Service Quality Rebate Scheme Data: Gatwick
North Terminal Results Section: April 2009 to March 2010

North Terminal

Aircraft stand and passenger equipment serviceability

For each of these elements one 'off-peak' month can be used in each financial year for major planned maintenance, without incurring rebate payments, so long as airlines are notified in advance. These off peak months are highlighted in the table below, with (A)

(B) denotes when the maximum rebate has been reached and no further rebates are payable for subsequent failures
(C) denotes when maximum rebate was reached in the previous month therefore no further rebate was payable

Element	Target		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Arrivals Reclaim	99.00%	Achieved	99.93%	99.96%	99.93%	99.82%	99.86%	99.56%	99.94%	99.81%	99.92%	99.84%	99.52%	99.95%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
PSE (Priority)	99.00%	Achieved	99.68%	99.51%	99.54%	99.58%	99.59%	99.44%	99.81%	99.86%	99.90%	99.81%	99.39%	99.36%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
PSE (General)	99.00%	Achieved	99.72%	99.60%	99.51%	99.76%	99.59%	99.62%	99.72%	99.68%	98.07%	96.91%	99.45%	99.63%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£70,349	£70,349	£0	£0
Stands	99.00%	Achieved	99.94%	99.88%	99.86%	99.81%	99.89%	99.90%	99.98%	100.00%	99.91%	100.00%	99.99%	99.99%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Jetties	99.00%	Achieved	99.89%	99.87%	99.89%	99.89%	99.84%	99.94%	99.91%	99.87%	99.84%	99.86%	99.92%	99.84%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Fixed Electrical Ground Power	99.00%	Achieved	100.00%	99.75%	99.78%	99.03%	99.82%	99.79%	99.96%	99.74%	100.00%	100.00%	99.80%	99.94%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Inter Terminal Shuttle: 1 car	99.00%	Achieved	99.76%	99.82%	99.72%	99.70%	99.92%							
Inter Terminal Shuttle: 2 cars	97.00%		97.83%	98.50%	98.07%	97.70%	98.32%							
		Rebate	£0	£0	£0	£0	£0							
Aerodrome Congestion Term	0	Achieved	0	0	0	0	0	0	0	0	0	0	0	0
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Security Queuing

The security queue targets refers to the % of occasions when the queue was less than 5 minutes, 10 minutes or 15 minutes respective to the target for that element.

Element		Target		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Central Search	<= 5 min	95.00%	Achieved	98.38%	95.93%	95.46%	87.50%	89.48%	87.13%	94.19%	98.17%	97.26%	99.80%	99.24%	97.90%
Security Queues	<= 15 min	98.00%		99.79%	99.23%	99.75%	96.57%	95.73%	97.21%	99.40%	99.83%	99.31%	100.00%	100.00%	99.92%
			Rebate	£0	£0	£0	£135,318	£135,318	£135,318	£135,318	£0	£0	£0	£0	£0
Transfer Search	<= 10 min	95.00%	Achieved	98.33%	97.68%	95.00%	96.57%	96.27%	95.94%	96.47%	99.27%	98.77%	99.50%	99.44%	99.40%
			Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Staff Search	<= 5 min	95.00%	Achieved	99.53%	99.55%	99.90%	99.55%	99.85%	99.95%	99.70%	99.53%	99.40%	99.95%	100.00%	99.95%
			Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Staff Search	<= 10 min	95.00%	Achieved	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
Jubilee House			Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Control Posts	<= 15 min	95.00%	Achieved	99.90%	99.45%	98.80%	99.29%	99.85%	98.39%	97.53%	98.02%	96.52%	98.14%	99.00%	98.19%
Search			Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Pier Service

Pier Service measures the proportion of passengers who gain access to their aircraft direct from the terminal building, or gain access to the terminal building direct from their aircraft, either through a 'jetty' or 'airbridge' or by steps onto the aircraft parking area.

Element	Target		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Pier Service	Moving	Achieved	92.95%	92.74%	93.21%	93.42%	93.62%	93.88%	94.02%	94.24%	94.63%	94.85%	95.13%	95.40%
	Average	Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Passenger Feedback surveys

The following results are measured using the Quality of Service Monitor survey.
In all months all the performance targets for passenger feedback survey results were achieved.

Element	Target		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Deps Lounge Seat Availability	3.8	Achieved	3.66	3.70	3.75	3.82	3.87	3.94	3.97	4.00	4.03	4.04	4.07	4.08
		Rebate	£63,282	£63,282	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Cleanliness	4.0	Achieved	3.95	3.95	3.96	3.97	3.98	3.98	3.98	3.98	3.98	3.98	3.98	3.98
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Wayfinding	4.1	Achieved	4.09	4.08	4.08	4.07	4.08	4.08	4.07	4.07	4.07	4.07	4.07	4.07
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Flight Information	4.2	Achieved	4.20	4.21	4.22	4.23	4.23	4.24	4.24	4.25	4.25	4.26	4.26	4.27
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Service Quality Rebate Scheme Data: Gatwick
South Terminal Results Section: April 2009 to March 2010

