



 **Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**NOVEMBER 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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ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

NOVEMBER 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

|                           |                       |                              |                         |
|---------------------------|-----------------------|------------------------------|-------------------------|
| <b>NORTH<br/>TERMINAL</b> | Target<br><b>3.80</b> | Average score<br><b>4.03</b> | Nov 2015<br><b>4.09</b> |
| <b>SOUTH<br/>TERMINAL</b> | Target<br><b>3.80</b> | Average score<br><b>4.05</b> | Nov 2015<br><b>4.05</b> |



## airport cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys  
Measured as a score from 1-5  
5 = Excellent 1 = Extremely Poor

|                           |                       |                              |                         |
|---------------------------|-----------------------|------------------------------|-------------------------|
| <b>NORTH<br/>TERMINAL</b> | Target<br><b>4.00</b> | Average score<br><b>4.00</b> | Nov 2015<br><b>4.01</b> |
| <b>SOUTH<br/>TERMINAL</b> | Target<br><b>4.00</b> | Average score<br><b>4.16</b> | Nov 2015<br><b>4.15</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

NOVEMBER 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

|                       |                       |                              |                         |
|-----------------------|-----------------------|------------------------------|-------------------------|
| <b>NORTH TERMINAL</b> | Target<br><b>4.10</b> | Average score<br><b>4.13</b> | Nov 2015<br><b>4.12</b> |
| <b>SOUTH TERMINAL</b> | Target<br><b>4.10</b> | Average score<br><b>4.21</b> | Nov 2015<br><b>4.22</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<br><b>4.20</b> | Average score<br><b>4.34</b> | Nov 2015<br><b>4.38</b> |
| <b>SOUTH TERMINAL</b> | Target<br><b>4.20</b> | Average score<br><b>4.39</b> | Nov 2015<br><b>4.40</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

NOVEMBER 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.

|                       |                         |                                |                           |
|-----------------------|-------------------------|--------------------------------|---------------------------|
| <b>NORTH TERMINAL</b> | Target<br><b>95.00%</b> | Average score<br><b>94.87%</b> | Nov 2015<br><b>96.50%</b> |
| <b>SOUTH TERMINAL</b> | Target<br><b>95.00%</b> | Average score<br><b>94.39%</b> | Nov 2015<br><b>95.92%</b> |



## 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.

|                       |                         |                                |                           |
|-----------------------|-------------------------|--------------------------------|---------------------------|
| <b>NORTH TERMINAL</b> | Target<br><b>98.00%</b> | Average score<br><b>99.75%</b> | Nov 2015<br><b>99.96%</b> |
| <b>SOUTH TERMINAL</b> | Target<br><b>98.00%</b> | Average score<br><b>99.85%</b> | Nov 2015<br><b>99.96%</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

NOVEMBER 2015

YOUR LONDON AIRPORT

*Gatwick*



## 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             | Nov 2015 | 0        |
|                | SOUTH TERMINAL | Target | 0             | Average score | 0        | Nov 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%        | Nov 2015 | 99.06%   |
|                | SOUTH TERMINAL | Target | 95.00%        | Average score | 98.14%   | Nov 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

NOVEMBER 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.

| Terminal       | Target | Average score | Nov 2015 |
|----------------|--------|---------------|----------|
| NORTH TERMINAL | 95.00% | 99.92%        | 100%     |
| SOUTH TERMINAL | 95.00% | 99.37%        | 99.22%   |



## 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.

| Area                   | Target | Average score | Nov 2015 |
|------------------------|--------|---------------|----------|
| EXTERNAL CONTROL POSTS | 95.00% | 100%          | 99.95%   |

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

NOVEMBER 2015

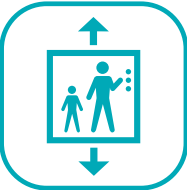


## passenger sensitive equipment priority availability

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 | Nov 2015 |
|----------------|--------|---------------|----------|
| NORTH TERMINAL | 99.00% | 99.59%        | 99.62%   |
| SOUTH TERMINAL | 99.00% | 99.60%        | 99.66%   |



## 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 | Nov 2015 |
|----------------|--------|---------------|----------|
| NORTH TERMINAL | 99.00% | 99.65%        | 99.69%   |
| SOUTH TERMINAL | 99.00% | 99.67%        | 99.50%   |

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

NOVEMBER 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<br>TERMINAL | Target            | 97.00% | Nov 2015 | 97.90%   |
|                   | SOUTH<br>TERMINAL | Target | 97.00%   | Nov 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<br>TERMINAL | Target            | 99.00% | Average score | 99.82%        | Nov 2015 | 99.88%   |
|                   | SOUTH<br>TERMINAL | Target | 99.00%        | Average score | 99.79%   | Nov 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

