

Core Service Standards (Rebates)

Gatwick Airport Service Standards Handbook

November 2013

[Based on current practice and procedure and in agreement with the Gatwick AOC/ACC]

Change Log

Version	Date	Amended by	Changes
1.0	13/11/13	Jennifer Newman	Revised SQR Scheme Summary document to include all of the Core Service Standards proposed to take effect from 1 April 2014

Contents

Introduction	Page 3
Passenger Satisfaction Measures Quality of Service Monitor (QSM)	Page 3 – 4 Page 3 – 4
Security Central Search Flight Connections Staff Search External Control Posts	Page 5 – 9 Page 5 – 6 Page 6 – 7 Page 7 – 8 Page 8 – 9
Passenger & Airline Operational Measures Asset Availability ¹ Outbound Baggage (OBP) Inter-Terminal Shuttle System Stand Availability Pier Service	Page 9 – 16 Page 9 – 11 Page 11 Page 12 – 13 Page 13 – 14 Page 14 – 15
Allowable Exclusions	Page 16 – 18
Aerodrome Congestion Term	Page 18 – 21

Appendices

Appendix I	Terms of Reference for North Terminal Manual Security Measurement, including the unhindered walk times
Appendix II	Rule set for ST automated security measurement, including unhindered walk times
Appendix III	List of General & Priority Assets & Relevant layout plans (as at September 2013)
Appendix IV	Outbound Baggage Measure
Appendix V	Shuttle standard operating protocols

¹ Includes Jetties; Fixed Electrical Ground Power; Passenger Sensitive Equipment (General and Priority) and Arrivals baggage reclaim belts.

Introduction

Gatwick Airport Limited's Conditions of Use set down the rebate level, (which GAL will pay to the airlines if the metric is not met, as per Schedule 3 of the Conditions of Use), for each of the metrics included within the core service standards. This handbook takes each of the core service standards in turn, detailing the standard, the metric; the applicable core hours and any specific exclusions (where relevant), and an explanatory note about how that standard is measured / calculated.

This handbook also details the limited circumstances in which exclusions to the standards might be applied.

The terms within this handbook can be amended from time to time as agreed between GAL and the nominated AOC/ACC representatives². Agreements will be noted on the change log and the handbook updated accordingly. The handbook will be published on the Airline Consultation website and annexed to Gatwick Airport's Conditions of Use.

The core service standards cover service quality performance, specifically the availability of the following equipment:

- Passenger operational measures: - Passenger Sensitive Equipment (PSE) for general and priority categories, such as lifts, escalators and passenger conveyors; Inter Terminal Shuttle and arrivals baggage reclaim belts
- Airline operational measures: - Outbound baggage; Stands; Jetties; Pier Service and Fixed electrical ground power

The core service standards also include:

- Security queuing times
- Passenger satisfaction measures: - Passenger perception of departure lounge seat availability, the quality of flight information, way finding and the cleanliness of terminal buildings
- Aerodrome congestion term

Passenger Satisfaction Measures

Quality of Service Monitor Scores (QSM)

(Departure Lounge Seating, Cleanliness, Way finding, Flight Information)

Metric

Performance is calculated based on responses to a customer service survey conducted amongst departing, arriving and transfer passengers. It is reported monthly based upon a

² The current nominated representatives are Jamie Hobbs (BA); Sarah Mumar (Virgin) and Jo Rettie (ACC representative)

moving annual total of 12 monthly QSM scores and is weighted by passenger numbers for country of destination / origin and hour of day. Performance is measured against the following targets:

Departure Lounge Seating	3.8
Cleanliness	4.0
Way finding	4.1
Flight Information	4.2

With (1) extremely poor, (2) poor, (3) average, (4) good, (5) excellent

Notes

The Quality of Service Monitor [QSM] is a continuous customer service monitor conducted monthly amongst departing and arriving passengers. At Gatwick approximately 19,000 passengers per annum are sampled – 1000 departing and 600 arriving passengers per month.

Face to face interviews are conducted with passengers using hand-held PDA's with outbound and inbound passengers. Outbound interviews are at the departure gates, inbound at the arrivals concourse. To be eligible for interview, passengers must be aged 18 or over.

During each monthly fieldwork period interviews will be conducted on a selection of mornings/afternoons and weekdays/weekends. A typical morning shift runs from 0700-1400 hours and an afternoon shift runs from 1400-2100 hours. This does vary according to winter and summer flight schedules.

Quotas are set [using GDW] by country of destination/origin for the departures survey. In some cases, sub quotas are set for specific airports. At the analysis stage (at the end of each month) the data is weighted by country of destination/origin using reported passenger traffic to ensure it reflects the profile of the population of airport users. Weighting is applied by country of origin/destination and hour of day.

Passengers are asked to rate a range of services/facilities according to their perceived experience. A rating is obtained using a 1-5 rating scale where 1=Extremely Poor, 2=Poor, 3=Average, 4=Good and 5=Excellent. Passengers are also given the option to rate '9' if 'not applicable' or feel unable to give a rating.

Calculation

The four QSM measurements (Departure Lounge Seating, Cleanliness, Way finding, Flight Information) are generated by an additional programme which applies a weight by usage [where applicable] where a single score needs to be derived from multiple scores e.g. Cleanliness. A final weight is applied for total monthly passengers by terminal to reflect seasonal changes in passenger volumes.

Security

Central Passenger Search Security Queuing

Metric

Queue Time less than 5mins for 95% of core hours

Queue Time less than 15mins for 98% of core hours

Day when single time slice is greater than 30 minutes (single event per day triggers rebate)

Core Hours

The core hours are 02:30-22:30

Queue Times are measured every 15mins, therefore there are 80 segments per day within the core hours.

Notes

A segment that exceeds 5mins is regarded as a hit against that standard; a segment that exceeds 15mins is regarded as a hit against both standards.

The central security queue time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

The relevant measured delay for North Terminal (which is manually measured) is calculated as:

A - B + C where:

A is the elapsed time between a relevant passenger passing a defined portal and the passenger reaching the security roller bed;

B is an allowance for the free flow transit time from the point when the passenger reaches the portal to the point where they reach the security roller bed (avoiding any uni-queue or maze system but including an allowance for any intermediate processes conducted between the portal and the roller-bed);

C is any additional time that the relevant passenger spends in the queue for central search before reaching the defined portal.

A copy of the terms of reference for the North Terminal measurement is attached at Appendix I, together with the agreed unhindered walk times to each security lane.

The relevant measured delay for South Terminal (automated measurement) is calculated as:

A-B where:

A is the elapsed time between a relevant passenger being digitally captured as they process through the boarding card gate and the passenger being digitally captured and reconciled when reaching the security roller bed;

B is an allowance for the free flow transit time from the point when the passenger is digitally captured at the boarding card gate to the point where they are digitally

captured (and the images are reconciled) at the security roller bed. (Avoiding any uni-queue or maze system);

A copy of the 'rule set' for the automated measurement in South Terminal is attached at Appendix II, together with the agreed unhindered walk times to each security lane.

