

**North Terminal**

Month **Oct-11**  
 Month no. **7**  
 Months remaining **5**

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	4.17	£0	0	£0	
Cleanliness	4.0	£422,584	4.04	£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	96.81%	£0	0	£0	
Central search Security queues <= 15 min	98%		99.88%				
Arrivals Reclaim	99%	£469,773	99.89%	£0	0	£0	
Passenger Sensitive Equipment (Priority)	99%	£469,773	99.48%	£0	0	£0	
Passenger Sensitive Equipment (General)	99%	£469,773	99.63%	£0	0	£0	
Stands	99%	£364,127	99.96%	£0	0	£0	
Jetties	99%	£364,127	99.83%	£0	0	£0	
Pier Service	87%	£469,773	96.04%	£0	0	£0	
Fixed Electrical Ground Power	99%	£258,481	99.99%	£0	0	£0	
Inter Terminal Shuttle: 1 car	99%	£364,127	99.92%	£0	2	£121,376	
Inter Terminal Shuttle: 2 cars	97%		98.04%				
Transfer Search <= 10 min	95%	£469,773	98.39%	£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	100.00%	£0	0	£0	
Control Posts Search <= 15 min	95%	£364,127	99.90%	£0	0	£0	
<b>Aerodrome Congestion Term</b>	<b>0</b>	£1,173,845	<b>0</b>	£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 **Oct-11**  
 Month no. **7**  
 Months remaining **5**

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	
<b>Deps Lounge Seat Availability</b>	<b>3.8</b>	£559,910	<b>4.02</b>	£0	0	£0	
<b>Cleanliness</b>	<b>4.0</b>	£559,910	<b>4.00</b>	£0	1	£93,318	
<b>Wayfinding</b>	<b>4.1</b>	£559,910	<b>4.07</b>	£0	0	£0	
<b>Flight Information</b>	<b>4.2</b>	£559,910	<b>4.24</b>	£0	0	£0	
<b>Central search Security queues &lt;= 5 min</b>	<b>95%</b>	£1,197,275	<b>97.14%</b>	£0	0	£0	
<b>Central search Security queues &lt;= 15 min</b>	<b>98%</b>		<b>99.88%</b>				
<b>Arrivals Reclaim</b>	<b>99%</b>	£622,434	<b>99.91%</b>	£0	0	£0	
<b>Passenger Sensitive Equipment (Priority)</b>	<b>99%</b>	£699,888	<b>99.56%</b>	£0	0	£0	
<b>Passenger Sensitive Equipment (General)</b>	<b>99%</b>	£622,434	<b>99.51%</b>	£0	0	£0	
<b>Stands</b>	<b>99%</b>	£544,046	<b>99.78%</b>	£0	0	£0	
<b>Jetties</b>	<b>99%</b>	£544,046	<b>99.69%</b>	£0	0	£0	
<b>Pier Service</b>	<b>94%</b>	£699,888	<b>98.24%</b>	£0	0	£0	
<b>Fixed Electrical Ground Power</b>	<b>99%</b>	£389,138	<b>99.99%</b>	£0	0	£0	
<b>Transfer Search &lt;= 10 min</b>	<b>95%</b>	£699,888	<b>100.00%</b>	£0	0	£0	
<b>Staff Search - Terminals &lt;= 5 min</b>	<b>95%</b>	£272,023	<b>100.00%</b>	£0	0	£0	
<b>Staff Search - Concorde House &lt;= 10 min</b>	<b>95%</b>	£272,023	<b>99.90%</b>	£0	0	£0	
<b>Control Posts Search &lt;= 15 min</b>	<b>95%</b>	£544,046	<b>99.90%</b>	£0	0	£0	
<b>Aerodrome Congestion Term</b>	<b>0</b>	£1,555,306	<b>0</b>	£0	0	£0	
		<b>£10,902,076</b>		<b>£0</b>		<b>£93,318</b>	

- 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	Oct-11
Month no.	7
Months remaining	5

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>99.51%</b>	<b>Y</b>	£46,162	7	£381,532	
<b>Arrivals Reclaim</b>	<b>99% - 100%</b>	<b>99.89%</b>	<b>Y</b>	£80,969	7	£540,904	
<b>Departure Lounge Seating</b>	<b>3.8 - 4.5</b>	<b>4.02</b>	<b>Y</b>	£25,732	7	£135,678	
<b>Way Finding</b>	<b>4.1 - 4.5</b>	<b>4.07</b>	<b>n</b>	£0	0	£0	
<b>Cleanliness</b>	<b>4.0 - 4.5</b>	<b>4.00</b>	<b>n</b>	£0	0	£0	
<b>Flight Info</b>	<b>4.2 - 4.5</b>	<b>4.24</b>	<b>Y</b>	£10,917	7	£114,624	
<b>Total Bonus</b>				£163,780		£1,172,738	

\* Lowest performing terminal