

North Terminal

Month	May-11
Month no.	2
Months remaining	10

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	4.12	£0	0	£0	
Cleanliness	4.0	£422,584	3.98	£0	0	£0	
Wayfinding	4.1	£422,584	4.10	£0	0	£0	
Flight Information	4.2	£422,584	4.28	£0	0	£0	
Central search Security queues <= 5 min	95%	£903,626	96.77%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.44%				
Arrivals Reclaim	99%	£469,773	99.97%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£469,773	99.18%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£469,773	99.66%	£0	0	£0	
Stands	99%	£364,127	99.34%	£0	0	£0	
Jetties	99%	£364,127	99.73%	£0	0	£0	
Pier Service	87%	£469,773	95.94%	£0	0	£0	
Fixed Electrical Ground Power	99%	£258,481	100.00%	£0	0	£0	
Inter Terminal Shuttle: 1 car	99%	£364,127	99.94%	£0	0	£0	
Inter Terminal Shuttle: 2 cars	97%		98.54%				
Transfer Search <= 10 min	95%	£469,773	98.99%	£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	99.85%	£0	0	£0	
Control Posts Search <= 15 min	95%	£364,127	98.19%	£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 **May-11**
 Month no. **2**
 Months remaining **10**

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	3.93	£0	0	£0	
Cleanliness	4.0	£559,910	3.95	£0	1	£93,318	
Wayfinding	4.1	£559,910	4.05	£0	0	£0	
Flight Information	4.2	£559,910	4.28	£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%		99.60%				
Arrivals Reclaim	99%	£622,434	99.89%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£699,888	99.78%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£622,434	99.57%	£0	0	£0	
Stands	99%	£544,046	99.51%	£0	0	£0	
Jetties	99%	£544,046	99.69%	£0	0	£0	
Pier Service	94%	£699,888	97.30%	£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	100.00%	£0	0	£0	
Staff Search - Concorde House <= 10 min	95%	£272,023	99.80%	£0	0	£0	
Control Posts Search <= 15 min	95%	£544,046	98.19%	£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	May-11
Month no.	2
Months remaining	10

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%	99.57%	Y	£51,574	2	£114,344	
Arrivals Reclaim	99% - 100%	99.89%	Y	£81,299	2	£158,624	
Departure Lounge Seating	3.8 - 4.5	3.93	Y	£15,205	2	£29,241	
Way Finding	4.1 - 4.5	4.05	n	£0	0	£0	
Cleanliness	4.0 - 4.5	3.95	n	£0	0	£0	
Flight Info	4.2 - 4.5	4.28	Y	£21,833	2	£40,937	
Total Bonus				£169,911		£343,147	

* Lowest performing terminal