Service Quality Rebate Scheme Data: Gatwick
North Terminal Results Section: April 2008 to March 2009

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-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
Arrivals Reclaim	99.00%	Achieved	99.84%	99.30%	99.58%	99.83%	99.75%	99.81%	99.90%	99.89%	99.87%	99.81%	99.56%	99.96%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
PSE (Priority)	99.00%	Achieved	98.57%	98.48%	98.90%	99.13%	99.66%	98.26%	99.52%	99.61%	99.56%	99.53%	99.81%	99.70%
		Rebate	£69,659	£69,659	£69,659	£0	£0	£69,659	£0	£0	£0	£0	£0	£0
PSE (General)	99.00%	Achieved	99.08%	98.92%	99.19%	99.22%	99.57%	99.14%	99.28%	99.58%	99.55%	99.36%	99.69%	99.74%
		Rebate	£0	£69,659	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Stands	99.00%	Achieved	99.85%	99.57%	99.84%	99.98%	99.52%	99.81%	99.58%	99.98%	99.98%	99.92%	99.81%	100.00%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Jetties	99.00%	Achieved	99.80%	99.90%	99.92%	99.92%	99.98%	99.63%	99.90%	99.96%	99.96%	99.94%	99.89%	99.85%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Fixed Electrical Ground Power	99.00%	Achieved	99.97%	99.96%	99.95%	99.94%	99.88%	99.37%	99.98%	99.99%	100.00%	99.81%	99.98%	99.94%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Inter Terminal Transit: 1 car	99.00%	Achieved	100.00%	99.00%	98.00%	99.42%	99.94%	99.81%	99.62%	99.31%	99.90%	99.88%	99.75%	98.46%
Inter Terminal Transit: 2 cars	97.00%		96.05%	94.76%	92.65%	98.62%	98.56%	98.50%	98.74%	97.67%	99.11%	98.79%	95.38%	99.07%
		Rebate	£53,994	£53,994	£53,994	£0	£0	£0	£0	£0 (A)	£0	£0	£53,994	£53,994
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 target refers to the % of occasions when the queue was less than 5 minutes and 15 minutes long respectively.

Element		Target		Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
Central Search	<= 5 min	95.00%	Achieved	98.21%	94.60%	98.67%	99.35%	98.06%	96.88%	83.35%	95.21%	94.64%	98.43%	89.78%	94.44%
Security Queues	<= 15 min	98.00%		99.83%	99.76%	99.92%	100.00%	99.40%	99.71%	96.29%	98.92%	98.47%	99.92%	97.77%	99.40%
			Rebate	£0	£133,992	£0	£0	£0	£0	£133,992	£0	£133,992	£0	£133,992	£133,992

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-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
Pier Service	92.00%	Achieved	91.00%	90.00%	89.35%	88.66%	88.76%	88.79%	88.88%	88.76%	88.69%	88.67%	88.67%	88.67%
		Rebate	£69,659	£69,659	£69,659	£69,659	£69,659	£69,659 (B)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)

Passenger Feedback surveys

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

Element	Target		Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
Deps Lounge Seat Availability	3.8	Achieved	3.61	3.60	3.54	3.51	3.52	3.50	3.53	3.57	3.59	3.63	3.64	3.67
		Rebate	£62,662	£62,662	£62,662	£62,662	£62,662	£62,662 (B)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)
Cleanliness	4.0	Achieved	3.98	3.99	3.95	3.94	3.93	3.93	3.93	3.95	3.95	3.96	3.96	3.96
		Rebate	£0	£0	£0	£62,662	£62,662	£62,662	£62,662	£62,662	£62,662 (B)	£0	£0	£0
Wayfinding	4.1	Achieved	4.11	4.11	4.11	4.12	4.11	4.09	4.09	4.09	4.09	4.09	4.09	4.09
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Flight Information	4.2	Achieved	4.22	4.19	4.19	4.18	4.20	4.20	4.20	4.20	4.20	4.20	4.20	4.20
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Service Quality Rebate Scheme Data: Gatwick
South Terminal Results Section: April 2008 to March 2009

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-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
Arrivals Reclaim	99.00%	Achieved	99.59%	99.74%	99.78%	99.38%	99.46%	99.62%	99.58%	99.76%	99.59%	99.49%	99.58%	99.69%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
PSE (Priority)	99.00%	Achieved	99.56%	98.97%	98.42%	99.53%	99.56%	99.24%	99.34%	99.22%	98.84%	99.62%	95.62%	99.76%
		Rebate	£0	£84,987	£84,987	£0	£0	£0	£0	£0	£84,987	£0	£84,987	£0
PSE (General)	99.00%	Achieved	99.34%	99.26%	98.90%	99.58%	99.64%	99.24%	99.27%	99.59%	99.36%	99.42%	98.76%	99.74%
		Rebate	£0	£0	£75,581	£0	£0	£0	£0	£0	£0	£0	£75,581	£0
Stands	99.00%	Achieved	99.60%	99.70%	99.23%	99.84%	99.81%	99.52%	99.92%	99.91%	99.91%	99.84%	100.00%	99.80%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Jetties	99.00%	Achieved	99.86%	99.91%	99.97%	99.97%	99.93%	99.97%	99.94%	99.94%	99.94%	99.93%	99.53%	99.50%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Fixed Electrical Ground Power	99.00%	Achieved	99.92%	100.00%	99.94%	99.88%	99.97%	99.97%	98.73%	99.55%	100.00%	99.72%	99.99%	99.97%
		Rebate	£0	£0	£0	£0	£0	£0	£47,253	£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 target refers to the % of occasions when the queue was less than 5 minutes and 15 minutes long respectively.

Element		Target		Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
Central Search Security Queues	<= 5 min	95.00%	Achieved	94.75%	90.48%	96.54%	98.43%	96.90%	96.50%	83.35%	96.04%	98.59%	97.70%	91.61%	95.93%
	<= 15 min	98.00%		99.29%	98.87%	99.92%	100.00%	99.56%	99.83%	94.03%	98.29%	99.76%	99.80%	97.50%	99.07%
			Rebate	£145,384	£145,384	£0	£0	£0	£0	£145,384	£0	£0	£0	£145,384	£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-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
Pier Service	94.00%	Achieved	94.68%	95.06%	95.53%	96.33%	96.31%	96.40%	96.49%	96.47%	96.47%	96.48%	96.45%	96.45%
		Rebate	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Passenger Feedback surveys

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

Element	Target		Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09
Deps Lounge Seat Availability	3.8	Achieved	3.12	3.27	3.40	3.40	3.44	3.47	3.52	3.57	3.61	3.66	3.69	3.73
		Rebate	£67,989	£67,989	£67,989	£67,989	£67,989	£67,989 (B)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)
Cleanliness	4.0	Achieved	3.87	3.89	3.90	3.89	3.89	3.89	3.89	3.90	3.92	3.92	3.93	3.94
		Rebate	£67,989	£67,989	£67,989	£67,989	£67,989	£67,989 (B)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)
Wayfinding	4.1	Achieved	4.00	4.01	4.02	4.03	4.05	4.04	4.03	4.03	4.03	4.03	4.03	4.04
		Rebate	£67,989	£67,989	£67,989	£67,989	£67,989	£67,989 (B)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)	£0 (C)
Flight Information	4.2	Achieved	4.15	4.13	4.14	4.16	4.16	4.17	4.16	4.16	4.16	4.16	4.17	4.18
		Rebate	£67,989	£67,989	£67,989	£0	£0	£0	£0	£0	£0	£0	£0	£0