



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

DECEMBER 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

DECEMBER 2015



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 2015
	3.80	4.04	4.10
SOUTH TERMINAL	Target	Average score	Dec 2015
	3.80	4.05	4.04



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 2015
	4.00	4.00	4.02
SOUTH TERMINAL	Target	Average score	Dec 2015
	4.00	4.15	4.14

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 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

Terminal	Target	Average score	Dec 2015
NORTH TERMINAL	4.10	4.13	4.12
SOUTH TERMINAL	4.10	4.22	4.22



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

Terminal	Target	Average score	Dec 2015
NORTH TERMINAL	4.20	4.35	4.38
SOUTH TERMINAL	4.20	4.39	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

DECEMBER 2015



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 2015
	95.00%	94.93%	96.25%
SOUTH TERMINAL	Target	Average score	Dec 2015
	95.00%	94.52%	97.02%



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 2015
	98.00%	99.75%	99.96%
SOUTH TERMINAL	Target	Average score	Dec 2015
	98.00%	99.85%	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

DECEMBER 2015

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	Dec 2015	0
	SOUTH TERMINAL	Target	0	Average score	0	Dec 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	99.67%	Dec 2015	99.90%
	SOUTH TERMINAL	Target	95.00%	Average score	98.08%	Dec 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

DECEMBER 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 99.92%	Dec 2015 99.95%
SOUTH TERMINAL	Target 95.00%	Average score 99.32%	Dec 2015 99.24%



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 100%	Dec 2015 100%
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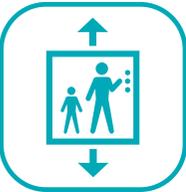
Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

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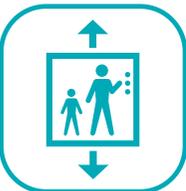


passenger sensitive equipment priority availability

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 2015
NORTH TERMINAL	99.00%	99.59%	99.46%
SOUTH TERMINAL	99.00%	99.57%	99.34%



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 2015
NORTH TERMINAL	99.00%	99.66%	99.53%
SOUTH TERMINAL	99.00%	99.70%	99.71%

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	Dec 2015
	97.00%	99.87%
SOUTH TERMINAL	Target	Dec 2015
	97.00%	99.53%



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 2015
	99.00%	99.85%	99.96%
SOUTH TERMINAL	Target	Average score	Dec 2015
	99.00%	99.83%	99.93%

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 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 97.55%	Dec 2015 99.99%
SOUTH TERMINAL	Target 99.00%	Average score 99.88%	Dec 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 97.49%	Dec 2015 99.93%
SOUTH TERMINAL	Target 99.00%	Average score 99.82%	Dec 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

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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	Dec 2015
	95.00%	96.54%	96.43%
SOUTH TERMINAL	Target	Average score	Dec 2015
	95.00%	97.08%	96.63%



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 2015
	99.00%	98.48%	99.99%
SOUTH TERMINAL	Target	Average score	Dec 2015
	99.00%	99.94%	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

DECEMBER 2015

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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 2015

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	Average score	Dec 2015
	99.00%	99.87%	99.39%
SOUTH TERMINAL	Target	Average score	Dec 2015
	99.00%	99.91%	99.98%



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	Dec 2015
	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

YOUR LONDON AIRPORT
Gatwick

DECEMBER 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	3146	96.22%	Aurigny AIRLINE SERVICES	168	96.43%
British Airways SWISSPORT	879	96.13%	Vueling SWISSPORT	147	100%
Norwegian AVIATOR	723	96.82%	Thomson Airways SWISSPORT	108	76.85%
Aer Lingus MENZIES	277	95.31%	TAP Portugal AVIATOR	104	94.23%
Ryanair SWISSPORT	225	98.67%	Turkish Airlines AIRLINE SERVICES	93	93.55%

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 May for North Terminal and 0500-2200 between November to May for South Terminal.

