



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

NOVEMBER 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

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CORE SERVICE STANDARDS

NOVEMBER 2014

YOUR LONDON AIRPORT
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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 4.04	Nov 2014 4.00
SOUTH TERMINAL	Target 3.80	Average score 3.95	Nov 2014 4.02



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 4.02	Nov 2014 3.98
SOUTH TERMINAL	Target 4.00	Average score 4.16	Nov 2014 4.15

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

NOVEMBER 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 4.16	Nov 2014 4.15
SOUTH TERMINAL	Target 4.10	Average score 4.20	Nov 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 4.31	Nov 2014 4.31
SOUTH TERMINAL	Target 4.20	Average score 4.37	Nov 2014 4.40

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

NOVEMBER 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	Nov 2014
	95.00%	96.81%	97.63%
SOUTH TERMINAL	Target	Average score	Nov 2014
	95.00%	96.68%	96.38%



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	Nov 2014
	98.00%	99.90%	100%
SOUTH TERMINAL	Target	Average score	Nov 2014
	98.00%	99.98%	99.96%

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

NOVEMBER 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	Nov 2014	0
	SOUTH TERMINAL	Target	0	Average score	0	Nov 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	99.61%	Nov 2014	99.90%
	SOUTH TERMINAL	Target	95.00%	Average score	98.77%	Nov 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

NOVEMBER 2014



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.

Terminal	Target	Average score	Nov 2014
NORTH TERMINAL	95.00%	99.96%	99.95%
SOUTH TERMINAL	95.00%	99.92%	100%



external control posts security search

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

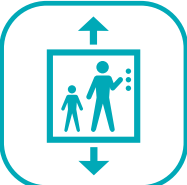
This measure applies to 95% of core hours. Performance averaged between Tower and North Gate.

Area	Target	Average score	Nov 2014
EXTERNAL CONTROL POSTS	95.00%	99.73%	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

NOVEMBER 2014

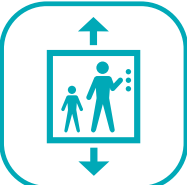


passenger sensitive equipment priority availability

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.

Terminal	Target	Average score	Nov 2014
NORTH TERMINAL	99.00%	99.43%	99.27%
SOUTH TERMINAL	99.00%	99.61%	99.25%



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	Nov 2014
NORTH TERMINAL	99.00%	99.53%	99.66%
SOUTH TERMINAL	99.00%	99.58%	99.53%

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

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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	Nov 2014
	97.00%	98.32%
SOUTH TERMINAL	Target	Nov 2014
	97.00%	99.55%



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	Nov 2014
	99.00%	99.67%	99.73%
SOUTH TERMINAL	Target	Average score	Nov 2014
	99.00%	99.79%	99.89%

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

NOVEMBER 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	Nov 2014
	99.00%	99.95%	100%
SOUTH TERMINAL	Target	Average score	Nov 2014
	99.00%	99.97%	99.96%



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	Nov 2014
	99.00%	99.77%	99.95%
SOUTH TERMINAL	Target	Average score	Nov 2014
	99.00%	99.84%	99.91%

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

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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	Nov 2014
	95.00%	96.31%	96.51%
SOUTH TERMINAL	Target	Average score	Nov 2014
	95.00%	97.97%	98.00%



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.

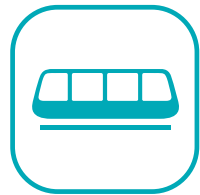
NORTH TERMINAL	Target	Average score	Nov 2014
	99.00%	99.90%	100%
SOUTH TERMINAL	Target	Average score	Nov 2014
	99.00%	99.99%	100%

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

NOVEMBER 2014

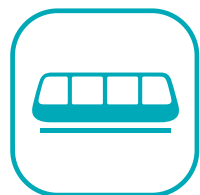
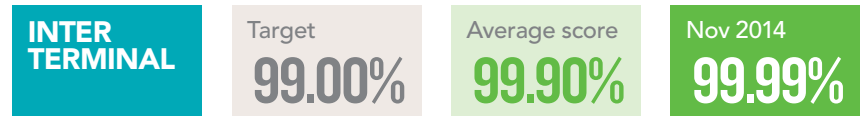
YOUR LONDON AIRPORT
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inter-terminal shuttle one shuttle available

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

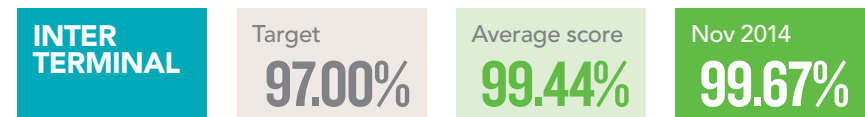
Core hours vary dependent on agreed maintenance periods.