Calculation

Performance Achieved = (Total segments – Total hits) / Total segments *100

Where total segments = segments in day * number of days in month

Example Calculation

May

Number of 5min hits = 70

Performance Achieved = (Total segments – Total hits) / Total segments *100
(against 5min target)

$$\begin{aligned}
 &= ((80 * 31) - 70) / (80 * 31) * 100 \\
 &= (2480 - 70) / 2480 * 100 \\
 &= 2410 / 2480 * 100 \\
 &= 0.9718 * 100 \qquad \qquad \qquad (4 \text{ decimal places}) \\
 &= 97.18\%
 \end{aligned}$$

Flight Connections Security Queuing

Metric

Queue Time less than 10mins for 95% of core hours

Core Hours

North Terminal

The core hours are 07:00-15:00

South Terminal

The core hours are 07:30-15:30

Queue Times are measured every 15mins, therefore there are 32 segments per day within the core hours.

Notes

A segment that exceeds 10mins is regarded as a hit against the standard. The measurement of the queue is recorded via a manual system.

Calculation

Performance Achieved = (Total segments – Total hits) / Total segments *100

Where total segments = segments in day * number of days in month

Example Calculation

May

Number of 10min hits = 30

Performance Achieved = (Total segments – Total hits) / Total segments *100

$$\begin{aligned}
 &= ((32 * 31) - 30) / (32 * 31) * 100 \\
 &= (992 - 30) / 992 * 100 \\
 &= 962 / 992 * 100 \\
 &= 0.9698 * 100 \qquad \qquad \qquad (4 \text{ decimal places}) \\
 &= 96.98\%
 \end{aligned}$$

Staff Search Security Queuing

Metric

Terminal Staff Search

Queue Time less than 5mins for 95% of core hours

North Terminal Staff performance calculated as average performance of both search areas.

Jubilee House/Atlantic House

Queue Time less than 5mins for 95% of core hours

Core Hours

Staff Search Area	'Summer' Hours April to September	'Winter' Hours October to March
North Terminal Staff Departures	05:30 – 13:30	05:30 – 13:30
North Terminal Staff Arrivals	05:00 – 13:00	05:00 – 13:00
North Terminal Jubilee House	04:30 - 20:30	06:30 – 14:30
South Terminal Staff	04:00 – 20:00	04:30 – 12:30
South Terminal Atlantic House	04:30 – 20:30	05:00 – 13:00

Queue Times are measured every 15mins, therefore, there is the following number of segments per day within the core hours:

North Terminal

Terminal Staff - 32 per search area.

Jubilee House - Summer 64, Winter 32

South Terminal

Terminal Staff - Summer 64, Winter 32

Atlantic House - Summer 64, Winter 32

Notes

A segment that exceeds 5mins is regarded as a hit against the standards. The measurement of the queue is recorded via a manual system.

Calculation

Performance Achieved = (Total segments – Total hits) / Total segments *100

Where total segments = segments in day * number of days in month

Example Calculation

May South Terminal

Number of 5min hits = 30

Performance Achieved = (Total segments – Total hits) / Total segments *100
(against 5min target)

$$\begin{aligned}
 &= ((32 * 31) - 30) / (32 * 31) * 100 \\
 &= (992 - 30) / 992 * 100 \\
 &= 962 / 992 * 100 \\
 &= 0.9698 * 100 \qquad \text{(4 decimal places)} \\
 &= 96.98\%
 \end{aligned}$$

External Control Posts – Tower Gate/North Gate³ Security Queuing

Target

Queue Time less than 15mins for 95% of core hours

Performance averaged between Tower and North Gate.

Core Hours

The core hours are 05:00-13:00

Queue Times are measured every 15mins, therefore there are 32 segments per day within the core hours. The current measurement system is manual.

³ On completion of the Consolidated Security Gate Project (2014) the standard will relate to the new consolidated security gate.

Notes

A segment that exceeds 15mins is regarded as a hit against the standard.

Standard specific exclusion

- Any segment during which detainee(s) pass through and for following two segments.

Calculation

Performance Achieved = (Total segments – Total hits) / Total segments *100

Where total segments = segments in day * number of days in month * number of control posts

Example Calculation

May

Number of 15min hits = 24

Performance Achieved = (Total segments – Total hits) / Total segments *100

$$\begin{aligned}
 &= ((32 * 31 * 2) - 24) / (32 * 31 * 2) * 100 \\
 &= (1984 - 24) / 1984 * 100 \\
 &= 1960 / 1984 * 100 \\
 &= 0.9879 * 100 \qquad \qquad \qquad (4 \text{ decimal places}) \\
 &= 98.79 \%
 \end{aligned}$$

Passenger & Airline Operational Measures

Asset Availability

Jetties, Fixed Electrical Ground Power (FEGP), Passenger Sensitive Equipment (PSE), both general and priority categories and Arrivals Reclaims belts

Metric

99% Availability during Core Hours

Core Hours for Jetties, FEGP, PSE, Arrivals reclaims for each terminal as follows:

North Terminal

Element	'Summer' Hours May to October	'Winter' Hours November to April
Jetties	00:00 – 11:00 19:00 – 00:00	00:00 – 11:00 19:00 – 00:00
Fixed Electrical Ground Power	00:00 – 11:00 19:00 – 00:00	00:00 – 11:00 19:00 – 00:00
Passenger Sensitive Equipment (Lifts, Escalators,	04:00 - 22:00	05:00 – 21:00

Conveyors)**		
Arrivals Reclaims	04:00 - 22:00	05:00 – 21:00

** Refer to attached list of General / Priority assets and relevant layout plans as at September 2013 (**Appendix III**).

South Terminal

Element	'Summer' Hours May to October	'Winter' Hours November to April
Jetties	00:00 – 11:00 19:00 – 00:00	00:00 – 11:00 19:00 – 00:00
Fixed Electrical Ground Power	00:00 – 11:00 19:00 – 00:00	00:00 – 11:00 19:00 – 00:00
Passenger Sensitive Equipment (Lifts, Escalators, Conveyors)**	04:00 - 22:00	05:00 – 22:00
Arrivals Reclaims	04:00 - 22:00	05:00 – 22:00

Notes

- Work orders (WO) are created against the assets. These are inputted into the Asset Management System – Maximo. Once a Corrective Maintenance (CM) work order has been created it will have to fall under a certain set of criteria for it to be included within the service (Q-factor) report. The “Type” flag must contain CM. For a WO to be picked up by the service (Q Factor) queries it is essential that the WO is closed
- Planned Maintenance work orders must include the following work types: Statutory Inspection (SI), Statutory Maintenance (SM) and Planned Maintenance (PM). They need to be completed or closed within Maximo. The “Downtime Required” flag must be also be marked as ‘Yes’
- The Core Service Standards report is based on 6 file extracts generated within Maximo. The extracts will contain work orders relevant to that element. These work orders could be Corrective Maintenance (CM), Statutory Inspection (SI), Statutory Maintenance (SM) or Planned Maintenance (PM).
- Manual calculations are performed to include any project over-runs or works that are still ongoing at the end of the month.

Calculation

Downtime for CM work orders is calculated as the time (within core hours) between “Reported Date and Time” and “Last Technician Date and Time”. PM work orders are

calculated using “First Technician Time” to “Last Technician Time”. Using these Extracts we will create two reports, one for North Terminal and another for South Terminal

Availability of Asset Group = (Total core hours – Total downtime) / Total core hours *100

Where total core hours = core hours in day * number of days in month * number of assets

Example Calculation

North Passenger Lift

Out of Service, Reported Date and Time 12th May, 06:00

Returned to Service, Last Technician Time 15th May, 15:00

Core Hours 04:00 -22:00

12 th May	06:00 – 22:00	16hrs
13 th May	04:00 – 22:00	18hrs
14 th May	04:00 – 22:00	18hrs
15 th May	04:00 – 15:00	11hrs

Total time out of service 63hrs

Availability of NT General Group = (Total core hours – Total Downtime) / Total core hours *100

$$\begin{aligned}
 &= ((18 * 31 * 126) - 63) / (18 * 31 * 126) * 100 \\
 &= (70308 - 63) / 70308 * 100 \\
 &= 70245 / 70308 * 100 \\
 &= 0.9991 * 100 \quad \text{(4 decimal places)} \\
 &= 99.91\%
 \end{aligned}$$

Outbound Baggage (OBP)

This standard covers the departure baggage process. NB continued discussion with ACC/AOC regarding daily ‘event based’ measure – to be finalised.