AIRLINE SERVICE STANDARDS

DECEMBER 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 AVIATOR	76	98.68%	Pegasus Airlines SWISSPORT	30	96.67%
Iberia Express MENZIES	62	77.42%	WOWAir AVIATOR	28	100%
Air Europa Líneas Aéreas AVIATOR	58	94.83%	Royal Air Maroc AVIATOR	26	92.31%
Air Malta AIRLINE SERVICES	33	96.97%	Smart Wings AVIATOR	26	96.15%
airBaltic AIRLINE SERVICES	31	100%	Meridiana AVIATOR	21	95.24%
Ukraine International Airlines AVIATOR	31	80.65%	All other airlines	67	80.60%

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 May for North Terminal and 0500-2200 between November to May for South Terminal.

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
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DECEMBER 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
British Airways SWISSPORT	262	97.71%	Norwegian AVIATOR	61	98.36%
Virgin Atlantic SWISSPORT	164	96.34%	Turkish Airlines AIRLINE SERVICES	30	96.67%
Monarch AIRLINE SERVICES	131	96.95%	Air Transat AVIATOR	29	93.10%
Thomson Airways SWISSPORT	120	96.67%	Icelandair SWISSPORT	28	100%
Emirates DNATA	92	100%	Caribbean Airlines AVIATOR	13	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 May for North Terminal and 0500-2200 between November to May for South Terminal.

AIRLINE SERVICE STANDARDS

DECEMBER 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	13	100%	Hi Fly AVIATOR	2	100%
Titan Airways MENZIES	8	100%	TAP Portugal AVIATOR	1	100%
Germania AIRLINE SERVICES	7	100%	Vueling SWISSPORT	1	100%
Aer Lingus MENZIES	7	100%			
Air Europa Líneas Aéreas AVIATOR	4	100%			

PRM STATISTICS

DECEMBER 2015

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	11,249	
Number of passengers needing special assistance met	36,394	
Percentage of pre-notifications at least 48 hours before flight*	70.00%	
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.88	December 2015 1.15
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.98	December 2015 0.82

* 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 2015

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

Percentage of flights departing Gatwick
within 16 minutes of the scheduled time

**AIRPORT
OVERALL**

Dec 2015
70.60%



arrivals on-time performance

Percentage of flights arriving at Gatwick
within 16 minutes of the scheduled time

**AIRPORT
OVERALL**

Dec 2015
70.40%

ACI ASQ – HOW DO WE COMPARE?

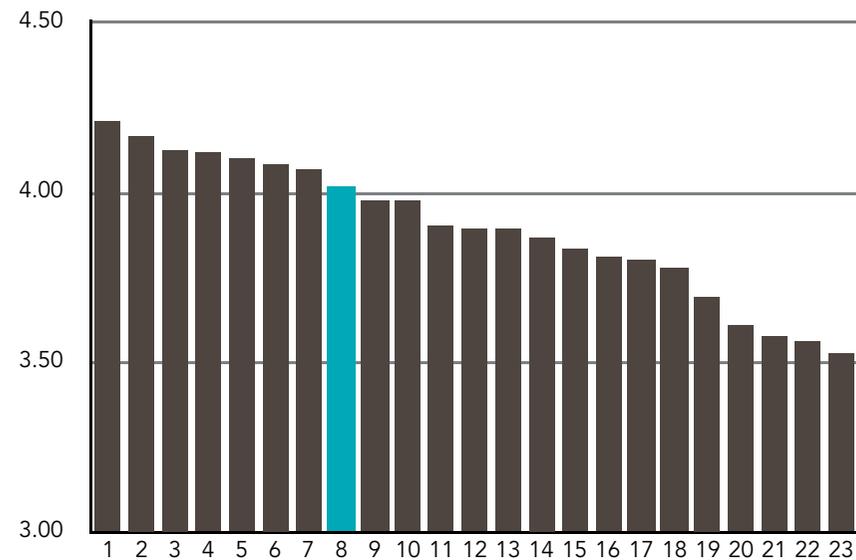
Q2 2015



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 8 out of 23 in Q2 2015



How we have performed over time

