



 **Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**AUGUST 2014**

[gatwickairport.com/performance](http://gatwickairport.com/performance)

## YOUR LONDON AIRPORT *Gatwick*

At Gatwick we are committed to ensuring all areas of our business live up to the expectations of our passengers, our partners and our regulator. As part of this commitment we publish monthly reports which we have now brought together into one easy to follow report.

You can view or download these reports at any time at [gatwickairport.com/performance](https://gatwickairport.com/performance)

If you have any comments or feedback to help us improve please send them to [customer.services@gatwickairport.com](mailto:customer.services@gatwickairport.com)

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ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

AUGUST 2014

YOUR LONDON AIRPORT  
*Gatwick*



## departure lounge seating availability

Ease of finding a seat

Results from our passenger surveys  
Measured as a score from 1-5  
5 = Excellent 1 = Extremely Poor

<b>NORTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>4.05</b>	August 2014 <b>4.02</b>
<b>SOUTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>3.92</b>	August 2014 <b>3.97</b>



## airport cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys  
Measured as a score from 1-5  
5 = Excellent 1 = Extremely Poor

<b>NORTH TERMINAL</b>	Target <b>3.99</b>	Average score <b>4.03</b>	August 2014 <b>3.99</b>
<b>SOUTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.16</b>	August 2014 <b>4.15</b>

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.  
Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

AUGUST 2014

YOUR LONDON AIRPORT  
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## airport wayfinding

Ease of finding your way around our airport

Results from our passenger surveys  
Measured as a score from 1-5  
5 = Excellent 1 = Extremely Poor

<b>NORTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.16</b>	August 2014 <b>4.15</b>
<b>SOUTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.20</b>	August 2014 <b>4.19</b>



## airport flight information

Accuracy and ease of finding flight information

Results from our passenger surveys  
Measured as a score from 1-5  
5 = Excellent 1 = Extremely Poor

<b>NORTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.30</b>	August 2014 <b>4.31</b>
<b>SOUTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.35</b>	August 2014 <b>4.40</b>

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.  
Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

AUGUST 2014

YOUR LONDON AIRPORT  
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## waiting time at central security search

Percentage of time when passengers queued for **5 minutes or less**

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

<b>NORTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>96.89%</b>	August 2014 <b>96.33%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>96.62%</b>	August 2014 <b>96.01%</b>



## waiting time at central security search

Percentage of time when passengers queued for **15 minutes or less**

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

<b>NORTH TERMINAL</b>	Target <b>98.00%</b>	Average score <b>99.94%</b>	August 2014 <b>100%</b>
<b>SOUTH TERMINAL</b>	Target <b>98.00%</b>	Average score <b>99.97%</b>	August 2014 <b>100%</b>

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.  
Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

AUGUST 2014

YOUR LONDON AIRPORT  
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## waiting time at central security search

Instance where a single queue is measured at **30 minutes or more**

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

NORTH TERMINAL	Target	0	Average score	0	August 2014	0
	SOUTH TERMINAL	Target	0	Average score	0	August 2014



## flight connections security search

Percentage of time when passengers queued for **10 minutes or less**

This measure applies to 95% of core hours.

NORTH TERMINAL	Target	95.00%	Average score	99.53%	August 2014	99.80%
	SOUTH TERMINAL	Target	95.00%	Average score	98.79%	August 2014

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

AUGUST 2014

YOUR LONDON AIRPORT  
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## staff security search

Percentage of time when staff  
queued for **5 minutes or less**

This measure applies to 95% of core hours. North Terminal Staff performance calculated as average performance of both search areas.

<b>NORTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.96%</b>	August 2014 <b>99.87%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.95%</b>	August 2014 <b>99.85%</b>



## external control posts security search

Percentage of time when queue time  
is **15 minutes or less**

This measure applies to 95% of core hours.  
Performance averaged between Tower and North Gate.

<b>EXTERNAL CONTROL POSTS</b>	Target <b>95.00%</b>	Average score <b>99.64%</b>	August 2014 <b>99.90%</b>
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.