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

NOVEMBER 2014



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	Average score	Nov 2014
	98.95%	99.70%	99.98%
SOUTH TERMINAL	Target	Average score	Nov 2014
	98.95%	99.86%	99.96%



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	Average score	Nov 2014
	0	0	0

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

NOVEMBER 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	3150	86.10%	Aurigny MENZIES	170	98.82%
British Airways SWISSPORT	1088	97.61%	Thomson Airways SWISSPORT	153	74.51%
Norwegian AVIATOR	741	88.80%	Turkish Airlines MENZIES	120	76.67%
Aer Lingus MENZIES	263	98.10%	TAP Air Portugal AVIATOR	95	84.21%
Ryanair SWISSPORT	220	97.73%	Vueling SWISSPORT	95	97.89%

AIRLINE SERVICE STANDARDS

NOVEMBER 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
Flybe MENZIES	86	96.51%	Royal Air Maroc AVIATOR	30	76.67%
Air Europa Líneas Aéreas AVIATOR	59	69.49%	Ukraine International Airlines AVIATOR	30	76.67%
Monarch AIRLINE SERVICES	49	97.96%	Meridiana AVIATOR	25	76.00%
Wow Air AVIATOR	49	93.88%	Iraqi Airways MENZIES	21	47.62%
Air Malta MENZIES	31	61.29%	All other airlines	92	79.35%
airBaltic AVIATOR	30	93.33%			

AIRLINE SERVICE STANDARDS

NOVEMBER 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	252	95.24%	Emirates AVIATOR	90	91.11%
Virgin Atlantic SWISSPORT	172	87.21%	Norwegian AVIATOR	30	93.33%
Thomson Airways SWISSPORT	113	94.69%	Icelandair SWISSPORT	26	92.31%
Monarch AIRLINE SERVICES	104	99.04%	Air Transat AVIATOR	23	78.26%
Thomas Cook AVIATOR	104	91.35%	Garuda Indonesia SWISSPORT	22	100%

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
Gatwick

NOVEMBER 2014



large aircraft baggage performance

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

AIRLINES 11-16 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time
Vietnam Airlines SWISSPORT	17	88.24%
Caribbean Airlines AVIATOR	13	100%
Monarch SWISSPORT	12	100%
Aegean Airlines AVIATOR	9	88.89%
Titan Airways MENZIES	4	100%
Air Europa Líneas Aéreas AVIATOR	1	100%

PRM STATISTICS

NOVEMBER 2014

YOUR LONDON AIRPORT



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	9,797	
Number of passengers needing special assistance met	32,005	
Percentage of pre-notifications at least 48 hours before flight*	64%	
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.90	November 2014 0.80
Number of complaints received (per 1000 PRM passengers)	12 Month Average 1.00	November 2014 0.70

* 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

NOVEMBER 2014

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

Nov 2014
85%



arrivals on-time performance

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

**AIRPORT
OVERALL**

Nov 2014
88%

ACI ASQ – HOW DO WE COMPARE?

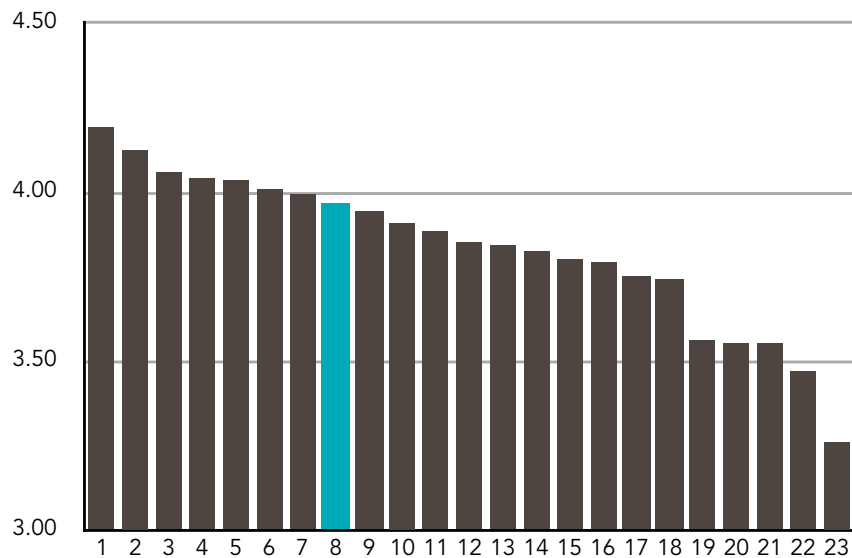
Q3 2014



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

