



 **Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**JANUARY 2015**

[gatwickairport.com/performance](http://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](https://gatwickairport.com/performance)

If you have any comments or feedback to help us improve please send them to [customer.services@gatwickairport.com](mailto:customer.services@gatwickairport.com)

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Core Service Standards



Airline Service Standards



PRM Service and Notification



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ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

JANUARY 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	Jan 2015
	3.80	4.03	4.00
SOUTH TERMINAL	Target	Average score	Jan 2015
	3.80	3.97	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	Jan 2015
	4.00	4.01	3.98
SOUTH TERMINAL	Target	Average score	Jan 2015
	4.00	4.16	4.17

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

JANUARY 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

<b>NORTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.16</b>	Jan 2015 <b>4.15</b>
<b>SOUTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.20</b>	Jan 2015 <b>4.21</b>



## 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

<b>NORTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.31</b>	Jan 2015 <b>4.31</b>
<b>SOUTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.39</b>	Jan 2015 <b>4.41</b>

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

JANUARY 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	Average score	Jan 2015
	95.00%	96.67%	97.54%
SOUTH TERMINAL	Target	Average score	Jan 2015
	95.00%	96.40%	95.28%



## 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	Jan 2015
	98.00%	99.90%	100%
SOUTH TERMINAL	Target	Average score	Jan 2015
	98.00%	99.98%	99.84%

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

JANUARY 2015

YOUR LONDON AIRPORT



## 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	Jan 2015	0
	SOUTH TERMINAL	Target	0	Average score	0	Jan 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	99.60%	Jan 2015	99.80%
	SOUTH TERMINAL	Target	95.00%	Average score	98.66%	Jan 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

JANUARY 2015

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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.

<b>NORTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.95%</b>	Jan 2015 <b>99.97%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.90%</b>	Jan 2015 <b>99.90%</b>



## 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.

<b>EXTERNAL CONTROL POSTS</b>	Target <b>95.00%</b>	Average score <b>99.84%</b>	Jan 2015 <b>100%</b>
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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

JANUARY 2015

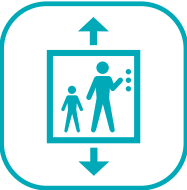


## passenger sensitive equipment priority availability

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	Jan 2015
NORTH TERMINAL	99.00%	99.58%	99.22%
SOUTH TERMINAL	99.00%	99.79%	99.33%



## 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	Jan 2015
NORTH TERMINAL	99.00%	99.60%	99.65%
SOUTH TERMINAL	99.00%	99.58%	99.62%

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

JANUARY 2015

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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%	Jan 2015	98.71%
	SOUTH TERMINAL	Target	97.00%	Jan 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	99.67%	Jan 2015	99.81%
	SOUTH TERMINAL	Target	99.00%	Average score	99.76%	Jan 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

JANUARY 2015



## 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	Jan 2015
	99.00%	99.95%	100%
SOUTH TERMINAL	Target	Average score	Jan 2015
	99.00%	99.96%	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	Jan 2015
	99.00%	99.86%	99.80%
SOUTH TERMINAL	Target	Average score	Jan 2015
	99.00%	99.83%	99.83%

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

JANUARY 2015



## 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	Jan 2015
	95.00%	96.42%	96.57%
SOUTH TERMINAL	Target	Average score	Jan 2015
	95.00%	98.07%	98.04%



## 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	Jan 2015
	99.00%	99.97%	100%
SOUTH TERMINAL	Target	Average score	Jan 2015
	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

JANUARY 2015

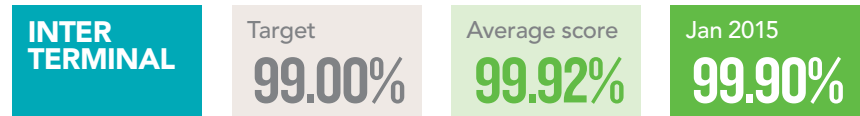
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## inter-terminal shuttle one shuttle available

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

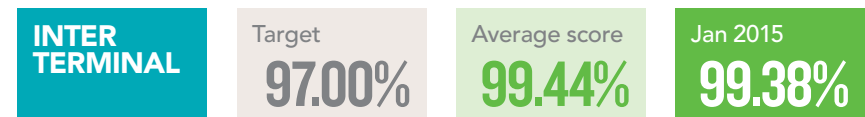
Core hours vary dependent on agreed maintenance periods.



## 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

JANUARY 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.

