



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

SEPTEMBER 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

SEPTEMBER 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 4.09	Sept 2014 4.01
SOUTH TERMINAL	Target 3.80	Average score 3.93	Sept 2014 3.99



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	Sept 2014 4.00
SOUTH TERMINAL	Target 4.00	Average score 4.16	Sept 2014 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

SEPTEMBER 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 4.21	Sept 2014 4.16
SOUTH TERMINAL	Target 4.10	Average score 4.20	Sept 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 4.35	Sept 2014 4.30
SOUTH TERMINAL	Target 4.20	Average score 4.36	Sept 2014 4.41

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

SEPTEMBER 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.

NORTH TERMINAL	Target 95.00%	Average score 96.82%	Sept 2014 95.33%
SOUTH TERMINAL	Target 95.00%	Average score 96.61%	Sept 2014 95.58%



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 98.00%	Average score 99.93%	Sept 2014 99.83%
SOUTH TERMINAL	Target 98.00%	Average score 99.98%	Sept 2014 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

SEPTEMBER 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	Sept 2014	0
	SOUTH TERMINAL	Target	0	Average score	0	Sept 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	99.58%	Sept 2014	99.90%
	SOUTH TERMINAL	Target	95.00%	Average score	98.79%	Sept 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

SEPTEMBER 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.

NORTH TERMINAL	Target	Average score	Sept 2014
	95.00%	99.96%	99.95%
SOUTH TERMINAL	Target	Average score	Sept 2014
	95.00%	99.94%	99.90%



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	Average score	Sept 2014
	95.00%	99.66%	99.69%

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

SEPTEMBER 2014

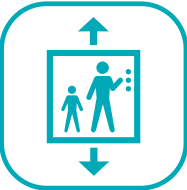


passenger sensitive equipment priority availability

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	Sept 2014
	99.00%	99.48%	99.62%
SOUTH TERMINAL	Target	Average score	Sept 2014
	99.00%	99.61%	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.

NORTH TERMINAL	Target	Average score	Sept 2014
	99.00%	99.50%	99.73%
SOUTH TERMINAL	Target	Average score	Sept 2014
	99.00%	99.62%	99.56%

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

SEPTEMBER 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, the score shown relates to the lowest daily performance

NORTH TERMINAL	Target	97.00%	Sept 2014	94.29%
	SOUTH TERMINAL	Target	97.00%	Sept 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	99.66%	Sept 2014	99.57%
	SOUTH TERMINAL	Target	99.00%	Average score	99.76%	Sept 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

SEPTEMBER 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	Sept 2014
	99.00%	99.95%	99.53%
SOUTH TERMINAL	Target	Average score	Sept 2014
	99.00%	99.97%	99.89%



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	Sept 2014
	99.00%	99.76%	99.86%
SOUTH TERMINAL	Target	Average score	Sept 2014
	99.00%	99.85%	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

SEPTEMBER 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	Sept 2014
	95.00%	96.26%	96.33%
SOUTH TERMINAL	Target	Average score	Sept 2014
	95.00%	97.91%	97.95%



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	Sept 2014
	99.00%	99.90%	100%
SOUTH TERMINAL	Target	Average score	Sept 2014
	99.00%	99.99%	99.98%

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

SEPTEMBER 2014

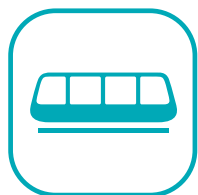
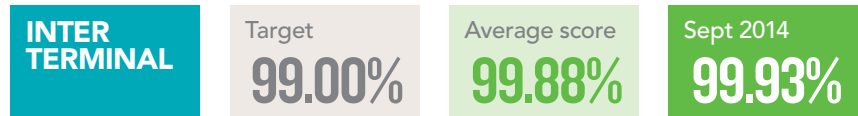
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inter-terminal shuttle one shuttle available

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

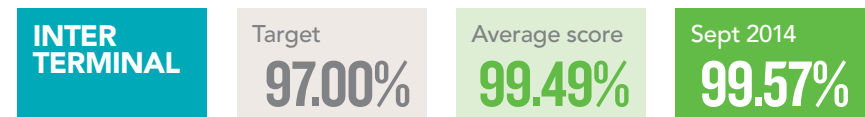
Core hours vary dependent on agreed maintenance periods.



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

SEPTEMBER 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.

