



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

MAY 2014

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

If you have any comments or feedback to help us improve please send them to customer.services@gatwickairport.com

CONTENTS

Core Service Standards



Airline Service Standards



PRM Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

MAY 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

NORTH TERMINAL	Target 3.80	Average score 4.06	May 2014 4.04
SOUTH TERMINAL	Target 3.80	Average score 3.91	May 2014 3.92



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 4.00	Average score 4.04	May 2014 4.02
SOUTH TERMINAL	Target 4.00	Average score 4.16	May 2014 4.17

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

MAY 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

NORTH TERMINAL	Target 4.10	Average score 4.17	May 2014 4.16
SOUTH TERMINAL	Target 4.10	Average score 4.19	May 2014 4.20



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

NORTH TERMINAL	Target 4.20	Average score 4.29	May 2014 4.31
SOUTH TERMINAL	Target 4.20	Average score 4.32	May 2014 4.37

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

MAY 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	May 2014
	95.00%	97.30%	96.69%
SOUTH TERMINAL	Target	Average score	May 2014
	95.00%	96.74%	97.50%



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	May 2014
	98.00%	99.95%	99.96%
SOUTH TERMINAL	Target	Average score	May 2014
	98.00%	99.97%	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

MAY 2014



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	May 2014	0
	SOUTH TERMINAL	Target	0	Average score	0	May 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	99.54%	May 2014	98.69%
	SOUTH TERMINAL	Target	95.00%	Average score	99.16%	May 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

MAY 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.

NORTH TERMINAL	Target 95.00%	Average score 99.98%	May 2014 100%
SOUTH TERMINAL	Target 95.00%	Average score 99.96%	May 2014 100%



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.

EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.51%	May 2014 99.90%
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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

MAY 2014

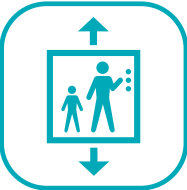


passenger sensitive equipment priority availability

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	May 2014
	99.00%	99.46%	99.69%
SOUTH TERMINAL	Target	Average score	May 2014
	99.00%	99.57%	99.64%



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	May 2014
	99.00%	99.50%	99.73%
SOUTH TERMINAL	Target	Average score	May 2014
	99.00%	99.65%	99.77%

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

MAY 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 **daily** event based measure

NORTH TERMINAL	Target	97.00%	May 2014	97.83%
	SOUTH TERMINAL	Target	97.00%	May 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	99.62%	May 2014	99.69%
	SOUTH TERMINAL	Target	99.00%	Average score	99.82%	May 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

MAY 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

NORTH TERMINAL	Target	Average score	May 2014
	99.00%	98.98%	99.93%
SOUTH TERMINAL	Target	Average score	May 2014
	99.00%	99.99%	99.94%



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

NORTH TERMINAL	Target	Average score	May 2014
	99.00%	99.77%	99.88%
SOUTH TERMINAL	Target	Average score	May 2014
	99.00%	99.86%	99.90%

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

MAY 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	May 2014
	95.00%	96.18%	96.88%
SOUTH TERMINAL	Target	Average score	May 2014
	95.00%	97.99%	98.78%



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	May 2014
	99.00%	99.89%	100%
SOUTH TERMINAL	Target	Average score	May 2014
	99.00%	99.97%	99.97%

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

MAY 2014

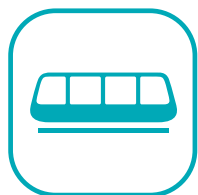
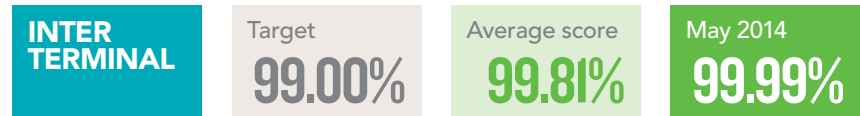
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inter-terminal shuttle one shuttle available

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

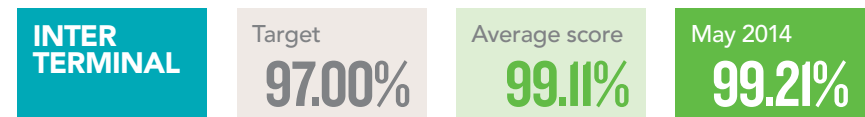
Core hours vary dependent on agreed maintenance periods.



