



# How are we performing?

## July 2011



### Flight Information

Accuracy and ease of finding flight information

Results from our passenger surveys  
5 = Excellent 1 = Poor

		12 Month Average	July
North Terminal	Target	4.2	4.2
	Achieved	4.27	4.27
South Terminal	Target	4.2	4.2
	Achieved	4.26	4.28



### Departure lounge seat availability

Ease of finding a seat departure lounge

Results from our passenger surveys  
5 = Excellent 1 = Poor

		12 Month Average	July
North Terminal	Target	3.8	3.8
	Achieved	4.14	4.09
South Terminal	Target	3.8	3.8
	Achieved	3.97	4.02



### Cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys  
5 = Excellent 1 = Poor

		12 Month Average	July
North Terminal	Target	4.0	4.0
	Achieved	4.01	4.03
South Terminal	Target	4.0	4.0
	Achieved	3.97	4.07



### Wayfinding

Ease of finding your way around our airport

Results from our passenger surveys  
5 = Excellent 1 = Poor

		12 Month Average	July
North Terminal	Target	4.1	4.1
	Achieved	4.11	4.12
South Terminal	Target	4.1	4.1
	Achieved	4.06	4.14



### Pier Service

Availability of direct service for passengers from aircraft to the terminal building

		12 Month Average	July
North Terminal	Target	87.00%	87.00%
	Achieved	95.86%	94.80%
South Terminal	Target	94.00%	94.00%
	Achieved	97.56%	98.31%

➔ For more information and to leave your feedback, go to [www.gatwickairport.com](http://www.gatwickairport.com)

YOUR LONDON AIRPORT  
*Gatwick*



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**Lifts, escalators, passenger conveyors (PSE Priority)**  
Service availability

		July
North Terminal	Target	99.00%
	Achieved	99.35%
South Terminal	Target	99.00%
	Achieved	99.71%



**Lifts, escalators, passenger conveyors (PSE General)**  
Service availability

		July
North Terminal	Target	99.00%
	Achieved	99.53%
South Terminal	Target	99.00%
	Achieved	99.75%



**Arrivals reclaim (baggage carousels)**  
Availability of our arrivals reclaim carousels

		July
North Terminal	Target	99.00%
	Achieved	99.91%
South Terminal	Target	99.00%
	Achieved	99.85%



**Waiting time at Central Security Search**

Percentage of time when passengers queued for 5 minutes or less

		July
North Terminal	Target	95.00%
	Achieved	96.57%
South Terminal	Target	95.00%
	Achieved	96.90%



**Waiting time at Central Security Search**

Percentage of time when passengers queued for 15 minutes or less

North Terminal	Target	98.00%
	Achieved	99.84%
South Terminal	Target	98.00%
	Achieved	99.64%



**Flight Connections Security Search**

Percentage of time when passengers queued for 10 minutes or less

		July
North Terminal	Target	95.00%
	Achieved	98.69%
South Terminal	Target	95.00%
	Achieved	99.70%

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