NOVEMBER 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 | Nov 2015 |
|                | 99.00% | 97.55%        | 99.97%   |
| SOUTH TERMINAL | Target | Average score | Nov 2015 |
|                | 99.00% | 99.87%        | 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 | Nov 2015 |
|                | 99.00% | 97.48%        | 99.91%   |
| SOUTH TERMINAL | Target | Average score | Nov 2015 |
|                | 99.00% | 99.81%        | 99.76%   |

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

NOVEMBER 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.

|                       |               |               |               |
|-----------------------|---------------|---------------|---------------|
| <b>NORTH TERMINAL</b> | Target        | Average score | Nov 2015      |
|                       | <b>95.00%</b> | <b>96.55%</b> | <b>96.39%</b> |
| <b>SOUTH TERMINAL</b> | Target        | Average score | Nov 2015      |
|                       | <b>95.00%</b> | <b>97.20%</b> | <b>96.62%</b> |



## airfield fixed electrical ground power

Percentage of time when fixed electrical ground power (FEGP) units are available for aircraft

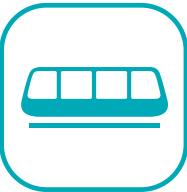
FEGP availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00. FEGP powers aircraft when on a stand allowing engines to be turned off.

|                       |               |               |               |
|-----------------------|---------------|---------------|---------------|
| <b>NORTH TERMINAL</b> | Target        | Average score | Nov 2015      |
|                       | <b>99.00%</b> | <b>98.49%</b> | <b>99.98%</b> |
| <b>SOUTH TERMINAL</b> | Target        | Average score | Nov 2015      |
|                       | <b>99.00%</b> | <b>99.94%</b> | <b>99.99%</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

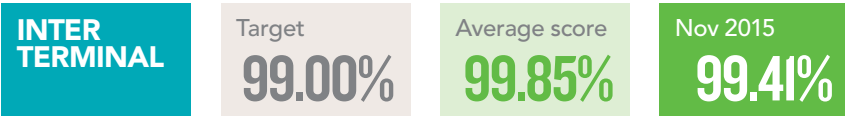
NOVEMBER 2015



## inter-terminal shuttle one shuttle available

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

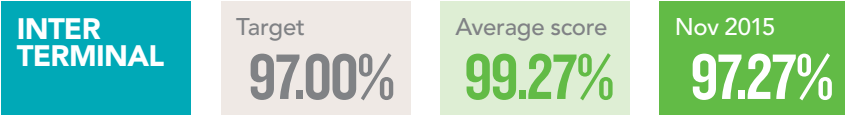
Core hours vary dependent on agreed maintenance periods.



## 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

NOVEMBER 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.

|                           |                         |                                |                           |
|---------------------------|-------------------------|--------------------------------|---------------------------|
| <b>NORTH<br/>TERMINAL</b> | Target<br><b>99.00%</b> | Average score<br><b>99.91%</b> | Nov 2015<br><b>99.93%</b> |
| <b>SOUTH<br/>TERMINAL</b> | Target<br><b>99.00%</b> | Average score<br><b>99.90%</b> | Nov 2015<br><b>99.75%</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<br/>OVERALL</b> | Target<br><b>0</b> | Average score<br><b>0</b> | Nov 2015<br><b>0</b> |
|----------------------------|--------------------|---------------------------|----------------------|

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

NOVEMBER 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<br>MENZIES           | 2876              | 96.52%                     | Aurigny<br>AIRLINE SERVICES          | 167               | 99.40%                     |
| British Airways<br>SWISSPORT | 773               | 95.99%                     | Vueling<br>SWISSPORT                 | 134               | 95.52%                     |
| Norwegian<br>AVIATOR         | 735               | 98.50%                     | Thomson Airways<br>SWISSPORT         | 114               | 67.54%                     |
| Aer Lingus<br>MENZIES        | 268               | 98.88%                     | TAP Portugal<br>AVIATOR              | 97                | 90.72%                     |
| Ryanair<br>SWISSPORT         | 242               | 99.59%                     | Turkish Airlines<br>AIRLINE SERVICES | 87                | 89.66%                     |