# CORE SERVICE STANDARDS

AUGUST 2014



## passenger sensitive equipment priority availability

Availability of **priority** equipment including lifts, escalators and passenger conveyors

This covers instances of equipment breakdown or unplanned maintenance affecting the availability of priority Passenger Sensitive Equipment (PSE) during core operational hours.

NORTH TERMINAL	Target	Average score	August 2014
	99.00%	99.47%	99.70%
SOUTH TERMINAL	Target	Average score	August 2014
	99.00%	99.59%	99.76%



## passenger sensitive equipment general availability

Availability of **general** equipment including lifts, escalators and passenger conveyors

This covers instances of equipment breakdown or unplanned maintenance affecting the availability of general Passenger Sensitive Equipment (PSE) during core operational hours.

NORTH TERMINAL	Target	Average score	August 2014
	99.00%	99.49%	99.53%
SOUTH TERMINAL	Target	Average score	August 2014
	99.00%	99.66%	99.79%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.



# CORE SERVICE STANDARDS

AUGUST 2014

YOUR LONDON AIRPORT

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## baggage outbound baggage process

Percentage of flights when bags are delivered to the airline ground handler **25 minutes or more** before the scheduled time of departure

This is a **daily** event based measure

NORTH TERMINAL	Target	97.00%	August 2014	99.12%
	SOUTH TERMINAL	Target	97.00%	August 2014



## baggage outbound baggage process

Percentage of flights when bags are delivered to the airline ground handler **25 minutes or more** before the scheduled time of departure

This is a **monthly** average measure

NORTH TERMINAL	Target	99.00%	Average score	99.76%	August 2014	99.74%
	SOUTH TERMINAL	Target	99.00%	Average score	99.75%	August 2014

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

AUGUST 2014



## airfield stand availability

Percentage of time when aircraft stands are available

Stand availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

<b>NORTH TERMINAL</b>	Target	Average score	August 2014
	<b>99.00%</b>	<b>99.76%</b>	<b>100%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	August 2014
	<b>99.00%</b>	<b>99.98%</b>	<b>99.95%</b>



## airfield jetty/airbridge availability

Percentage of time when aircraft jetties (airbridges) are available for aircraft boarding/disembarking

Jetty availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

<b>NORTH TERMINAL</b>	Target	Average score	August 2014
	<b>99.00%</b>	<b>99.76%</b>	<b>99.87%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	August 2014
	<b>99.00%</b>	<b>99.84%</b>	<b>99.80%</b>

Measures defined and targets set in agreement with the airlines and endorsed by the CAA  
Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

AUGUST 2014

YOUR LONDON AIRPORT  
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## airfield pier service

Percentage of time when stands with pier service are available as opposed to remote stands

This measure is based on the total number of passenger movements (arrivals and departures). If a passenger is able to walk into the pier, then the stand is classed as a pier served stand.

NORTH TERMINAL	Target	Average score	August 2014
	95.00%	96.26%	96.41%
SOUTH TERMINAL	Target	Average score	August 2014
	95.00%	97.91%	98.02%



## airfield fixed electrical ground power

Percentage of time when fixed electrical ground power (FEGP) units are available for aircraft

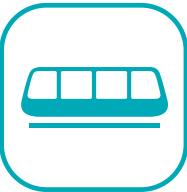
FEGP availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00. FEGP powers aircraft when on a stand allowing engines to be turned off.

