

A blurred photograph of an airport terminal. In the foreground, a yellow sign with a stylized figure icon and the word "Departures" is visible. The background shows a busy terminal with people walking and overhead lights.

 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

APRIL 2015

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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ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

APRIL 2015

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 4.01	April 2015 4.01
SOUTH TERMINAL	Target 3.80	Average score 4.00	April 2015 4.05



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 3.99	April 2015 3.99
SOUTH TERMINAL	Target 4.00	Average score 4.16	April 2015 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

APRIL 2015

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 4.15	April 2015 4.15
SOUTH TERMINAL	Target 4.10	Average score 4.20	April 2015 4.21



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	April 2015 4.32
SOUTH TERMINAL	Target 4.20	Average score 4.40	April 2015 4.39

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

APRIL 2015

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 96.19%	April 2015 95.67%
SOUTH TERMINAL	Target 95.00%	Average score 96.09%	April 2015 95.38%



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 98.00%	Average score 99.88%	April 2015 99.63%
SOUTH TERMINAL	Target 98.00%	Average score 99.96%	April 2015 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

APRIL 2015



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	April 2015	0
	SOUTH TERMINAL	Target	0	Average score	0	April 2015



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	99.63%	April 2015	99.69%
	SOUTH TERMINAL	Target	95.00%	Average score	98.73%	April 2015

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

APRIL 2015

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 99.94%	April 2015 99.95%
SOUTH TERMINAL	Target 95.00%	Average score 99.89%	April 2015 98.33%



external control posts security search

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

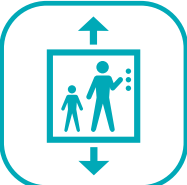
This measure applies to 95% of core hours. Performance for the Northern Approach Gate.

EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.94%	April 2015 100%
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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

APRIL 2015

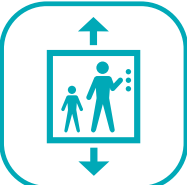


passenger sensitive equipment priority availability

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	April 2015
	99.00%	99.58%	99.76%
SOUTH TERMINAL	Target	Average score	April 2015
	99.00%	99.62%	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	April 2015
	99.00%	99.59%	99.65%
SOUTH TERMINAL	Target	Average score	April 2015
	99.00%	99.59%	99.72%

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

APRIL 2015

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%	April 2015	96.06%
	SOUTH TERMINAL	Target	97.00%	April 2015



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	99.70%	April 2015	99.58%
	SOUTH TERMINAL	Target	99.00%	Average score	99.75%	April 2015

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

APRIL 2015

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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

NORTH TERMINAL	Target 99.00%	Average score 99.16%	April 2015 90.47%
SOUTH TERMINAL	Target 99.00%	Average score 99.95%	April 2015 99.99%



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 99.00%	Average score 98.96%	April 2015 88.94%
SOUTH TERMINAL	Target 99.00%	Average score 99.82%	April 2015 99.94%

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

APRIL 2015

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 95.00%	Average score 96.57%	April 2015 96.63%
SOUTH TERMINAL	Target 95.00%	Average score 98.07%	April 2015 97.35%



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.

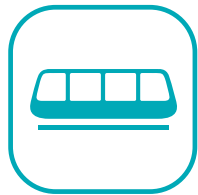
NORTH TERMINAL	Target 99.00%	Average score 99.49%	April 2015 93.94%
SOUTH TERMINAL	Target 99.00%	Average score 99.99%	April 2015 100%

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

APRIL 2015

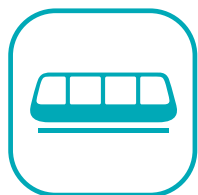
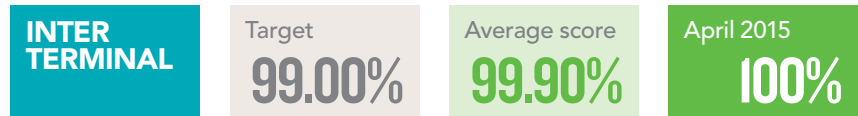
YOUR LONDON AIRPORT
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inter-terminal shuttle one shuttle available

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

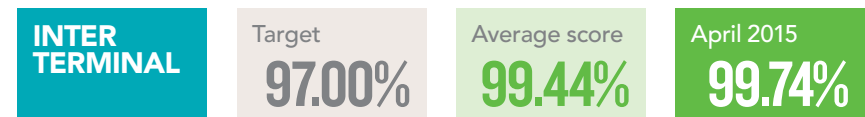
Core hours vary dependent on agreed maintenance periods.



