



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

FEBRUARY 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

FEBRUARY 2015

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 4.02	February 2015 4.01
SOUTH TERMINAL	Target 3.80	Average score 3.98	February 2015 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 4.00	Average score 4.00	February 2015 3.99
SOUTH TERMINAL	Target 4.00	Average score 4.16	February 2015 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

FEBRUARY 2015

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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	February 2015 4.15
SOUTH TERMINAL	Target 4.10	Average score 4.20	February 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	February 2015 4.32
SOUTH TERMINAL	Target 4.20	Average score 4.39	February 2015 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

FEBRUARY 2015

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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 96.48%	February 2015 95.36%
SOUTH TERMINAL	Target 95.00%	Average score 96.45%	February 2015 95.94%



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 99.89%	February 2015 99.87%
SOUTH TERMINAL	Target 98.00%	Average score 99.98%	February 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

FEBRUARY 2015

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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	February 2015	0
	SOUTH TERMINAL	Target	0	Average score	0	February 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	99.59%	February 2015	99.33%
	SOUTH TERMINAL	Target	95.00%	Average score	98.57%	February 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

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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 99.95%	February 2015 100%
SOUTH TERMINAL	Target 95.00%	Average score 99.90%	February 2015 100%



external control posts security search

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

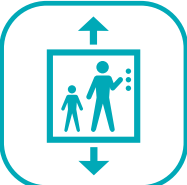
This measure applies to 95% of core hours.
Performance averaged between Tower and North Gate.

EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.86%	February 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

FEBRUARY 2015

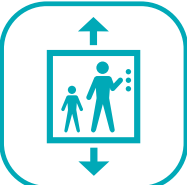


passenger sensitive equipment priority availability

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.

Terminal	Target	Average score	February 2015
NORTH TERMINAL	99.00%	99.58%	99.62%
SOUTH TERMINAL	99.00%	99.62%	99.47%



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	February 2015
NORTH TERMINAL	99.00%	99.59%	99.58%
SOUTH TERMINAL	99.00%	99.59%	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	February 2015
	97.00%	99.31%
SOUTH TERMINAL	Target	February 2015
	97.00%	99.39%



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	February 2015
	99.00%	99.68%	99.78%
SOUTH TERMINAL	Target	Average score	February 2015
	99.00%	99.77%	99.85%

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	Average score	February 2015
	99.00%	99.95%	100%
SOUTH TERMINAL	Target	Average score	February 2015
	99.00%	99.95%	99.90%



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	February 2015
	99.00%	99.87%	99.88%
SOUTH TERMINAL	Target	Average score	February 2015
	99.00%	99.82%	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

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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 96.50%	February 2015 96.60%
SOUTH TERMINAL	Target 95.00%	Average score 98.15%	February 2015 98.07%



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.

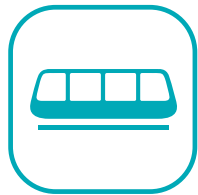
NORTH TERMINAL	Target 99.00%	Average score 100%	February 2015 100%
SOUTH TERMINAL	Target 99.00%	Average score 99.99%	February 2015 100%

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

FEBRUARY 2015

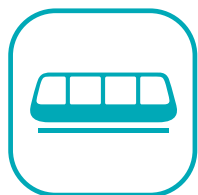
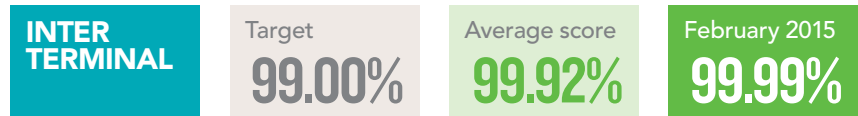
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inter-terminal shuttle one shuttle available

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

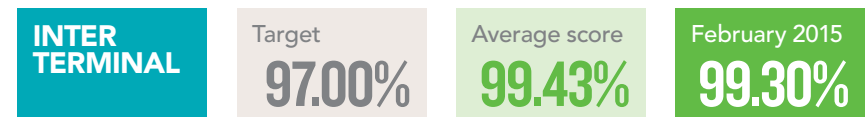
Core hours vary dependent on agreed maintenance periods.



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

FEBRUARY 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 98.95%	Average score 99.94%	February 2015 99.91%
SOUTH TERMINAL	Target 98.95%	Average score 99.85%	February 2015 99.87%



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	February 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

FEBRUARY 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.