Metric

99% of Bags inputted at check-in at -40mins or greater before STD (scheduled time of departure) will have first attempt to tip at or before -25mins STD during Core Hours

Core Hours

The core hours are 0330 to 2300

Notes

The full explanation for the methodology of this standard is provided on the attachment at Appendix IV. It has been agreed with the AOC that this standard will be reviewed in November 2014, in particular to assess whether the chute full figure is the correct one.

Inter-Terminal Shuttle System

This standard is in respect of the performance of the Terminal Shuttle

Metric

99% of the time 1 car is available

97% of the time 2 cars are available

Core Hours

Thursday to Tuesday the core hours are: 2 Shuttles between 06:00 - 08:00 and 15:00 - 21:00 on Wednesdays, the core hours are between 06: 00 - 08: 00 and 16: 00 - 21: 00.

The Shuttle Core hours were revised in 2012 in joint agreement with the airlines to enable a flexible operation of the Gatwick Inter-Terminal Shuttle (ITS) system, in line with passenger traffic, thus improving passenger experience and reducing crowds on the ITS platforms. The number of SQR Exclusion hours per week remains the same as it currently, i.e. up to but not exceeding 86 hours of maintenance per week.

The flexible operation will ensure that there are two (2) trains available to passengers during the busy periods. The busy periods will be determined by Gatwick Control Centre (GCC) on a daily basis and the GAL operations team, based on daily traffic forecasts.

Notes

The standard operating protocol for the ITSS is provided on the attachment at Appendix V, below is the main points.

- If both trains are out of service from 0100-0200 it will only count against target 2, but if both trains are out of service from 0700-0800 it will count against target 1 & 2.
- The shuttle generally runs as a 3 car train, sometimes it is run as a 1 or 2 car train, as far as the service standard is concerned if at least 1 car is available, the shuttle is in service.

There is no longer an automatic “dead-band” month. Instead a two (2) week maintenance period will take place generally in March and November each year wherein only 1 shuttle is in operation at all times with a coaching contingency on standby should that 1 shuttle fail. This will be discussed with the nominated AOC members and 6 weeks’ notice provided. The two (2) week period will comprise of major maintenance that either cannot be completed within the night maintenance window or will significantly increase shuttle availability and reliability before the next fortnightly extended maintenance period on both the east and west guide ways.

Revised Maintenance Slots

- Day time maintenance slot: Flexibility to have a maximum of three (3) hours maintenance every day, anytime between 08:00 - 15:00 in line with traffic forecasts. The three (3) hours maintenance does not need to be carried out in one stretch.

- Wednesday Track Maintenance: Track maintenance will not exceed four (4) hours in duration on Wednesdays.
- Evening maintenance slot as from 21:00 – 06:00 with only one (1) shuttle in operation.

If a period of longer maintenance is required it will be requested through the SQR Exclusions notifications process and a minimum of 6 weeks' notice will be given as far as practically possible.

Calculation

Target 1 is calculated as follows:

Core Hours in month = Number of days in month * Core Hours in day * Number of trains

Time trains available = Core Hours in month – (Downtime train 1 + Downtime train 2)

Percentage availability = Time trains available / Core Hours in month * 100

Target 2 is calculated as follows:

Hours in month = Number of days in month * 24 hours in the day

Time both trains available = Hours in month – Double outage time

Percentage availability = Time both trains available / Hours in month * 100

Example Calculation

Double outage

Out of Service 15th May, 07:00

Returned to Service 15th May, 09:00

Total time out of service 2hrs

$$\begin{aligned}
 \text{Availability against target 2} &= (\text{Hours in month} - \text{Double outage time}) / \text{Hours in month} * 100 \\
 &= ((24 * 31) - 2) / (24 * 31) * 100 \\
 &= (744 - 2) / 744 * 100 \\
 &= 742 / 744 * 100 \\
 &= 0.9973 * 100 && \text{(4 decimal places)} \\
 &= 99.73\%
 \end{aligned}$$

Stand Availability

Metric

99% Availability during Core Hours

Core Hours

Stand availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

Notes

- Stand closures may be planned (e.g. maintenance or long term projects) or unplanned (e.g. spillages or surface defects)

- The Stand Availability Report is updated on a real-time basis by the Stand Allocation team. They enter all information pertaining to airfield works affecting the use of jetties, stands, taxiways, etc... Additional columns give the ability to differentiate between the closure of stands in IDAHO for safeguarding purposes, and a closure due to asset unavailability. For example, whenever jetties maintenance is carried out, a stand might be closed in IDAHO to ensure no aircraft is allocated upon it. This will enable the engineers to manoeuvre the loading bridge freely onto the stand. In this instance however, the stand is theoretically still available as if required, an aircraft could be parked upon it.

Calculation

Availability of Stands = (Total core hours – Total downtime) / Total core hours *100

Where total core hours = core hours in day * number of days in month * number of assets

Example Calculation

Stand 32L

Out of Service, Reported Date and Time 12th May, 09:01

Returned to Service, Last Technician Time 12th May, 21:16

Core Hours 00:00-11:00 and 19:00-00:00

12th May 09:01 – 11:00 1hr 59mins

12th May 19:00 – 21:16 2hrs 16mins

Total time out of service 4hrs 15mins

Availability of ST Stands = (Total core hours – Total Downtime) / Total core hours *100
 = ((16 * 31 * 55) – 4.25) / (16 * 31 * 55) * 100
 = (27280 – 4.25) / 27280 * 100
 = 27275.75 / 27280 *100
 = 0.9998 * 100 (4 decimal places)
 = 99.98%

Pier Service

Pier Service is a calculation by terminal of the number of passenger using pier service stands compared to those using remote stands. The performance is based on the total number of passenger movements (arrivals and departures). If a passenger is able to walk into the pier, then the stand is classed as a pier served stand.

Metric

Monthly Pier Service Level (PSL) figure is the moving average % of passengers' pier served for a rolling 12 month period. **Ongoing debate with ACC/AOC for pier service level and towing assumptions – this is still to be finalised.**

	North Terminal	South Terminal
April 2014 – March 2021	tba	tba

Exclusions specific to the Pier Service level standard

Exclusions from the service standard are:

1. passengers coached from remote stand when the aircraft is allocated a remote stand because a tow-off or tow-back is refused due to lack of resources (RES)
2. passengers coached from remote stand when the aircraft is allocated a remote stand because engineers are not available to ride the brakes (BRAKE)
3. passengers coached from remote stand when the aircraft is allocated a remote stand for technical / maintenance purposes or equipment failure (MAINT / FAIL)
4. passengers coached from remote stand when the aircraft is allocated a remote washing stand (WASH REQ)
5. passengers coached from remote stand when the aircraft is allocated a remote stand as requested by the handling agent (REM REQ)
6. passengers coached from remote stand when the tow-off or tow-back opportunity is created as a result of an aircraft change after the aircraft is on the ground (A/C CHANGE)
7. passengers coached from remote stand when a tow-off or tow-back enabled by another handling agent would have resulted in pier-service (PIER)
8. as per ad-hoc agreement through the AOC review process (Other)
9. when an airline is operating flights arriving in one terminal and departing from another or when the type of traffic is not suitable for the stand (DOM / CTA / INT). (FLEET OPTIMISATION / SPLIT OPERATIONS)
10. Major infrastructure works impacting pier service will result in a reduction to the default standard being agreed. (Nb this principle agreed, debate around whether document reductions now at outset of period or agree at certain points throughout the period)

Calculation

Performance Achieved = Total passengers pier served / Total passengers

Where both totals are based on the last 12 months.

