

Economic Regulation Group
Group Director's Office



Mike Brown
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4 November 2009

A handwritten signature in black ink, appearing to read 'Mike Brown'.

6 months service failures

In the service quality regime when an airport has failed to meet the standard for a particular service in a particular terminal for six months the maximum amount that can be paid in penalties for the year is reached. In these instances the CAA writes to the Managing Director of the airport asking for an explanation of why the standard has been persistently missed and to set out the airport's plans and timescales for meeting the target in future.

I note that two standards have been missed in each of the first six months of 2009/10 at Heathrow. These standards are for:

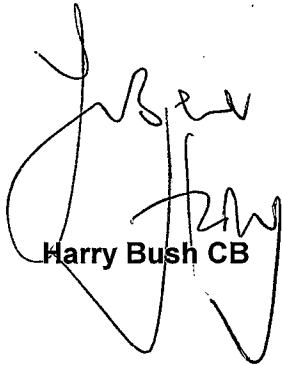
- the availability of departure lounge seating in Terminal 3; and
- pier service in Terminal 5.

On 23 February 2009, you wrote to me about both these elements of service. You explained that you would be increasing the seating area in Terminal 3 in Summer 2009 and that you planned to build new pier served stands in Terminal 5, due in early 2011. I understand that the new seating was installed in Terminal 3 in July 2009, but as the standard is based on a moving average of 12 months scores it will take some time for any improvement in passenger perception to feed through into your reported performance figures. I would however be interested to understand whether the scores for individual months have improved since the new seats were installed; whether this gives you comfort as to the likelihood of the standard being reached; and, if not, what further action may be necessary.

With respect to Terminal 5 pier service, please can you let me know whether there have been any changes in the timescales for the new stands planned in pier C.



Please could you send me your reply within **3 weeks**. As with previous correspondence, this letter will be placed on the CAA website, and we anticipate that we would also place your reply on our website.



Harry Bush CB