

**Economic Regulation Group**  
Group Director's Office



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4 November 2009

A handwritten signature in black ink, appearing to read 'David Johnston'.

**6 months service failures**

If either Heathrow or Gatwick fail to meet the standard for a particular service in their service quality regimes, 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. Part of the CAA's reason for doing so is that at these airports the maximum amount that can be paid in rebates in a year is exhausted after the standard has been missed for six months. Once a standard has been failed for six months, the CAA writes to the Managing Director of the airport about the failure.

Although at Stansted rebates continue to be paid for every failure in a year, I intend to write to you when an element of the service quality regime has failed to meet the standard for six months in a year. I note that the standard for jetty availability at Stansted has not been met in each of the first six months of 2009/10.

The CAA has already asked BAA about jetty availability at Stansted and Louise Pengelly, Head of Regulatory Performance has explained to us the reasons for the failures and the impact on passengers. However, as the CAA attaches great importance to passenger service at airports, I consider it important that there is a more formal exchange of correspondence between ourselves, particularly as it has been our practice to put such letters (including the airport's replies) on the CAA website for greater public visibility.

Please therefore can you set out why the standard has been persistently missed and your plans and timescales for meeting it in future. Please could you send me your reply within **3 weeks**. As mentioned above, this letter will be placed on the CAA website, and we anticipate that we would also place your reply on our website.

A handwritten signature in black ink, appearing to read 'Harry Bush'.

**Harry Bush CB**

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