

**North Terminal**

Month Jun-11

Month no. 3

Months remaining 9

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	4.13	£0	0	£0	
Cleanliness	4.0	£422,584	3.99	£0	0	£0	
Wayfinding	4.1	£422,584	4.11	£0	0	£0	
Flight Information	4.2	£422,584	4.27	£0	0	£0	
Central search Security queues <= 5 min	95%	£903,626	97.08%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.71%				
Arrivals Reclaim	99%	£469,773	99.77%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£469,773	99.57%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£469,773	99.63%	£0	0	£0	
Stands	99%	£364,127	99.90%	£0	0	£0	
Jetties	99%	£364,127	99.63%	£0	0	£0	
Pier Service	87%	£469,773	95.99%	£0	0	£0	
Fixed Electrical Ground Power	99%	£258,481	100.00%	£0	0	£0	
Inter Terminal Shuttle: 1 car	99%	£364,127	92.44%	£60,688	1	£60,688	
Inter Terminal Shuttle: 2 cars	97%		67.49%				
Transfer Search <= 10 min	95%	£469,773	98.23%	£0	0	£0	
Staff Search - Terminals <= 5 min	95%	£182,063	100.00%	£0	0	£0	
Staff Search - Jubilee House <= 10 min	95%	£182,063	99.84%	£0	0	£0	
Control Posts Search <= 15 min	95%	£364,127	98.75%	£0	0	£0	
<b>Aerodrome Congestion Term</b>	<b>0</b>	£1,173,845	<b>0</b>	£0	0	£0	
		£8,195,788		£60,688		£60,688	

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-11  
Month no. 3  
Months remaining 9

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	3.94	£0	0	£0	
Cleanliness	4.0	£559,910	3.96	£0	1	£93,318	
Wayfinding	4.1	£559,910	4.05	£0	0	£0	
Flight Information	4.2	£559,910	4.27	£0	0	£0	
Central search Security queues <= 5 min	95%	£1,197,275	98.38%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.58%				
Arrivals Reclaim	99%	£622,434	99.72%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£699,888	99.47%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£622,434	99.54%	£0	0	£0	
Stands	99%	£544,046	99.92%	£0	0	£0	
Jetties	99%	£544,046	99.63%	£0	0	£0	
Pier Service	94%	£699,888	97.42%	£0	0	£0	
Fixed Electrical Ground Power	99%	£389,138	100.00%	£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	98.75%	£0	0	£0	
<b>Aerodrome Congestion Term</b>	<b>0</b>	£1,555,306	<b>0</b>	£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	Jun-11
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>99.54%</b>	<b>Y</b>	£49,376	3	£163,720	
<b>Arrivals Reclaim</b>	<b>99% - 100%</b>	<b>99.72%</b>	<b>Y</b>	£65,281	3	£223,905	
<b>Departure Lounge Seating</b>	<b>3.8 - 4.5</b>	<b>3.94</b>	<b>Y</b>	£16,375	3	£45,616	
<b>Way Finding</b>	<b>4.1 - 4.5</b>	<b>4.05</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>4.27</b>	<b>Y</b>	£19,104	3	£60,041	
<b>Total Bonus</b>				£150,136		£493,283	

\* Lowest performing terminal