Example Calculation

Last 12 Months	NT	ST
Pier Served	12,000,000	15,500,000
Remote Stand	700,000	500,000
Total	12,700,000	16,000,000

South Terminal

Performance Achieved = Total passengers pier served / Total passengers

$$= 15,500,000 / 16,000,000$$

$$= 0.9688 * 100 \quad (4 \text{ decimal places})$$

$$= 96.88\%$$

Allowable Exclusions

The following sets out the limited circumstances when time will not be required to be counted towards the time when equipment is unavailable or when other standards are not met:

1. specific stands, jetties and FEGP to accommodate annual and five yearly statutory inspections, where this work is done in consultation with the AOC, and the period specified in advance*, the exclusion not to be more than two days over any year (measured from 1 April –31 March) for any particular relevant asset. If works extend beyond any notified period, then any additional downtime would count against the serviceability standard;

**As per existing local agreement between GAL / AOC, a minimum of 6 weeks notification period will need to be provided to the airlines.*

2. specific passenger sensitive equipment or arrivals reclaim baggage carousels to accommodate planned maintenance, where the work is done in consultation with the AOC, the period is specified in advance, the work falls in a **dead-band month** as defined below, and the exclusion is not more than 30 days over any year (measured from 1 April –31 March) for any particular relevant asset. If works extend beyond a notified period, then any additional downtime would count against the serviceability standard. (If a specific asset is measured against both the general PSE standard and the priority PSE standard this exclusion applies to both);

At the beginning of each year, a dead band month can be nominated for each asset grouping. Dead band months are not accepted during peak periods. During a nominated dead band month failure to reach availability targets will not incur a rebate.

A relevant **dead-band month** is:

- i. November,
 - ii. January,
 - iii. February, or
 - iv. March (where Easter Sunday falls on or after 7 April) or;
 - v. a month agreed to in writing for the relevant asset or element and terminal by GAL and the AOC.
3. security queues for two hours following evacuations. The two hours begins as soon as the evacuation is stood down.
 4. closure of passenger-sensitive equipment (lifts, escalators, moving walkways) in areas immediately adjacent to security queues where it is considered by the relevant managers that their continued use is likely to lead to unacceptable health and safety risks due to increased congestion;

5. stands taken out of service to accommodate high security flights;
6. closure of stands to ensure passenger safety during evacuation, emergency or safety incidents and relevant passenger sensitive equipment subject to the AOC agreeing after the event that such passenger service equipment was in the immediate vicinity of the stands or the incident;
7. downtime where equipment is automatically shut down by fire alarm activation and the fire alarm activation is not due to a system fault with the fire alarm;
8. passenger sensitive equipment where downtime is due to the activation of an emergency stop button or break glass, limited to equipment where there is back indication of serviceability and limited to 10 minutes for each occurrence in the case of false alarms;
9. downtime to accommodate fire risk assessed deep cleans where an assessment of the equipment's condition has shown that a deep clean is needed to ensure a safe operation can be maintained and to reduce the risk of fire;
10. equipment downtime due to damage of, or misuse to, baggage carousels, jetties, stand equipment (e.g. lighting) or fixed electrical ground power units likely to have been caused by airlines or their agents or to passenger sensitive equipment where an airline or airline agent has accepted responsibility or where the AOC agrees with the airport in writing that the likelihood is that the damage has been caused by an airline or its agent;
11. downtime where a fault has been reported by airlines or their agents, but, when the engineers attend the site, no fault is found and the equipment is working;
12. equipment or stands taken out of service whilst a major investment project is undertaken in the vicinity where this is done in consultation with users and the timing of work has been determined after consultation with the terminal's AOC, and the period specified in advance. If work extends beyond this period, then the additional downtime will count against the serviceability target; and
13. equipment or stands taken out of service for replacement or major refurbishment work, i.e. 're-lifing' work when the timing of work has been determined after consultation with the terminal's AOC, and the period specified in advance. If work extends beyond this period, then the additional downtime will count against the serviceability target.
14. Security process and equipment trials that are carried out for a predetermined period that has been agreed by GAL and the AOC are excluded for the period of the trial.
15. Major operational disruption events which have a major impact on security staff resource, passenger volumes or off schedule activity. The applicability and duration

of the exclusion in respect of these events would be limited to what is agreed with the AOC where such agreement can be retrospective.

16. The security lanes operated under the banner assistance lanes are excluded from the service standards.

Aerodrome Congestion Term

Metric

GAL will pay rebates to airlines when 'material events' occur which are the responsibility of the airport or its agents and which cause a 'material operational impact' in terms of the number of movements lost or deferred.

A rebate will be payable in respect of arrivals or departures where:-

- A 'Material Event' has occurred caused primarily by a failure on the part of GAL or NSL (the NATS tower service) or their agents/contractors, where agents exclude handling agents.
- This has generated a 'Material Operational Impact'

Notes

Material Events

A 'Material Event' is one or a combination of the following:-

- radar or other critical ATC equipment or systems failure
- tower staff shortages
- tower industrial action
- industrial action by GAL operational staff
- closure of runways
- closure of RETs, RATs and other runway exit/access taxiways
- closure of aircraft manoeuvring areas
- runway or taxiway lighting system failures
- failure of other critical equipment e.g. fire tenders
- where bad weather has been forecast and has materialised and the relevant 'bad weather equipment' is not available or has not been deployed

'Relevant bad weather equipment' is defined as:-

- Low viz: Instrument Landing System (ILS), Instrumented Runway Visual Range system (IRVR), Surface Movement Radar (SMR), Microwave Landing System (MLS) and Advanced Surface Movement Guidance and Control System (ASMGCS) as well as operational availability of lighting and signage systems to enable CAT 2/3 operations to continue
- Ice: Airfield (runways, taxiways and manoeuvring area) and aircraft stands anti/de-icing equipment and media (as specified to the AOC) as well as

- operational availability and deployment of trained staff to operate the equipment
- Snow: Runway and taxiway snow clearance equipment (as specified to the AOC) and operational availability and deployment of trained staff to operate the equipment

Material Operational Impact

A 'Material Operational Impact' is defined as follows:-

- Arrivals: A flow rate restriction (ATFM or local) is applied which is less than the declared runway scheduling limit, and the cumulative number of movements is less than the cumulative reference number of movements by at least four movements for any relevant measurement period during the period before the flow rate is removed
- Departures: The cumulative number of actual movements is less than the cumulative reference number of movements by at least four movements for any relevant measurement period during the period before the flow rate is removed

Data Collection and Communication

The airport will need to maintain records, based on a variety of sources, of all the events which could have a potentially material effect on the operation of the airport (the Super-Log) which will need to be available for review by airlines on a weekly basis. This means that not every event needs to be captured and very minor events can be excluded from the Super-Log.

