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30 July 2013

Dear Mr. Griffiths,

**RESPONSE TO CAA'S CONSULTATION ON ECONOMIC REGULATION AT GATWICK FROM APRIL 2014: INITIAL PROPOSALS**

Further to my letter of 1 July, I write to advise you that representatives of GATCOM's PAG Advisory Group (PAG) has since met with GAL to discuss in more detail the proposed service quality targets contained in your initial proposals.

As stated in our previous letter, GATCOM welcomes the continuation of the QSR scheme in an enhanced form and asked that its PAG be given the opportunity to input to the setting of annual performance measures to ensure that the views of passengers are taken into account in the process of setting performance targets. GATCOM's PAG therefore offers the following detailed comments on the SQR scheme proposals and GAL's service standards proposals:

1. PAG believes that service quality targets should be reviewed/agreed annually rather than for five years in advance. It would like to see continuous improvement with targets getting more demanding. This should ideally involve GAL, airlines and PAG in a single annual meeting, possibly chaired by CAA.
2. Whilst a larger sample size (and new methodology) is to be used for monitoring security queues, PAG urges the CAA not to change the current security queuing targets.
3. PAG particularly welcomes a proposed measure on outbound baggage.
4. PAG notes that contained in GAL's proposed airlines service standards that PRM service and pre-notification is included but that there is not a reciprocal requirement for GAL to monitor the quality of the service it provides for PRMs (GAL is responsible for providing this service). In recent months PAG has been concerned about the slight decline in the quality of the PRM facilities on offer at Gatwick and would therefore like to see new measures included in the SQR scheme for the delivery of the PRM service both for outbound and inbound passengers.
5. GAL has proposed a measure of 95% of baggage to be delivered within 45 minutes of aircraft arrival. Whilst it is acknowledged that the airlines oppose this

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measure, the PAG very much supports GAL's proposal but with an incentive bonus for airlines achieving the standard.

6. PAG also fully supports GAL's proposed measure of 95% of passengers should queue for no more than 30 minutes to check-in/bag drop and would like to see a shorter timescale eventually. Again, it is acknowledged that the airlines oppose this measure but it is felt that the concept of a performance bonus could be explored.

I would emphasise that these comments are to provide the CAA with the passenger perspective on the SQR scheme and proposed service standards and does not reflect the collective views of the wider GATCOM membership.

We trust the PAG's comments are helpful and can be taken into account.

Yours sincerely,



Assistant Secretary