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

MAY 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.

NORTH TERMINAL	Target 99.00%	Average score 99.66%	May 2014 99.93%
SOUTH TERMINAL	Target 99.00%	Average score 99.91%	May 2014 99.92%



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

AIRPORT OVERALL	Target 0	Average score 0	May 2014 0
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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

MAY 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	4927	87.78%	Thomson Airways SWISSPORT	208	34.13%
British Airways SWISSPORT	1589	75.14%	Aurigny MENZIES	177	99.44%
Norwegian AVIATOR	837	89.01%	Vueling SWISSPORT	123	81.30%
Aer Lingus MENZIES	281	97.51%	TAP Air Portugal SWISSPORT	115	70.43%
Ryanair AVIATOR	230	94.35%	Turkish Airlines MENZIES	104	88.46%

AIRLINE SERVICE STANDARDS

MAY 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
Air Europa Líneas Aéreas AVIATOR	62	95.16%	Thomas Cook SWISSPORT	35	77.14%
Flybe MENZIES	62	100%	Air Malta MENZIES	32	96.88%
Monarch SWISSPORT	44	81.82%	Royal Air Maroc AVIATOR	31	64.52%
WOWAir SERVISAIR	40	92.50%	Strategic Airlines SWISSPORT	30	86.67%
airBaltic AVIATOR	40	100%	Air One SWISSPORT	27	74.07%
Ukraine International Airlines AVIATOR	39	79.49%	All other airlines	151	76.16%

AIRLINE SERVICE STANDARDS

MAY 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 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	431	87.24%	Air Transat AVIATOR	60	90.00%
British Airways SWISSPORT	278	67.99%	Vietnam Airlines SWISSPORT	21	85.71%
Thomson Airways SWISSPORT	203	74.38%	Norwegian AVIATOR	21	100%
Thomas Cook SWISSPORT	180	63.89%	Turkish Airlines MENZIES	20	100%
Virgin Atlantic SWISSPORT	177	80.79%	All other airlines	65	78.46%
Emirates AVIATOR	93	94.62%			

Measures defined and targets set in agreement with the airlines

PRM STATISTICS

MAY 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

Number of flights with PRM passengers met		15,518
Number of passengers needing special assistance met		50,218
Percentage of pre-notifications at least 48 hours before flight*		58%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.50	May 2014 0.30
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.90	May 2014 1.10

* 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

MAY 2014

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

May 2014
73%



arrivals on-time performance

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

**AIRPORT
OVERALL**

May 2014
78%

ACI ASQ – HOW DO WE COMPARE?

YOUR LONDON AIRPORT
Gatwick

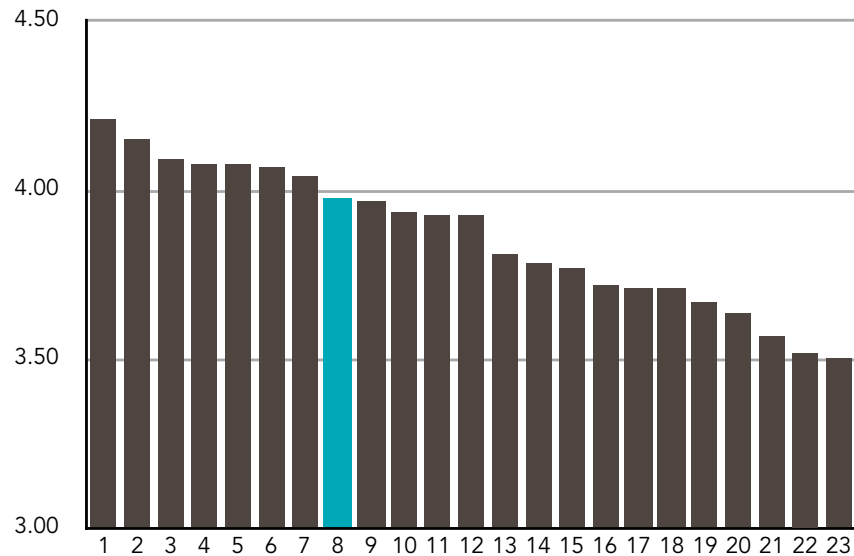
Q1 2014



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 Q1 2014



How we have performed over time