GAL will also need to:-

- Provide a list of the anti/de-icing equipment and media as well as runway and taxiway snow clearance equipment in commission at the airport to the AOC prior to each winter season.
- Report to the relevant parties as soon as practicable after the end of the relevant week the calculations of the maximum number of movements deferred for each material event and the assumptions supporting the expected reference levels of arrivals or departures in each hour during the course of the material event along with any estimate of the proportion of GAL responsibility.

NATS Claw-Back

The ACT is discussed in the August 2005 GAL-NATS Amendment Agreement. This document sets out the following:-

- NATS and GAL have agreed in principle to introduce a service quality rebate scheme relating to NATS performance. As a result NATS will provide rebates to customers in the event of service quality failures which cause delays to airline customers and which are directly attributable to NATS.
- The scheme will be aligned to the ACT and will focus on delays which are attributable to NATS and are caused by NATS staffing levels at each airport at all times of the day as well as by the availability of certain items of equipment at the airports all times of the day.

- The maximum amount at risk for NATS is 1.333% of NATS total Maximum Landing Revenue (taking account of agreed adjustments) for each year to 31st March 2008.

Judgement

There are a number of areas where judgement will be required by GAL staff in order to arrive at proposed levels of rebates for each material event that causes a material operational impact. Where judgement is required the rationale will need to be clear and justifiable as this is the area that will be under most scrutiny in discussion with users. The key areas where judgement will be required are:-

- **Bad weather:** In the event of bad weather judgement will need to be exercised as to whether GAL has responded appropriately to the bad weather event. The alternative approach here will be for each airport to be prescriptive about its procedures and processes in the event of various bad weather scenarios such that there is a benchmark to be judged against. Each airport will need to decide on its approach here in consultation with users.
- **Calculation of reference flow rates:** Judgement is required in order to arrive at reference flow rates based on preceding weeks experience. For example it will be necessary to judge how many preceding weeks data should be used and to ensure that the preceding weeks data is 'clean' i.e. the impact of events is stripped out of the data.
- **Co-incident events:** Where a material event with a material operational impact is masked by or supplemented by a another co-incident non-material event, judgement will be required in order to strip out the effects of that co-incident event
- **Responsibility:** Where there are multiple contributors to an event (e.g. tower staff shortage co-incident with a taxiway failure) then judgement will be required in order to assess the separate degrees of impact and therefore responsibility of these two causes so that any rebates on the part of GAL's agents can be clawed back

Exclusions

Rebates do not apply to circumstances where runway, taxiway and other aircraft manoeuvring areas plus associated airfield lighting are taken out of service to facilitate a major investment project or for replacement or major refurbishment work or works related to the ATC tower, as long as there has been appropriate consultation with the AOC and the period of works has been specified in advance. If work extends beyond the defined work periods then rebates will be payable as long as the work causes material events which result in material operational impacts.

Level of Rebates

The total rebates over a financial year relating to aerodrome congestion are subject to a maximum 1% of airport charges. The levels of rebates increase as the severity of the material events increases as follows:-

Maximum cumulative movements deferred	Gatwick Rebate (£000)
0-3	0.00
4-8	7.00
9-16	20.00
17 or more per day	30.00

Calculation

In order to arrive at rebates for material events it is necessary to calculate the difference between the actual cumulative movements by hour in the measurement period and the reference or expected number of movements per hour over the same measurement period. Note that the measurement period extends across the time taken up with the event itself and the time taken to recover from the event. Therefore, the cumulative flights deferred is the difference between the reference number of movements and the actual number of movements as measured at the end of each hour spanning the whole of the material event.

Where there are co-incident causes of disruption and a material event has been made more severe by contributing causes beyond the control of GAL or its agents then GAL will need to estimate the proportion of the effect which it considers to be solely associated with the material event and to strip out the impact due to the other contributing cause(s).

Example Calculation

This worked example assumes that the calculation of the benchmark base flow (expected) rates has been undertaken and that the impact of material events has been judged and quantified in terms of lost movements against those, and that the proportion of the responsibility for the material events attributed to GAL or its agents has been defined.

Assume that a material event occurred on day 3 affecting the arrivals flow rate only and no material events occurred on any other days in that month.

Hour Commencing	0000	0100	0200	0300	0400	0500	0600	0700	0800	0900
Arrivals Expected Flow Rate Flow	0	0	0	5	5	15	30	40	40	40
Actual Arrivals Flow Rate	0	0	0	5	5	15	27	37	37	40
Deferred Movements in Hour	0	0	0	0	0	0	3	3	3	0
Cumulative Deferred Movements	-	-	-	-	-	-	3	6	9	-

Day 3 rebate (9 cumulative movements lost in a single event) would be **£20k**.

Appendix I – Terms of Reference for NT Manual Queue Measurement & the unhindered walk times

Role of Queue Timer

The third party contracted to conduct queue measurement at North Terminal Central Search Areas must ensure that staff are in place to conduct this measurement to cover the defined measurement window.

Resource

Queue timing staff

Stop Watch

Phone

Radio

Recording Sheet

- The period of queue timing is 0230 – 2230, 7 days a week throughout the year. There is no adjustment between Summer and Winter hours. This is agreed in consultation with the CAA and AOC.
- The third party timer selects the first passenger at the start of every 15 minutes at 00, 15, 30 and 45 minutes past the hour. Total queue time segments for the day are 80 x 15 minute slices.
- The passenger is timed from the defined start point or the back of the queue, whichever is furthest back.
- The current defined start points for commencement of the queue time are:- Central Search 1 - Portal, Premium Lane – Entrance, Central Search 3 – Portal.
- All defined area's that require a queue timing measurement are to be included in the random passenger selection process. (please note the majority of queue timing's recorded should be concentrated on the main passenger area's CSA 1& 3).
- Assistance Lane is exempt from being Queue timed.
- If the selected passenger deviates from their journey (eg returns to check-in, stops to repack a bag) the next closest passenger should be followed to complete the queue time, this should be indicated on the queue measurement form. If there is time in the 15 minute period the process should be started again.
- The queue timer should not indicate which passenger is being timed, do not follow the selected passenger directly.
- The passenger is timed until they put their bag/items on the roller bed.
- It is acceptable for GAL Security staff to assist the passenger through the process by asking them to place their bag on the roller bed
- The queue time is phoned through to GCC, who input the time recorded into OPM.
- The lane on which the queue time was measured along with the queue time is recorded on the data sheet.
- If the queue time exceeds 15 minutes, another passenger is selected by another queue timer to ensure the measurement is continued and completed.

- If no other third party staff available to start another queue time due to the 15 minute time being hit, the queue time is stopped and recorded as 15 minute plus, then start a new queue time in the next 15 minute segment.
- If there is a period of the day when no passengers are presented during a 15 minute time slice this must be recorded as ' No passenger's to time ' on the data sheet.
- Once the queue time has been completed, the queue timer must advise the Security Team Leader of the final queue time. Under no circumstances must the queue timer advise Security of the queue time until the timing is finished.
- The data showing queue times and lane numbers is forwarded to Gatwick business reporting team for filing and audit inspection as required by the CAA and AOC.
- GAL Security will audit the queue times being taken twice a day, once AM and once PM. This information will be kept for a period of 12 months.
- There is no incentive to be included in the Third Party suppliers' contract with regards to reducing queues or assisting in the queue management of the area.