NORTH TERMINAL	Target	Average score	August 2014
	99.00%	99.90%	100%
SOUTH TERMINAL	Target	Average score	August 2014
	99.00%	99.99%	99.99%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA  
Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

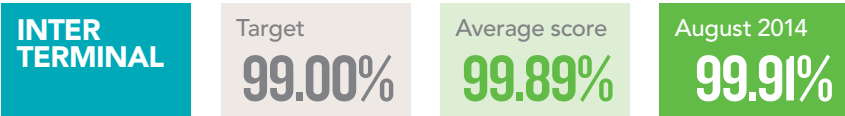
AUGUST 2014



## inter-terminal shuttle one shuttle available

Percentage of time when **one shuttle with a minimum of one car** is available

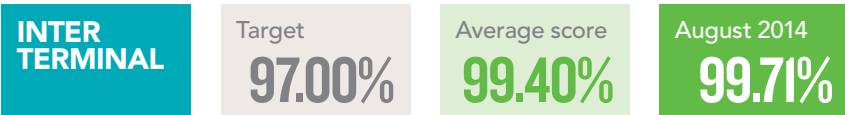
Core hours vary dependent on agreed maintenance periods.



## inter-terminal shuttle two shuttles available

Percentage of time when **two shuttles with a minimum of one car each** are available

Core hours vary dependent on agreed maintenance periods.



Measures defined and targets set in agreement with the airlines and endorsed by the CAA  
Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

AUGUST 2014

YOUR LONDON AIRPORT  
*Gatwick*



## arrivals baggage reclaim carousels

Availability of our baggage reclaim carousels for arriving flights

For information on the arrivals baggage performance please refer to the Airline Service Standards section of this report.

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.68%</b>	August 2014 <b>99.95%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.91%</b>	August 2014 <b>99.87%</b>



## aerodrome congestion term

An event occurs which is the responsibility of the airport or its agents which causes an impact in terms of a number of aircraft movements lost or deferred

<b>AIRPORT OVERALL</b>	Target <b>0</b>	Average score <b>0</b>	August 2014 <b>0</b>
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA  
Average score measured over the last 12 months.

# AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT  
*Gatwick*

AUGUST 2014



## small/medium aircraft baggage performance

Target time for small/medium aircraft – **last bag delivered within 35 minutes**

Time from the 'on-chocks' time supplied by the airlines' handling agents to delivery to the baggage carousel.  
Airlines achieving 95% or higher are considered to have met the target successfully.



### AIRLINES 1-10 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
easyJet MENZIES	4752	83.16%	Ryanair AVIATOR	221	88.24%
British Airways SWISSPORT	1451	61.96%	Aurigny MENZIES	174	98.28%
Norwegian AVIATOR	797	78.80%	Vueling SWISSPORT	121	80.17%
Thomson Airways SWISSPORT	284	32.39%	TAP Air Portugal SWISSPORT	103	43.69%
Aer Lingus MENZIES	281	95.02%	Turkish Airlines MENZIES	94	70.21%

# AIRLINE SERVICE STANDARDS

AUGUST 2014



## small/medium aircraft baggage performance

Target time for small/medium aircraft – **last bag delivered within 35 minutes**

### AIRLINES 11-21 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Small Planet Airlines AVIATOR	64	76.56%	Meridiana AVIATOR	45	28.89%
Ukraine International Airlines AVIATOR	62	69.35%	bmibaby AVIATOR	44	72.73%
Flybe MENZIES	59	98.31%	airBaltic AVIATOR	40	92.50%
Travel Service AVIATOR	56	51.79%	Air Europa Líneas Aéreas AVIATOR	40	55.00%
Monarch SWISSPORT	46	39.13%	Thomas Cook SWISSPORT	38	23.68%
Germania SWISSPORT	45	42.22%	All other airlines	280	51.43%



# AIRLINE SERVICE STANDARDS

AUGUST 2014



## large aircraft baggage performance

Target time for large aircraft – **last bag delivered within 50 minutes**

Time from the 'on-chocks' time supplied by the airlines' handling agents to delivery to the baggage carousel.  
Airlines achieving 95% or higher are considered to have met the target successfully.



