



How are we performing?

September 2011



Flight Information

Accuracy and ease of finding flight information

Results from our passenger surveys
5 = Excellent 1 = Poor

		12 Month Average	September
North Terminal	Target	4.2	4.2
	Achieved	4.27	4.31
South Terminal	Target	4.2	4.2
	Achieved	4.25	4.17



Departure lounge seat availability

Ease of finding a seat departure lounge

Results from our passenger surveys
5 = Excellent 1 = Poor

		12 Month Average	September
North Terminal	Target	3.8	3.8
	Achieved	4.16	4.19
South Terminal	Target	3.8	3.8
	Achieved	4.00	4.01



Cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys
5 = Excellent 1 = Poor

		12 Month Average	September
North Terminal	Target	4.0	4.0
	Achieved	4.03	3.98
South Terminal	Target	4.0	4.0
	Achieved	3.99	4.03



Wayfinding

Ease of finding your way around our airport

Results from our passenger surveys
5 = Excellent 1 = Poor

		12 Month Average	September
North Terminal	Target	4.1	4.1
	Achieved	4.12	4.14
South Terminal	Target	4.1	4.1
	Achieved	4.07	4.07



Pier Service

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

		12 Month Average	September
North Terminal	Target	87.00%	87.00%
	Achieved	95.94%	95.32%
South Terminal	Target	94.00%	94.00%
	Achieved	98.01%	98.80%

➔ For more information and to leave your feedback, go to www.gatwickairport.com

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

		September
North Terminal	Target	99.00%
	Achieved	99.48%
South Terminal	Target	99.00%
	Achieved	99.75%



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

		September
North Terminal	Target	99.00%
	Achieved	99.73%
South Terminal	Target	99.00%
	Achieved	99.67%



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

		September
North Terminal	Target	99.00%
	Achieved	99.97%
South Terminal	Target	99.00%
	Achieved	99.89%



Waiting time at Central Security Search

Percentage of time when passengers queued for 5 minutes or less

		September
North Terminal	Target	95.00%
	Achieved	95.75%
South Terminal	Target	95.00%
	Achieved	96.38%



Waiting time at Central Security Search

Percentage of time when passengers queued for 15 minutes or less

North Terminal	Target	98.00%
	Achieved	99.54%
South Terminal	Target	98.00%
	Achieved	99.75%



Flight Connections Security Search

Percentage of time when passengers queued for 10 minutes or less

		September
North Terminal	Target	95.00%
	Achieved	98.65%
South Terminal	Target	95.00%
	Achieved	99.90%

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