Should a queue timing member of staff be unavailable to conduct queue timing for the defined measurement window, another member of the Third Party Contactor, must be redeployed to conduct this activity. Should no Third Party contractor be available, a GAL Security Team Leader (STL) must be deployed to carry out queue measurement until such time as the Third party contractor can take over the queue timing. This must be clearly recorded on the queue measurement form.

If there are any gaps in queue measurement the GAL Security Duty Manager (SDM) must ensure that retrospective queue timing via CCTV is conducted, and the GAL Business Reporting team are advised.

The estimation for the queue times measured by CCTV should take into account the previously measured time slice to ensure that limitations in CCTV camera views are accounted for; the CCTV viewed must be saved to disk and passed to the Business Reporting team for Audit purposes. The possibility of having to use CCTV retrospectively is considered to be a rare event.

Unhindered Walk Times – North Terminal:

Lane 1	Lane 2	Lane 3	Lane 4	Lane 5	Lane 6
34.6	30.3	24.4	21.5	21.3	24.2
Lane 7	Lane 8	Lane 9	Lane 10	Lane 11	Lane 12
23.9	28.8	31.1	37.7	43.9	45.9
Lane 13	Lane 14	Lane 15	Lane 16	Lane 17	Lane 18
34.2	40.4	22	22	22	23
Lane 19	Lane 20				
23	31.2				

Appendix II – Rule set for automated security queue measurement in South Terminal & the unhindered walk times

The following rules are applied to the Queue Management System (QMS) data in order to get the reported queue time in each 15 minute period.

- A passenger has to be enrolled at the auto boarding gate (last best image)
- The same passenger has to be verified at the roller bed (first best image)
- The above two stages give a measurement which can be used (only reconciled measurements are used to calculate the queue time)
- Once a journey is identified the un-impeded walk time is deducted from the total time (this varies from lane to lanes as per AOC agreement, see below) – if that makes a negative time (because they are a quick walker / runner) then the time reverts to 0.
- All the valid measurements in a 15 minute period are the measurements which become subject to the next part of the process:
 - Due to the tail being so long (outliers) – an Inter Quartile Range of 4 was agreed either side of the median within that period to create the most accurate measurement for each 15 minute period
 - Due to issues of staff being captured by the cameras, it was agreed that if less than 5 images were captured per lane, these measurements would be discounted.
- The single reported measurement for SQR is the first chronological measurement in the “filtered” clean data set.
- The report GAL generates has the reported time for each 15 minute slot. (e.g. the first chronological measurement in the 15 min period from the filtered dataset).
- Blank slots occur, primarily during the early and end parts of the day, but also on occasion during the middle of the day.

The reported time for each 15 minute slot is notified to GAL Security immediately after the 15 minute slot (they also receive notifications every five minutes to show whether the times are building on a red, amber, green notification system). The communicated times every 5 minutes to the team are the current median and the current Interquartile range. This real time information assist the operational management to ensure a quick response to any building queues, therefore maintaining an excellent passenger experience.

Unhindered Walk Times – South Terminal:

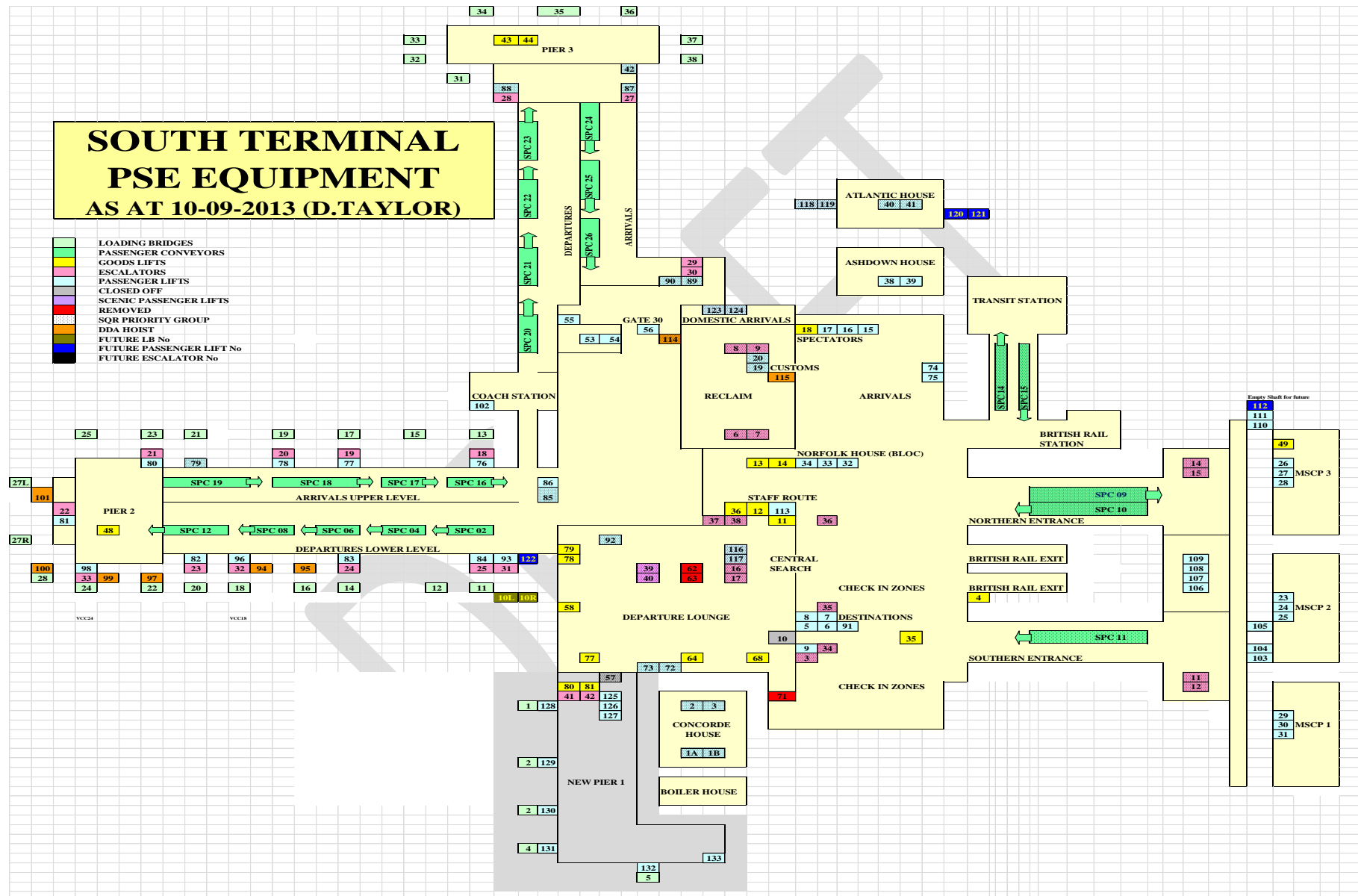
Lane 1	Lane 2	Lane 3	Lane 4	Lane 5	Lane 6
13.1	22.2	8.6	7.7	23.8	21.2
Lane 7	Lane 8	Lane 9	Lane 10	Lane 11	Lane 12
17.1	15.9	12	12	15.1	16.4
Lane 13	Lane 14	Lane 15	Lane 16	Lane 17	Lane 18
20.9	22.8	28.6	31.2	37.1	39.6
Lane 19					
44.5					

