



 **Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**DECEMBER 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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Core Service Standards



Airline Service Standards



PRM Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

DECEMBER 2014



## 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

NORTH TERMINAL	Target	Average score	Dec 2014
	3.80	4.03	4.00
SOUTH TERMINAL	Target	Average score	Dec 2014
	3.80	3.96	4.03



## airport cleanliness

Overall cleanliness of the terminal

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

NORTH TERMINAL	Target	Average score	Dec 2014
	4.00	4.01	3.98
SOUTH TERMINAL	Target	Average score	Dec 2014
	4.00	4.16	4.16

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

DECEMBER 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>	Dec 2014 <b>4.15</b>
<b>SOUTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.20</b>	Dec 2014 <b>4.20</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>4.31</b>	Dec 2014 <b>4.31</b>
<b>SOUTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.38</b>	Dec 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

DECEMBER 2014



## 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.

NORTH TERMINAL	Target	Average score	Dec 2014
	95.00%	96.74%	95.52%
SOUTH TERMINAL	Target	Average score	Dec 2014
	95.00%	96.63%	95.48%



## 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.

NORTH TERMINAL	Target	Average score	Dec 2014
	98.00%	99.90%	99.96%
SOUTH TERMINAL	Target	Average score	Dec 2014
	98.00%	99.99%	100%

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

DECEMBER 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.

Terminal	Target	Average score	Dec 2014
NORTH TERMINAL	0	0	0
SOUTH TERMINAL	0	0	0



## flight connections security search

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

This measure applies to 95% of core hours.

Terminal	Target	Average score	Dec 2014
NORTH TERMINAL	95.00%	99.61%	99.90%
SOUTH TERMINAL	95.00%	98.75%	99.40%

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

DECEMBER 2014

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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>	Dec 2014 <b>99.97%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.91%</b>	Dec 2014 <b>99.80%</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>99.81%</b>	Dec 2014 <b>100%</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

DECEMBER 2014

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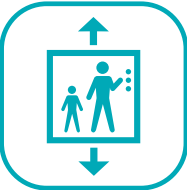


## passenger sensitive equipment priority availability

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.

Terminal	Target	Average score	Dec 2014
NORTH TERMINAL	99.00%	99.53%	99.47%
SOUTH TERMINAL	99.00%	99.63%	99.67%



## 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.

Terminal	Target	Average score	Dec 2014
NORTH TERMINAL	99.00%	99.59%	99.41%
SOUTH TERMINAL	99.00%	99.57%	99.70%

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

DECEMBER 2014

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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, the score shown relates to the lowest daily performance

NORTH TERMINAL	Target	Dec 2014
	97.00%	97.35%
SOUTH TERMINAL	Target	Dec 2014
	97.00%	97.65%



## 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	Average score	Dec 2014
	99.00%	99.66%	99.60%
SOUTH TERMINAL	Target	Average score	Dec 2014
	99.00%	99.75%	99.42%

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

DECEMBER 2014

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## 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 <b>99.00%</b>	Average score <b>99.95%</b>	Dec 2014 <b>100%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.96%</b>	Dec 2014 <b>99.96%</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 <b>99.00%</b>	Average score <b>99.87%</b>	Dec 2014 <b>99.80%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.83%</b>	Dec 2014 <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

DECEMBER 2014



## 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	Dec 2014
	95.00%	96.36%	96.53%
SOUTH TERMINAL	Target	Average score	Dec 2014
	95.00%	98.02%	98.03%



## 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.

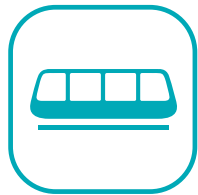
NORTH TERMINAL	Target	Average score	Dec 2014
	99.00%	99.97%	100%
SOUTH TERMINAL	Target	Average score	Dec 2014
	99.00%	99.99%	100%

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

DECEMBER 2014

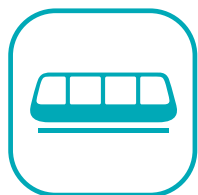
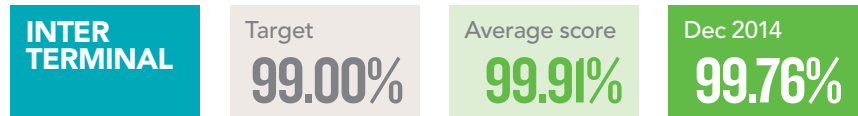
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## inter-terminal shuttle one shuttle available

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

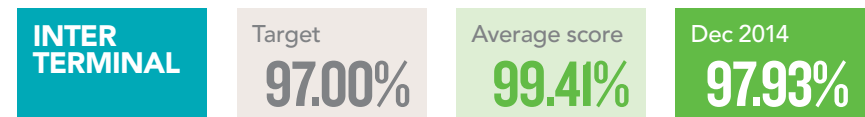
Core hours vary dependent on agreed maintenance periods.



