

**From: Managing Director**

Our ref: L081109

Date: 24 November 2009

Harry Bush  
Economic Regulation Group  
Civil Aviation Authority  
CAA House  
45-59 Kingsway  
WC2B 6TE

Dear Mr Bush,

### **Stansted Airport Jetty Availability**

Thank you for your letter on 4<sup>th</sup> November 2009 requesting further clarification around the jetty availability at Stansted Airport over the past 6 months.

Stansted has a total of 18 jetties, 10 on satellite 1 and 8 on satellite 2. As part of our ongoing capital investment, we recently replaced all 10 jetties on satellite 1 and had planned to replace or refurbish the remaining jetties on satellite 2 during financial year 2010/2011.

The satellite 2 jetties were temporarily withdrawn from use earlier this year due to some health and safety issues which were identified during a planned maintenance inspection. All of the airlines that used a jetty on satellite 2 were relocated to satellite 1, to ensure that there is no reduction in service whilst the jetties are withdrawn from use. The jetty availability for satellite 1 is currently averaging 99.51% and, as a result of this, we have received no negative feedback from either our airline customers or passengers regarding the jetty availability at Stansted.

As less than 2% of our current traffic utilise the jetties on satellite 2, we have been discussing with airlines whether the refurbishment of the jetties is a prudent use of capital. While these discussions continue, we are planning to commence a program of remedial works to ensure that the satellite 2 jetties can be safely returned to service. It is anticipated that the work on the final jetty will be completed by February 2010.

As the CAA will be aware, due to the method of calculation for jetty availability, all 8 jetties on satellite 2 will need to be back in service for at least two months to achieve the overall 99% availability figure. It is anticipated that it will be March 2010 before the SQR results reflect full availability of the jetties.

I am committed to continuing the drive to improve the service standards at Stansted Airport. We have made great progress over the past two years and our performance in key areas of the airport including security queuing and departure baggage systems has been excellent. However, I will expect and demand further improvement to our service levels whilst I am Managing Director.

If you have any further queries regarding elements of service quality at Stansted, please do not hesitate to contact me.

Yours sincerely

**DAVID JOHNSTON**  
**Managing Director**