### AIRLINES 1-10 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Monarch SWISSPORT	566	78.97%	Emirates AVIATOR	93	72.04%
Thomson Airways SWISSPORT	287	80.14%	Air Transat AVIATOR	91	85.71%
British Airways SWISSPORT	266	77.44%	Norwegian AVIATOR	31	100%
Thomas Cook SWISSPORT	229	64.63%	easyJet MENZIES	31	90.32%
Virgin Atlantic SWISSPORT	188	74.47%	Turkish Airlines MENZIES	30	96.67%

# AIRLINE SERVICE STANDARDS

AUGUST 2014



## large aircraft baggage performance

Target time for large aircraft – **last bag delivered within 50 minutes**

### AIRLINES 11-21 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Onur Air AVIATOR	26	92.31%	Caribbean Airlines SWISSPORT	14	57.14%
Air Europa Líneas Aéreas AVIATOR	22	90.91%	Titan Airways MENZIES	4	100%
Icelandair SWISSPORT	18	88.89%	BH Air SWISSPORT	2	0%
flynas SWISSPORT	18	72.22%	Excel Airways SWISSPORT	1	100%
Vietnam Airlines SWISSPORT	18	50.00%	Vueling SWISSPORT	1	100%
Air China SWISSPORT	16	81.25%			

# PRM STATISTICS

AUGUST 2014



Gatwick provides a range of services to passengers with reduced mobility (PRM) or who require special assistance.

For information on how to access these services please go to [gatwickairport.com/prm](http://gatwickairport.com/prm)

Number of flights with PRM passengers met		16,523
Number of passengers needing special assistance met		39,161
Percentage of pre-notifications at least 48 hours before flight*		63%
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average <b>0.70</b>	August 2014 <b>1.60</b>
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average <b>1.00</b>	August 2014 <b>0.80</b>

\* Passengers pre-notification to their airline is required by EU regulation EC 1107/2006/.  
Pre-notification furthermore helps us provide a better service

# ON-TIME PERFORMANCE

AUGUST 2014

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

Percentage of flights departing Gatwick  
**within 15 minutes** of the scheduled time

**AIRPORT  
OVERALL**

August 2014  
**59%**



## arrivals on-time performance

Percentage of flights arriving at Gatwick  
**within 15 minutes** of the scheduled time

**AIRPORT  
OVERALL**

August 2014  
**64%**

# ACI ASQ – HOW DO WE COMPARE?

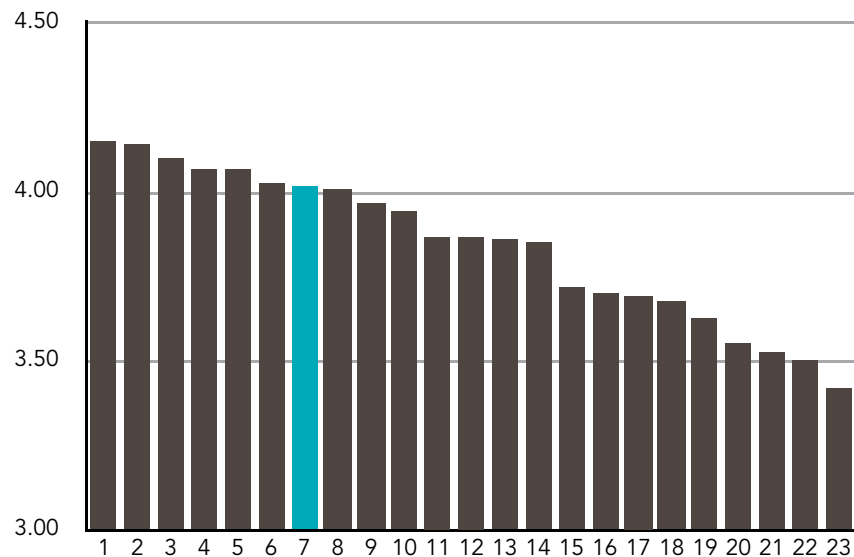
Q2 2014



**Airports Council International** produce a measure of overall satisfaction with the airport. It shows how we compare against a panel of 22 European Competitor airports, as well as how our score (out of 5) has changed over time.



Gatwick ranked 7 out of 23 in Q2 2014



How we have performed over time

