

Economic Regulation Group
Group Director's Office



David Johnston
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29 January 2010

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

Service quality scheme – six months failure

If an element of the service quality scheme fails to meet the standard for six months in a financial year, the CAA writes to the airport's Managing Director 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 standard in future.

I note from your December 2009 performance report that the standards for departure lounge seating availability and passenger sensitive equipment (lifts, escalators and travelators) have now been missed for six months of 2009/10.

For both of these elements I would be grateful if you could explain why the standard has been persistently missed and set out your plans and timescales for meeting the standard in future.

Please could you reply by 18 February 2010. As with previous such correspondence, this letter has been placed on the CAA website and I anticipate that we shall also place your reply on our website.

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

Harry Bush CB