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

APRIL 2015

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 99.00%	Average score 99.92%	April 2015 99.95%
SOUTH TERMINAL	Target 99.00%	Average score 99.85%	April 2015 99.94%



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	April 2015 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

APRIL 2015



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	4363	89.34%	Vueling SWISSPORT	181	98.90%
British Airways SWISSPORT	1339	97.83%	Aurigny MENZIES	170	75.88%
Norwegian AVIATOR	812	89.53%	Thomson Airways SWISSPORT	165	87.27%
Aer Lingus MENZIES	281	87.19%	TAP Air Portugal AVIATOR	102	75.49%
Ryanair SWISSPORT	236	97.88%	Turkish Airlines MENZIES	90	45.56%

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

APRIL 2015



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	82	96.34%	Royal Air Maroc AVIATOR	29	82.76%
Air Europa Líneas Aéreas AVIATOR	60	73.33%	Meridiana AVIATOR	24	87.50%
Wow Air AVIATOR	46	93.48%	Monarch AIRLINE SERVICES	24	83.33%
airBaltic AVIATOR	43	97.67%	Iraqi Airways MENZIES	21	19.05%
Ukraine International Airlines AVIATOR	40	75.00%	Belavia Belarusian Airlines AVIATOR	13	76.92%
Air Malta MENZIES	30	73.33%	All other airlines	62	74.19%

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

APRIL 2015



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 AIRLINE SERVICES	301	95.02%	Emirates AVIATOR	90	61.11%
British Airways SWISSPORT	269	98.88%	Air Transat AVIATOR	35	74.29%
Virgin Atlantic SWISSPORT	174	93.10%	Turkish Airlines MENZIES	30	86.67%
Thomson Airways SWISSPORT	165	97.58%	Norwegian AVIATOR	30	86.67%
Thomas Cook AVIATOR	144	94.44%	Icelandair SWISSPORT	26	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

APRIL 2015



large aircraft baggage performance

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

AIRLINES 11-18 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time	Airline & Handling Agent	Number of flights	Flights within target time
Garuda Indonesia SWISSPORT	21	100%	TAP Air Portugal AVIATOR	1	100%
Caribbean Airlines AVIATOR	18	88.89%	Corsair International SWISSPORT	1	100%
Titan Airways MENZIES	7	100%	United Airlines AVIATOR	1	100%
SATA International AVIATOR	2	100%			
Hi Fly AVIATOR	2	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.

PRM STATISTICS

APRIL 2015



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		12,634
Number of passengers needing special assistance met		37,067
Percentage of pre-notifications at least 48 hours before flight*		68.27%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 1.16	April 2015 1.40
Number of complaints received (per 1000 PRM passengers)	12 Month Average 1.02	April 2015 0.81

* 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

APRIL 2015

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

April 2015
74.4%



arrivals on-time performance

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

**AIRPORT
OVERALL**

April 2015
76.1%

ACI ASQ – HOW DO WE COMPARE?

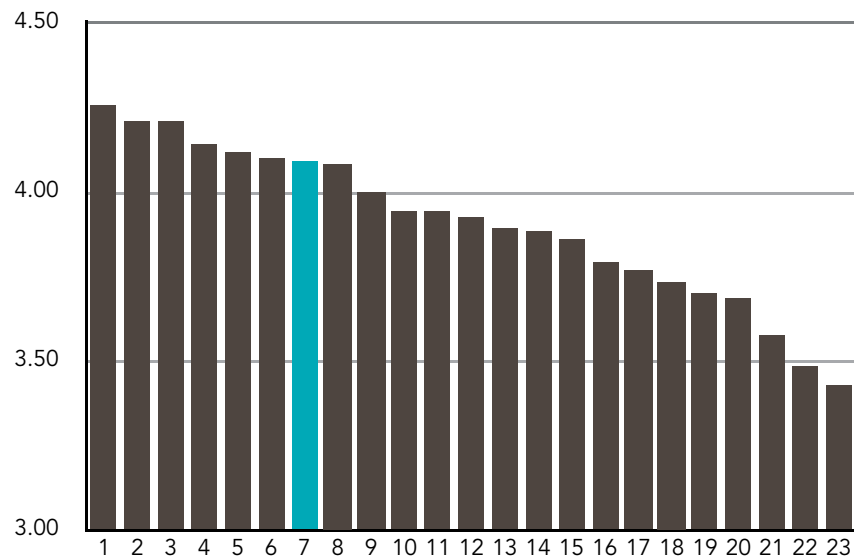
Q1 2015



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 Q1 2015



How we have performed over time