NORTH TERMINAL	Target 98.95%	Average score 99.69%	Sept 2014 99.98%
SOUTH TERMINAL	Target 98.95%	Average score 99.84%	Sept 2014 99.61%



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	Sept 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

YOUR LONDON AIRPORT
Gatwick

SEPTEMBER 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	4584	81.44%	Ryanair SWISSPORT	227	96.48%
British Airways SWISSPORT	1379	82.74%	Aurigny MENZIES	171	96.49%
Norwegian AVIATOR	836	71.29%	TAP Air Portugal AVIATOR	131	41.98%
Aer Lingus MENZIES	278	94.96%	Vueling SWISSPORT	117	87.18%
Thomson Airways SWISSPORT	265	46.42%	Turkish Airlines MENZIES	87	57.47%

AIRLINE SERVICE STANDARDS

SEPTEMBER 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	60	100%	Wow Air AVIATOR	40	55.00%
Air Europa Líneas Aéreas AVIATOR	56	62.50%	Ukraine International Airlines AVIATOR	40	37.50%
Monarch SWISSPORT	55	61.82%	Thomas Cook AVIATOR	39	43.59%
Germania SWISSPORT	46	71.74%	airBaltic AVIATOR	38	86.84%
Small Planet Airlines AVIATOR	41	68.29%	Meridiana AVIATOR	38	26.32%
Travel Service AVIATOR	40	60.00%	All other airlines	222	52.70%

AIRLINE SERVICE STANDARDS

SEPTEMBER 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	513	91.62%	Emirates AVIATOR	90	70.00%
Thomson Airways SWISSPORT	260	91.15%	Air Transat AVIATOR	60	66.67%
British Airways SWISSPORT	250	94.00%	Turkish Airlines MENZIES	33	90.91%
Thomas Cook AVIATOR	192	78.13%	Norwegian AVIATOR	30	100%
Virgin Atlantic SWISSPORT	160	85.00%	Icelandair SWISSPORT	19	100%

AIRLINE SERVICE STANDARDS

SEPTEMBER 2014



large aircraft baggage performance

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

AIRLINES 11-20 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time
Vietnam Airlines SWISSPORT	19	73.68%
Onur Air AVIATOR	17	82.35%
flynas SWISSPORT	16	93.75%
Garuda Indonesia SWISSPORT	16	100%
easyJet MENZIES	14	78.57%
Air China SWISSPORT	13	92.31%

Airline & Handling Agent	Number of flights	Flights within target time
Caribbean Airlines SWISSPORT	12	83.33%
Air Europa Líneas Aéreas AVIATOR	4	100%
Titan Airways MENZIES	3	100%
Vueling SWISSPORT	1	100%

PRM STATISTICS

SEPTEMBER 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		17,364
Number of passengers needing special assistance met		56,470
Percentage of pre-notifications at least 48 hours before flight*		62%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.80	September 2014 1.40
Number of complaints received (per 1000 PRM passengers)	12 Month Average 1.00	September 2014 0.90

* 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

SEPTEMBER 2014

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

Sept 2014
67%



arrivals on-time performance

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

**AIRPORT
OVERALL**

Sept 2014
71%

ACI ASQ – HOW DO WE COMPARE?

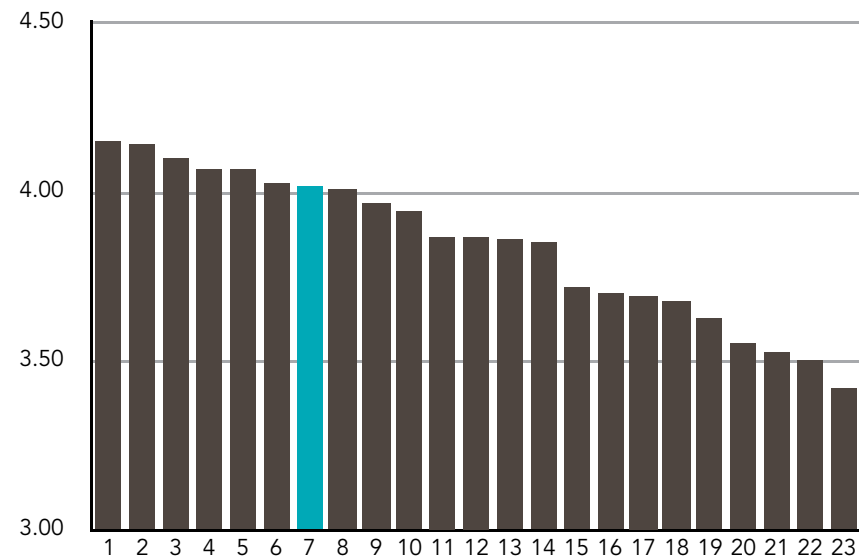
Q2 2014



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

