	88%	£417,382	95.74%	£0	0	£0	
Fixed Electrical Ground Power	99%	£229,654	99.99%	£0	0	£0	
Inter Terminal Transit: 1 car	99%	£323,518	N/A	N/A	0	£0	
Inter Terminal Transit: 2 cars	97%		N/A				
Transfer Search <= 10 min	95%	£417,382	98.85%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£161,759	99.90%	£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	97.97%	£0	0	£0	
<b>Aerodrome Congestion Term</b>	<b>0</b>	£1,042,934	<b>0</b>	£0	0	£0	
		£7,281,764		£0		£69,564	

**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 Jun-10

Month no. 3

Months Remaining 9

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	3.99	£0	0	£0	
Cleanliness	4.0	£555,564	3.96	£0	0	£0	
Wayfinding	4.1	£555,564	4.03	£92,594	3	£277,782	
Flight Information	4.2	£555,564	4.31	£0	0	£0	
Central search Security queues <= 5 min	95%	£1,187,982	96.50%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.92%				
Arrivals Reclaim	99%	£617,602	99.64%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£694,455	99.70%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£617,602	99.76%	£0	0	£0	
Stands	99%	£539,823	99.61%	£0	0	£0	
Jetties	99%	£539,823	99.85%	£0	0	£0	
Pier Service	94%	£694,455	96.85%	£0	0	£0	
Fixed Electrical Ground Power	99%	£386,117	100.00%	£0	0	£0	
Transfer Search <= 10 min	95%	£694,455	98.54%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£269,912	99.95%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£269,912	99.58%	£0	0	£0	
Control Posts Search <= 15 min	95%	£539,823	97.97%	£0	0	£0	

Aerodrome Congestion Term	0	£1,543,234	0	£0	0	£0	
---------------------------	---	------------	---	----	---	----	--

£10,817,454

£92,594

£277,782

- 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	Jun-10
Month no.	3
Months Remaining	9

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>99.62%</b>	<b>Y</b>	£53,447	3	£108,619	
<b>Arrivals Reclaim</b>	<b>99% - 100%</b>	<b>99.64%</b>	<b>Y</b>	£55,172	3	£154,308	
<b>Departure Lounge Seating</b>	<b>3.8 - 4.5</b>	<b>3.99</b>	<b>Y</b>	£21,059	3	£62,068	
<b>Way Finding</b>	<b>4.1 - 4.5</b>	<b>4.03</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>4.29</b>	<b>Y</b>	£23,276	3	£64,654	
<b>Total Bonus</b>				£152,953		£389,649	

\* Lowest performing terminal