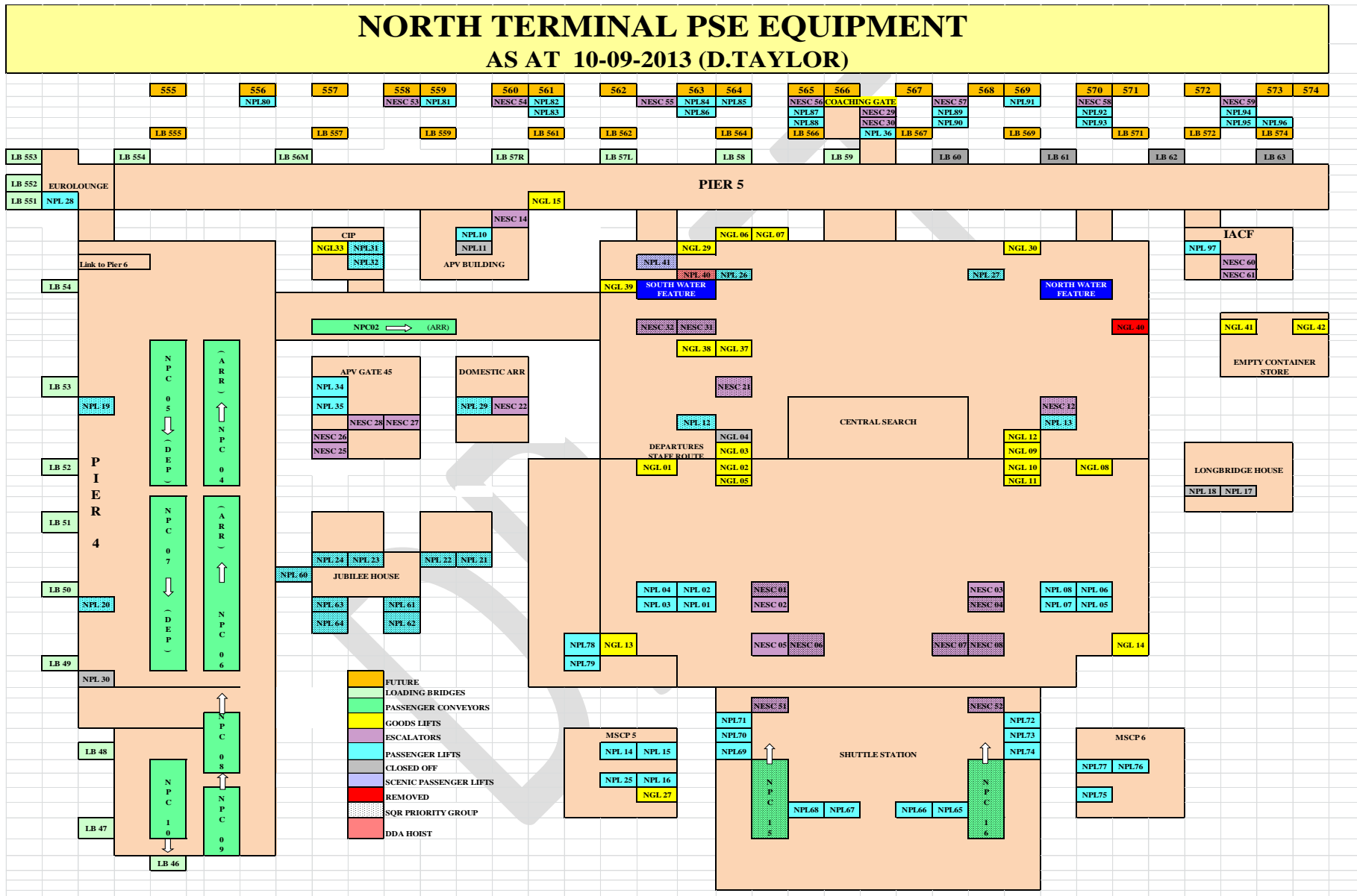
DRAFT

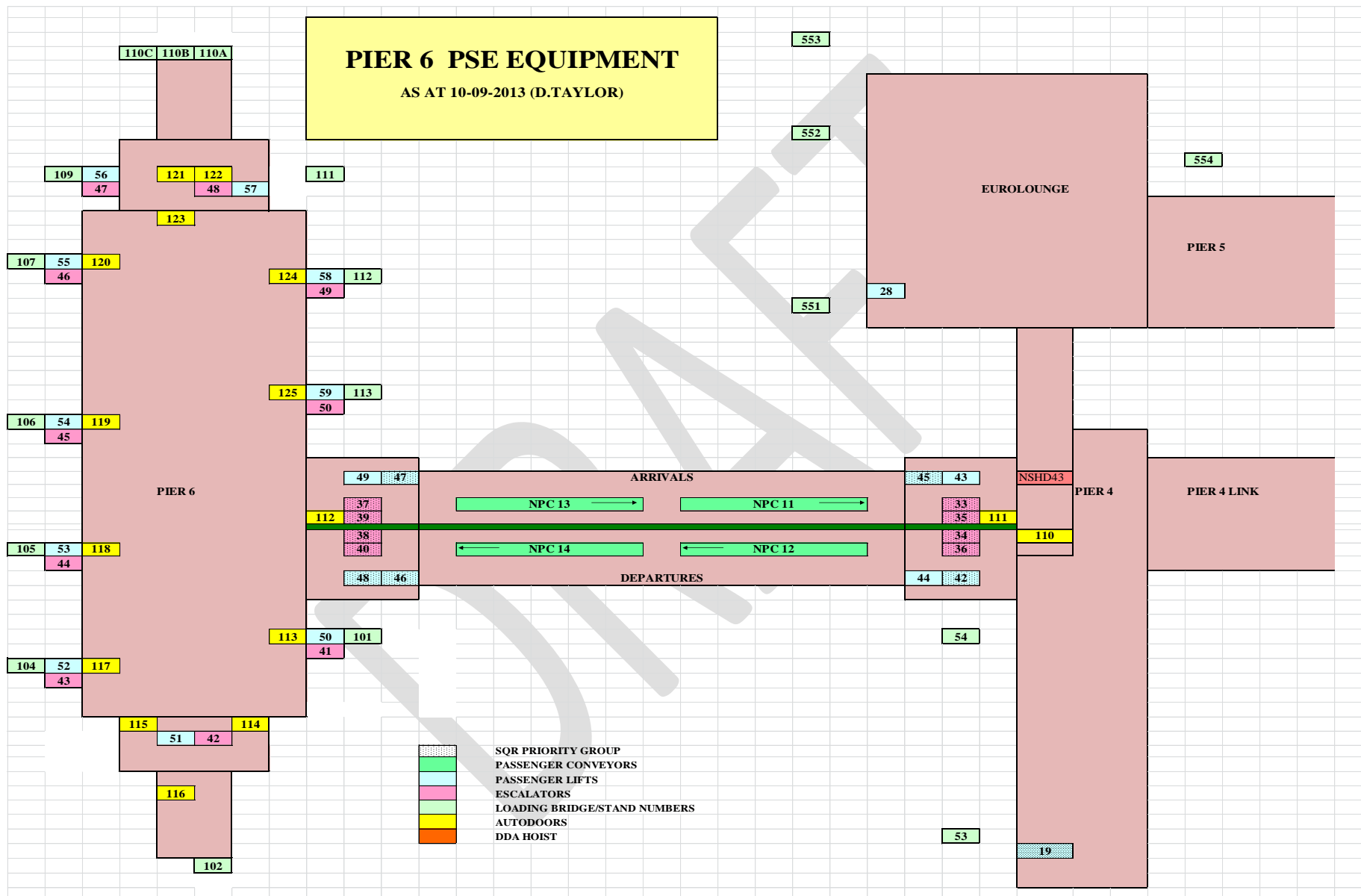
APPENDIX III

- I. PSE Priority & General Group List of equipment for North and South Terminals
- Sept 2013 (also known as LEPC, lifts, escalators and passenger conveyors)
- II. ST Layout plan - PSE 07-05-2013
- III. NT Layout plan - PSE 01-06-2013
- IV. Pier 6 Layout Plan - PSE 17-12-2012

DRAFT







Appendix IV – Outbound Baggage Measure

Performance Measures

The mechanics of this service standard are based on daily system process performance.