South Terminal

Aircraft stand and passenger equipment serviceability

For each of these elements one 'off-peak' month can be used in each financial year for major planned maintenance, without incurring rebate payments, so long as airlines are notified in advance. These off peak months are highlighted in the table below, with (A)

(B) denotes when the maximum rebate has been reached and no further rebates are payable for subsequent failures
(C) denotes when maximum rebate was reached in the previous month therefore no further rebate was payable

Element	Target		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Arrivals Reclaim	99.00%	Achieved	99.70%	99.76%	99.54%	99.28%	99.55%	99.49%	99.68%	99.73%	99.47%	99.32%	99.57%	99.64%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
PSE (Priority)	99.00%	Achieved	99.26%	99.35%	99.58%	98.59%	99.81%	99.68%	98.93%	99.66%	98.56%	95.90%	99.44%	99.41%
		Rebate	£0	£0	£0	£100,513	£0	£0	£100,513	£0	£100,513	£100,513	£0	£0
PSE (General)	99.00%	Achieved	99.58%	99.68%	99.65%	99.52%	99.65%	99.61%	99.61%	99.45%	99.56%	98.94%	99.50%	99.60%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£89,389	£0	£0
Stands	99.00%	Achieved	99.75%	99.90%	99.84%	99.61%	99.80%	99.52%	99.98%	99.91%	99.92%	99.97%	99.96%	99.81%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Jetties	99.00%	Achieved	99.96%	99.88%	99.82%	99.84%	99.91%	99.82%	99.55%	99.86%	99.63%	99.55%	99.83%	99.85%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Fixed Electrical Ground Power	99.00%	Achieved	99.99%	99.94%	99.93%	99.99%	99.98%	99.99%	100.00%	99.99%	100.00%	100.00%	100.00%	99.98%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Aerodrome Congestion Term	0	Achieved	0	0	0	0	0	0	0	0	0	0	0	0
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Security Queuing

The security queue targets refers to the % of occasions when the queue was less than 5 minutes, 10 minutes or 15 minutes respective to the target for that element.

Element		Target		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Central Search Security Queues	<= 5 min	95.00%	Achieved	95.50%	89.80%	92.29%	85.16%	89.11%	79.33%	84.52%	95.58%	95.77%	98.63%	96.83%	95.93%
	<= 15 min	98.00%		99.67%	98.06%	97.67%	94.03%	97.14%	94.38%	96.65%	99.33%	99.40%	99.84%	99.87%	99.72%
			Rebate	£0	£171,944	£171,944	£171,944	£171,944	£171,944	£171,944 (B)	£0	£0	£0	£0	£0
Transfer Search	<= 10 min	95.00%	Achieved	99.58%	99.80%	99.27%	99.80%	99.70%	100.00%	99.60%	100.00%	99.67%	99.80%	99.67%	99.70%
			Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Staff Search	<= 5 min	95.00%	Achieved	98.33%	99.54%	99.48%	99.34%	99.29%	99.69%	99.50%	98.65%	97.68%	99.19%	99.78%	100.00%
			Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Staff Search Concorde House	<= 10 min	95.00%	Achieved	99.32%	98.54%	98.96%	99.09%	99.40%	99.64%	98.19%	99.17%	97.38%	99.80%	99.78%	99.70%
			Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Control Posts Search	<= 15 min	95.00%	Achieved	99.90%	99.45%	98.80%	99.29%	99.85%	98.39%	97.53%	98.02%	96.52%	98.14%	99.00%	98.19%
			Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Pier Service

Pier Service measures the proportion of passengers who gain access to their aircraft direct from the terminal building, or gain access to the terminal building direct from their aircraft, either through a 'jetty' or 'airbridge' or by steps onto the aircraft parking area.

Element	Target		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Pier Service	94.00%	Achieved	98.27%	98.14%	98.27%	98.18%	98.08%	98.04%	97.96%	97.88%	97.69%	97.50%	97.45%	97.31%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Passenger Feedback surveys

The following results are measured using the Quality of Service Monitor survey.
In all months all the performance targets for passenger feedback survey results were achieved.

Element	Target		Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10
Deps Lounge Seat Availability	3.8	Achieved	3.75	3.79	3.82	3.86	3.91	3.95	3.97	3.98	3.98	3.98	3.98	3.98
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Cleanliness	4.0	Achieved	3.94	3.94	3.95	3.96	3.96	3.97	3.98	3.98	3.97	3.97	3.97	3.96
		Rebate	£80,410	£80,410	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Wayfinding	4.1	Achieved	4.05	4.04	4.03	4.03	4.02	4.03	4.03	4.03	4.02	4.03	4.02	4.02
		Rebate	£0	£80,410	£80,410	£80,410	£80,410	£80,410	£80,410 (B)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)
Flight Information	4.2	Achieved	4.19	4.20	4.22	4.23	4.24	4.25	4.27	4.28	4.29	4.30	4.30	4.30
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0