AIRPORT OVERALL	Flights within target time in February 2015
SMALL/MEDIUM AIRCRAFT	93.99%

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	3083	84.40%	Aurigny MENZIES	132	91.67%
British Airways SWISSPORT	1132	96.20%	Thomson Airways SWISSPORT	130	64.62%
Norwegian AVIATOR	694	87.18%	Turkish Airlines MENZIES	104	79.81%
Aer Lingus MENZIES	260	94.62%	TAP Air Portugal AVIATOR	93	91.40%
Ryanair SWISSPORT	204	99.51%	Vueling SWISSPORT	93	96.77%

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

FEBRUARY 2015



small/medium aircraft baggage performance

Target time for small/medium aircraft – **last bag delivered within 35 minutes**

AIRLINES 11-20 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	75	97.33%	Royal Air Maroc	27	88.89%
MENZIES			AVIATOR		
Air Europa Líneas Aéreas	56	82.14%	Iraqi Airways	20	35.00%
AVIATOR			MENZIES		
Wow Air	48	87.50%	Meridiana	22	90.91%
AVIATOR			AVIATOR		
Monarch	34	79.41%	airBaltic	20	100%
AIRLINE SERVICES			AVIATOR		
Air Malta	28	92.86%	All other airlines	120	69.17%
MENZIES					
Ukraine International Airlines	28	75.00%			
AVIATOR					

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

FEBRUARY 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	230	98.26%	Emirates AVIATOR	84	85.71%
Monarch AIRLINE SERVICES	216	84.72%	Icelandair SWISSPORT	28	100%
Virgin Atlantic SWISSPORT	143	95.10%	Norwegian AVIATOR	28	89.29%
Thomson Airways SWISSPORT	126	87.30%	Garuda Indonesia SWISSPORT	16	100%
Thomas Cook AVIATOR	124	84.68%	Air Transat AVIATOR	16	81.25%

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

FEBRUARY 2015



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	Airline & Handling Agent	Number of flights	Flights within target time
Vietnam Airlines SWISSPORT	16	81.25%	Freebird Airlines AVIATOR	1	100%
Caribbean Airlines AVIATOR	15	80.00%			
Titan Airways MENZIES	3	66.67%			
Turkish Airlines MENZIES	3	66.67%			
Aegean Airlines AVIATOR	1	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

FEBRUARY 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		8,569
Number of passengers needing special assistance met		27,747
Percentage of pre-notifications at least 48 hours before flight*		67%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 1.00	February 2015 1.10
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.90	February 2015 0.50

* 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

FEBRUARY 2015

YOUR LONDON AIRPORT

Gatwick



departures on-time performance

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

AIRPORT
OVERALL

February 2015
78%



arrivals on-time performance

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

AIRPORT
OVERALL

February 2015
81%

ACI ASQ – HOW DO WE COMPARE?

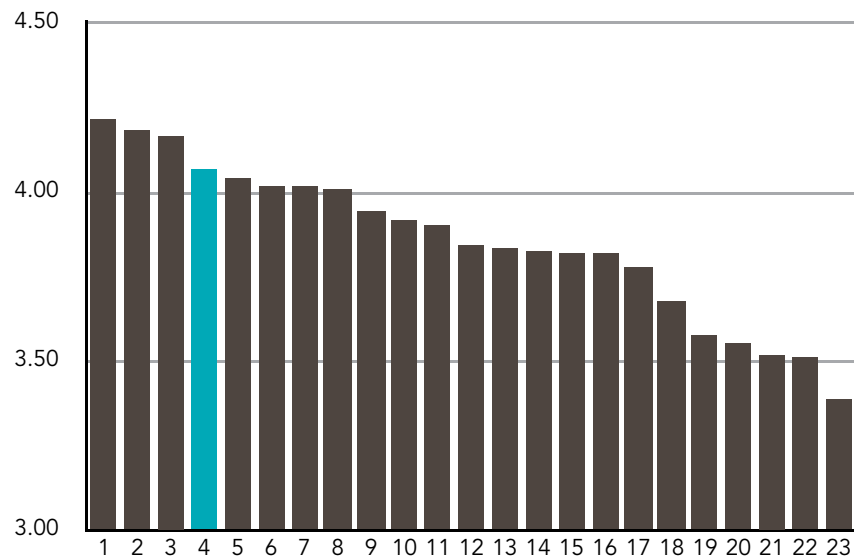
Q4 2014



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 4 out of 23 in Q4 2014



How we have performed over time