<b>NORTH TERMINAL</b>	Target <b>98.95%</b>	Average score <b>99.93%</b>	Jan 2015 <b>99.92%</b>
<b>SOUTH TERMINAL</b>	Target <b>98.95%</b>	Average score <b>99.86%</b>	Jan 2015 <b>99.92%</b>



## 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

<b>AIRPORT OVERALL</b>	Target <b>0</b>	Average score <b>0</b>	Jan 2015 <b>0</b>
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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*

JANUARY 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	2952	80.83%	Thomson Airways SWISSPORT	155	63.23%
British Airways SWISSPORT	1249	92.87%	Aurigny MENZIES	127	91.34%
Norwegian AVIATOR	748	88.10%	Turkish Airlines MENZIES	117	57.26%
Aer Lingus MENZIES	271	88.93%	TAP Air Portugal AVIATOR	107	75.70%
Ryanair SWISSPORT	226	95.58%	Vueling SWISSPORT	104	95.19%

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

JANUARY 2015



## small/medium aircraft baggage performance

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

### AIRLINES 11-22 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	85	95.29%	Air Malta MENZIES	29	82.76%
Air Europa Líneas Aéreas AVIATOR	59	81.36%	Meridiana AVIATOR	27	81.48%
Monarch AIRLINE SERVICES	47	72.34%	Royal Air Maroc AVIATOR	27	55.56%
Wow Air AVIATOR	45	91.11%	Iraqi Airways MENZIES	23	47.83%
Ukraine International Airlines AVIATOR	32	56.25%	Swiss International Air Lines MENZIES	20	60.00%
airBaltic AVIATOR	30	96.67%	All other airlines	84	63.10%

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

YOUR LONDON AIRPORT  
*Gatwick*

JANUARY 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	255	97.65%	Emirates AVIATOR	93	79.57%
Monarch AIRLINE SERVICES	215	85.12%	Norwegian AVIATOR	31	96.77%
Virgin Atlantic SWISSPORT	156	86.54%	Air Transat AVIATOR	23	82.61%
Thomson Airways SWISSPORT	145	87.59%	Icelandair SWISSPORT	23	95.65%
Thomas Cook AVIATOR	110	90.00%	Garuda Indonesia SWISSPORT	21	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

JANUARY 2015



## large aircraft baggage performance

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

### AIRLINES 11-19 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	18	83.33%	Air Europa Líneas Aéreas AVIATOR	3	33.33%
Aegean Airlines AVIATOR	14	100%	Swiss International Air Lines MENZIES	2	100%
Caribbean Airlines AVIATOR	13	76.92%	Kenya Airways SWISSPORT	1	0%
Turkish Airlines MENZIES	7	85.71%	Titan Airways MENZIES	1	100%
Titan Airways MENZIES	4	100%			

# PRM STATISTICS

JANUARY 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](http://gatwickairport.com/prm)

Number of flights with PRM passengers met		9,195
Number of passengers needing special assistance met		30,317
Percentage of pre-notifications at least 48 hours before flight*		62%
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average 1.00	January 2015 1.50
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average 1.00	January 2015 0.80

\* 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

JANUARY 2015

YOUR LONDON AIRPORT  
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## departures on-time performance

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

**AIRPORT  
OVERALL**

Jan 2015  
**78%**



## arrivals on-time performance

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

**AIRPORT  
OVERALL**

Jan 2015  
**79%**

# ACI ASQ – HOW DO WE COMPARE?

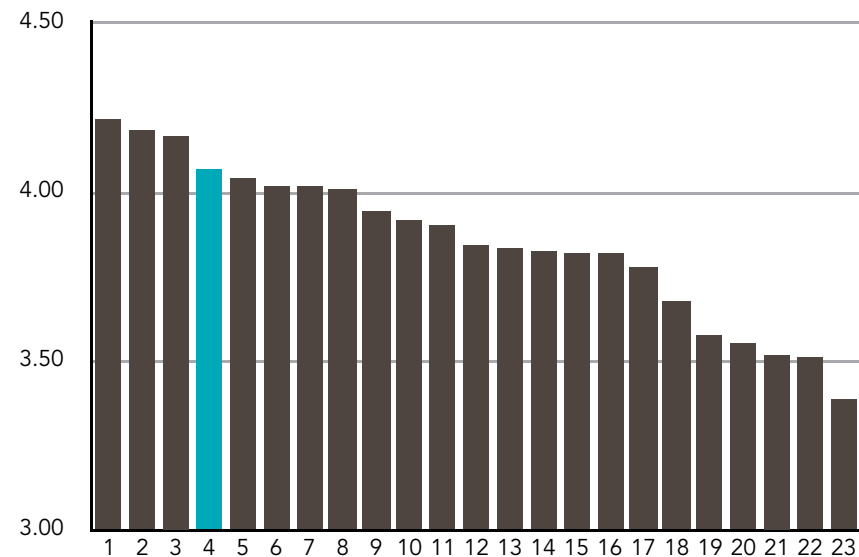
Q4 2014



**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