Like existing service standards, the overall measure is represented by a monthly performance score for both the North and South Terminal Departures Baggage performance independently. This measure shall be based on daily operational performance levels of **Overall Baggage system Process performance**, known as **OBP**.

Overall Baggage Performance – OBP Metric Parameters

The measure will be based on the percentage of bags, which achieve a delivery time greater than twenty five minutes before the bag's Scheduled time of Departure (STD).

- The objective is that 99% of bags be tipped or 'attempted to tip' into the chute (sorters) with greater than twenty five minutes before the estimated time of departure.
- For bags delivered to a carousel, the objective is that 99% of bags be scanned at the last pre-sort verti-sorter unit – VSU – with greater than twenty five minutes before the estimated time of departure.

Baggage Service standard:

The monthly average of the daily performance shall be calculated and the OBP recorded for each Terminal accordingly. A measure for ST and a measure for NT & TBF combined shall be provided each month in line with other existing service metrics.

The resulting monthly measure, and any subsequent rebates, shall be provided at the end of the month, as a final service performance figure will be established and, should any breaches have occurred, rebate payments be identified for the relevant airlines.

Data Sample

The data source used to derive the monthly OBP measure shall be extracted from the GAL Sort Allocation Computer (SAC). Every day at approximately 00:01hrs the previous day's bag data files shall be transferred from the SAC, via a tumbleweed connection, to a GAL reporting server. The data will then be subject to a further reporting script which will derive the monthly figure.

Only bags which have a valid Baggage Sortation Message BSM and a tip or first attempt to tip time shall be included in the measures.

Bags which, for whatever reason, fail to record a tip time or 1st attempt to tip time, shall be excluded from the daily OBP measure.

Bags which fail the OBP measure which are received late from check-in (identified by check-in In System Time - IST – Scanners) less than forty minutes from the Scheduled Time of Departure (STD –40¹) shall also be excluded.

¹*This figure has been chosen taking into account Long Haul, typically STD-60mins, and Low Cost carriers – typically STD -30mins closure times.*

Performance Monitoring and Monthly reporting

In terms of the daily operational performance monitoring, an Operational team comprising those responsible for the day-to-day operational performance will measure and respond as required to any sudden reduction in performance levels.

A team consisting of relevant GAL Management representatives including managers able to deal with commercial and service delivery issues, an appointed named AOC representative and any 3rd party contracted organisation will meet monthly, review the previous month's performance, approve payments under this agreement, resolve emerging management issues and agree any changes to the operational interfaces and processes.

The previous month's OBP performance will be reported at the monthly core service standards exclusions meeting. The monthly forum will also coordinate the annual review of the OBP service measure comprising the review of the payment and performance provisions of this agreement, including the parameters and management process by the 30th May each year.

The annual review is designed to ensure that the agreement continues to reflect the parties' respective obligations and is working to the mutual benefit of GAL and the AOC. Any changes to the payment and performance provisions agreed during said review shall only take effect if agreed in writing by the parties.

Service Standard Exclusions

Given the interdependency of other critical aspects of flow performance there are exclusions that need to form part of the service measure.

- Chute Fulls:

A chute full event is where an output chute (for a tilt tray sorter) remains full / blocked for a period greater than 90 seconds. For a carousel operation, the chute full event shall be recorded as a defined conveyor location upstream from the main carousel injection point recording a 'die-back' condition for greater than 90 seconds.

If the total number of Ground Handler chute fulls (as defined above) exceeds the agreed number of chute full events in any one-day (TBA occurrences), then any resulting OBP performance for that particular Terminal's operation on that particular day shall be void.

The resulting monthly OBP figure shall be calculated across all days where the chute fulls are less than the agreed number of events permissible.

- Sub System Processes:

All bags routed to Level 3 and/or the Manual Coding Stations are excluded from this measure given their process time is directly affected by third parties and/or sub-processes outside the control of GAL.

- OOG Bags:

Bags using the out-of-gauge systems shall be excluded from the Departures SQR measures given the relationship AOC security screening processes has on bag throughput performance.

Service Standard Rebates

Departures rebate will operate in the same way as Arrivals rebate.

Should the monthly target not be achieved then Gatwick will be liable for a penalty payment representing “0.70”% of the annual airline charges.

The previous month’s OBP performance will be reported at the monthly service exclusions meeting in a similar way to Pier Service Level measure.

Annex 1- Baggage Input Statement

Direct baggage input

Baggage should only be input onto the baggage system, from check-in, where it complies with the following criteria:

	Maximum	Minimum
Length (mm)	900	300
Height (mm)	750	200
Width (mm)	450	75
Weight (Transfer) (kg)	40	0.5
Weight (direct) (kg)	32	0.5

Unsuitable baggage or those outside the dimensions above are to be handled using the Out of Gauge systems.

Appendix V – Shuttle Standard Operating Protocol

1. Introduction

This paper sets out the protocol for a flexible operation of the Gatwick Inter-Terminal Shuttle (ITS) system in order to improve passenger experience and reduce crowds on the ITS platforms. The number of SQR Exclusion hours per week remains the same as it currently, i.e. **up to but not exceeding 86 hours of maintenance per week.**

Any changes to this SOP, including revised maintenance slots to be agreed between GAL and the AOC members at the monthly core service standards exclusions forum.

2. ITS Flexible Operation

The flexible operation will ensure that there are two (2) shuttles available to passengers during the busy periods. The busy periods will be determined by Gatwick Control Centre (GCC) on a daily basis and the GAL operations team, based on traffic forecasts.

Core Hours every day except for Wednesdays*

- 2 Shuttles between 06:00 - 08:00 and 15:00 - 21:00
- ***Wednesdays between 06: 00 - 08: 00 and 16: 00 - 21: 00**

Revised Maintenance Slots

- Day time maintenance slot: Flexibility to have a maximum of three (3) hours maintenance every day, anytime between 08:00 - 15:00 in line with traffic forecasts. The three (3) hours maintenance does not need to be carried out in one stretch.
- Wednesday Track Maintenance: Track maintenance will not exceed five (5) hours in duration on Wednesdays.
- Evening maintenance slot as from 21:00 – 06:00 with only one (1) shuttle in operation.

3. SQR Target Availability

The existing SQR quality standard remains, namely that at 99% of the time 1 car should be available and 97% of the time 2 cars should be available.

There is no longer an automatic “dead-band” month.

If a period of longer maintenance is required it will be requested through the core service standards exclusions notifications process and a minimum of 6 weeks’ notice will be given as far as practically possible.