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

NOVEMBER 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<br>AVIATOR                          | 78                | 100%                       | Pegasus Airlines<br>SWISSPORT | 30                | 86.67%                     |
| Air Europa Líneas Aéreas<br>AVIATOR       | 60                | 98.33%                     | WOWAir<br>AVIATOR             | 27                | 88.89%                     |
| Iberia Express<br>MENZIES                 | 59                | 72.88%                     | airBaltic<br>AIRLINE SERVICES | 22                | 100%                       |
| Air Malta<br>AIRLINE SERVICES             | 30                | 100%                       | Meridiana<br>AVIATOR          | 17                | 82.35%                     |
| Royal Air Maroc<br>AVIATOR                | 30                | 96.67%                     | Smart Wings<br>AVIATOR        | 14                | 100%                       |
| Ukraine International Airlines<br>AVIATOR | 30                | 96.67%                     | All other airlines            | 47                | 82.98%                     |

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

NOVEMBER 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<br>SWISSPORT | 264               | 99.86%                     | Norwegian<br>AVIATOR                 | 60                | 100%                       |
| Virgin Atlantic<br>SWISSPORT | 169               | 93.49%                     | Icelandair<br>SWISSPORT              | 32                | 100%                       |
| Thomson Airways<br>SWISSPORT | 102               | 97.06%                     | Turkish Airlines<br>AIRLINE SERVICES | 31                | 100%                       |
| Emirates<br>DNATA            | 90                | 100%                       | Air Transat<br>AVIATOR               | 28                | 96.43%                     |
| Monarch<br>AIRLINE SERVICES  | 82                | 98.78%                     | Caribbean Airlines<br>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

NOVEMBER 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 |
|-------------------------------|-------------------|----------------------------|--------------------------|-------------------|----------------------------|
| Garuda Indonesia<br>SWISSPORT | 13                | 100%                       | TAP Portugal<br>AVIATOR  | 1                 | 100%                       |
| Aer Lingus<br>MENZIES         | 3                 | 100%                       | Vueling<br>SWISSPORT     | 1                 | 100%                       |
| Titan Airways<br>MENZIES      | 3                 | 100%                       |                          |                   |                            |
| Germania<br>AIRLINE SERVICES  | 2                 | 100%                       |                          |                   |                            |
| Hi Fly<br>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 May for North Terminal and 0500-2200 between November to May for South Terminal.

# PRM STATISTICS

NOVEMBER 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                        | 10,435                       |                           |
| Number of passengers needing special assistance met              | 34,921                       |                           |
| Percentage of pre-notifications at least 48 hours before flight* | 69.00%                       |                           |
| Number of <b>compliments</b> received (per 1000 PRM passengers)  | 12 Month Average <b>0.84</b> | November 2015 <b>0.86</b> |
| Number of <b>complaints</b> received (per 1000 PRM passengers)   | 12 Month Average <b>0.96</b> | November 2015 <b>0.80</b> |

\* 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

NOVEMBER 2015

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

**AIRPORT  
OVERALL**

Nov 2015  
**77.40%**



## arrivals on-time performance

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

**AIRPORT  
OVERALL**

Nov 2015  
**76.20%**

# ACI ASQ – HOW DO WE COMPARE?

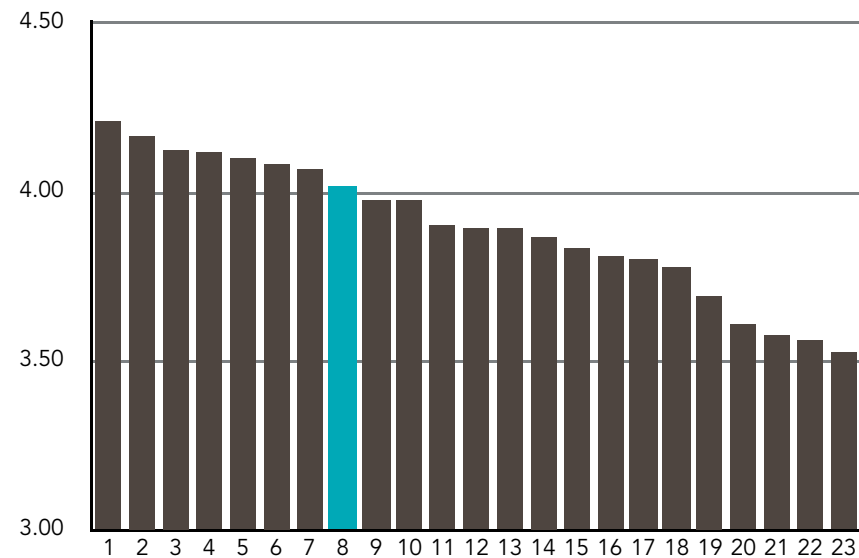
Q2 2015



**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