## 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

DECEMBER 2014

YOUR LONDON AIRPORT

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## 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	Average score	Dec 2014
	<b>98.95%</b>	<b>99.93%</b>	<b>99.81%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	Dec 2014
	<b>98.95%</b>	<b>99.86%</b>	<b>99.93%</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	Average score	Dec 2014
	<b>0</b>	<b>0</b>	<b>0</b>

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

DECEMBER 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	3383	83.71%	Aurigny MENZIES	162	87.65%
British Airways SWISSPORT	1131	94.69%	Thomson Airways SWISSPORT	130	75.38%
Norwegian AVIATOR	692	84.25%	Turkish Airlines MENZIES	116	78.45%
Aer Lingus MENZIES	267	88.39%	TAP Air Portugal AVIATOR	101	82.18%
Ryanair SWISSPORT	213	95.77%	Vueling SWISSPORT	100	96.00%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from May to October for both terminals, 0500-2100 between November to April for North Terminal and 0500-2200 between November to April for South Terminal.

# AIRLINE SERVICE STANDARDS

DECEMBER 2014



## small/medium aircraft baggage performance

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

### AIRLINES 11-22 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Flybe	76	96.05%	airBaltic	30	90.00%
MENZIES			AVIATOR		
Air Europa	61	81.97%	Air Malta	30	76.67%
Líneas Aéreas			MENZIES		
AVIATOR			Royal Air Maroc	28	89.29%
Monarch	55	89.09%	AVIATOR		
AIRLINE SERVICES			Iraqi Airways	20	70.00%
Wow Air	44	95.45%	MENZIES		
AVIATOR			Swiss International Air Lines	20	65.00%
Meridiana	33	81.82%	MENZIES		
AVIATOR			All other airlines	99	81.82%
Ukraine International Airlines	31	80.65%			
AVIATOR					

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from May to October for both terminals, 0500-2100 between November to April for North Terminal and 0500-2200 between November to April for South Terminal.

# AIRLINE SERVICE STANDARDS

DECEMBER 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
British Airways SWISSPORT	243	93.83%	Emirates AVIATOR	93	83.87%
Monarch AIRLINE SERVICES	208	93.75%	Norwegian AVIATOR	31	90.32%
Virgin Atlantic SWISSPORT	159	93.71%	Air Transat AVIATOR	26	80.77%
Thomson Airways SWISSPORT	137	92.70%	Icelandair SWISSPORT	25	96.00%
Thomas Cook AVIATOR	94	93.62%	Garuda Indonesia SWISSPORT	22	100%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from May to October for both terminals, 0500-2100 between November to April for North Terminal and 0500-2200 between November to April for South Terminal.



# AIRLINE SERVICE STANDARDS

NOVEMBER 2014



## large aircraft baggage performance

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

### AIRLINES 11-17 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Vietnam Airlines SWISSPORT	18	83.33%	Aer Lingus MENZIES	1	100%
Aegean Airlines AVIATOR	13	100%	Air Europa AVIATOR	1	100%
Caribbean Airlines AVIATOR	13	84.62%			
Turkish Airlines MENZIES	8	100%			
Titan Airways MENZIES	5	100%			

# PRM STATISTICS

DECEMBER 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		<b>10,650</b>
Number of passengers needing special assistance met		<b>33,554</b>
Percentage of pre-notifications at least 48 hours before flight*		<b>65%</b>
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average <b>0.90</b>	December 2014 <b>0.60</b>
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average <b>1.00</b>	December 2014 <b>0.50</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

DECEMBER 2014

YOUR LONDON AIRPORT

*Gatwick*



## departures on-time performance

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

**AIRPORT  
OVERALL**

Dec 2014  
**69%**



## arrivals on-time performance

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

**AIRPORT  
OVERALL**

Dec 2014  
**73%**

# ACI ASQ – HOW DO WE COMPARE?

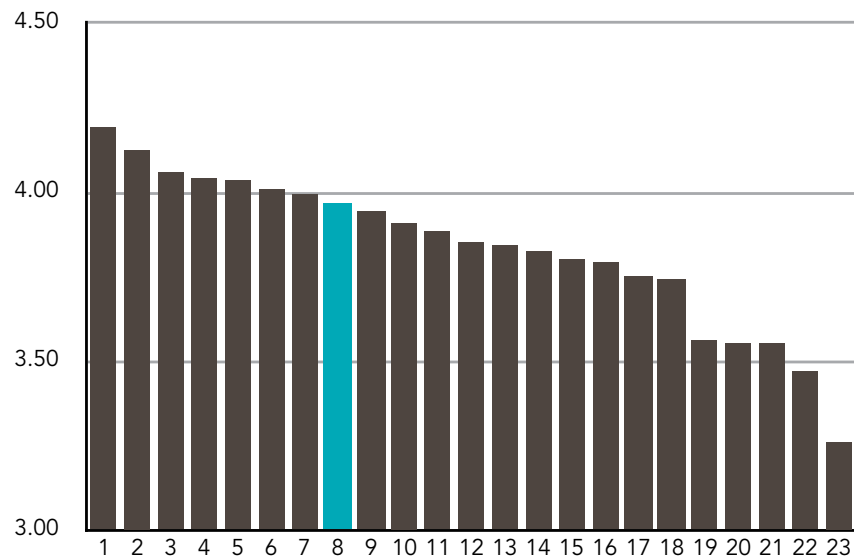
Q3 2014



**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 8 out of 23 in Q3 2014



How we have performed over time

