



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

DECEMBER 2016

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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PRM Service and Notification



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ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

DECEMBER 2016

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 4.10	Dec 2016 4.05
SOUTH TERMINAL	Target 3.80	Average score 3.98	Dec 2016 3.90



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 4.04	Dec 2016 4.06
SOUTH TERMINAL	Target 4.00	Average score 4.14	Dec 2016 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 2016

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 4.12	Dec 2016 4.13
SOUTH TERMINAL	Target 4.10	Average score 4.25	Dec 2016 4.26



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 4.37	Dec 2016 4.36
SOUTH TERMINAL	Target 4.20	Average score 4.45	Dec 2016 4.47

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 2016

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 94.30%	Dec 2016 97.10%
SOUTH TERMINAL	Target 95.00%	Average score 94.48%	Dec 2016 96.17%



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 99.41%	Dec 2016 99.88%
SOUTH TERMINAL	Target 98.00%	Average score 99.72%	Dec 2016 99.98%

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 2016

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 2016	0
	SOUTH TERMINAL	Target	0	Average score	0	Dec 2016



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	98.46%	Dec 2016	99.69%
	SOUTH TERMINAL	Target	95.00%	Average score	98.76%	Dec 2016

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 2016



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	Dec 2016
NORTH TERMINAL	95.00%	99.88%	99.87%
SOUTH TERMINAL	95.00%	99.52%	98.79%



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	Dec 2016
EXTERNAL CONTROL POSTS	95.00%	99.98%	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

DECEMBER 2016

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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 2016
NORTH TERMINAL	99.00%	99.36%	99.61%
SOUTH TERMINAL	99.00%	99.65%	99.59%



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 2016
NORTH TERMINAL	99.00%	99.52%	99.47%
SOUTH TERMINAL	99.00%	99.60%	99.48%

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 2016
	97.00%	99.31%
SOUTH TERMINAL	Target	Dec 2016
	97.00%	98.50%



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 2016
	99.00%	99.88%	99.95%
SOUTH TERMINAL	Target	Average score	Dec 2016
	99.00%	99.92%	99.65%

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 2016



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	Dec 2016
	99.00%	99.90%	99.94%
SOUTH TERMINAL	Target	Average score	Dec 2016
	99.00%	99.85%	99.92%



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	Dec 2016
	99.00%	99.85%	99.88%
SOUTH TERMINAL	Target	Average score	Dec 2016
	99.00%	99.77%	99.86%

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 2016



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 2016
	95.00%	96.47%	96.34%
SOUTH TERMINAL	Target	Average score	Dec 2016
	95.00%	97.48%	97.68%



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 2016
	99.00%	99.82%	99.96%
SOUTH TERMINAL	Target	Average score	Dec 2016
	99.00%	99.94%	99.92%

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 2016

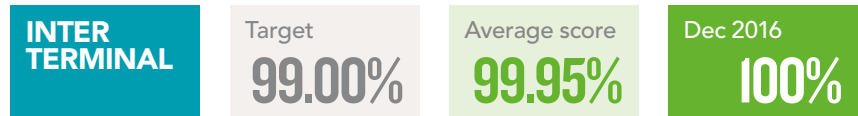
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inter-terminal shuttle one shuttle available

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 2016

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 2016
	99.00%	99.80%	100%
SOUTH TERMINAL	Target	Average score	Dec 2016
	99.00%	99.81%	99.53%



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 2016
	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 2016



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 Dec 2016
SMALL/MEDIUM AIRCRAFT	91.75%

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	3138	94.36%	Aer Lingus MENZIES	181	83.43%
British Airways BA GGS	897	96.43%	Aurigny AIRLINE SERVICES	165	93.33%
Norwegian NORWEGIAN	751	90.95%	Thomson Airways AIRLINE SERVICES	123	56.10%
Ryanair MENZIES	416	97.12%	TAP Air Portugal MENZIES	98	69.39%
Vueling MENZIES	182	94.51%	Flybe AIRLINE SERVICES	78	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 2016



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
Turkish Airlines AIRLINE SERVICES	71	76.06%	Pegasus Airlines MENZIES	31	67.74%
Iberia Express MENZIES	60	66.67%	Monarch AIRLINE SERVICES	31	96.77%
Air Europa Líneas Aéreas MENZIES	59	77.97%	airBaltic AIRLINE SERVICES	31	100%
Smart Wings MENZIES	42	78.57%	Aeroflot Russian Airlines DNATA	28	92.86%
Ukraine International Airlines MENZIES	32	62.50%	Air Malta AIRLINE SERVICES	28	89.29%
Royal Air Maroc MENZIES	31	77.42%	All other airlines	122	78.69%

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 2016



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.

AIRPORT OVERALL	Flights within target time in Dec 2016
LARGE AIRCRAFT	88.85%

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 BA GGS	314	98.41%	Emirates DNATA	93	94.62%
Virgin Atlantic VS SWP	164	90.24%	Thomas Cook MENZIES	90	70.00%
Monarch AIRLINE SERVICES	135	97.78%	Vueling MENZIES	55	100%
Norwegian NORWEGIAN	120	92.50%	WestJet AIRLINE SERVICES	44	72.73%
Thomson Airways AIRLINE SERVICES	120	70.83%	Air Transat AIRLINE SERVICES	39	64.10%

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

AIRLINE SERVICE STANDARDS

DECEMBER 2016



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
WOWAir AIRLINE SERVICES	33	93.94%	Titan Airways MENZIES	4	100%
Icelandair MENZIES	29	79.31%	Aeroflot Russian Airlines DNATA	3	100%
Cathay Pacific DNATA	16	100%	Aer Lingus MENZIES	3	100%
Med-View Airlines MENZIES	13	38.46%	Air Europa Líneas Aéreas MENZIES	3	66.67%
Turkish Airlines AIRLINE SERVICES	11	90.91%	TAP Portugal MENZIES	3	100%
Tianjin Airlines AIRLINE SERVICES	7	85.71%	All other airlines	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

DECEMBER 2016



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		40,331
Percentage of pre-notifications at least 48 hours before flight*		38.45%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.83	December 2016 0.77
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.92	December 2016 1.14

* Passengers pre-notification to their airline is required by EU regulation EC 1107/2006/.
Pre-notification furthermore helps us provide a better service

PRM STATISTICS

DECEMBER 2016

departing

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	80.03%	85.07%	90.62%	80.72%	80.20%	85.73%
20 mins	90%	95.31%	94.43%	94.86%	95.78%	94.05%	94.65%
30 mins	100%	98.61%	99.67%	100%	100%	100%	100%

* waiting time once PRM made themselves known.

PRM STATISTICS

DECEMBER 2016

arriving

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	98.30%	98.08%	96.68%	97.97%	97.00%	97.66%
10 mins	90%	99.07%	99.07%	99.09%	98.75%	99.49%	99.57%
20 mins	100%	99.74%	99.67%	99.72%	99.54%	99.91%	99.79%

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	99.63%	98.45%	99.10%	99.10%	98.38%	99.00%
35 mins	90%	99.62%	99.38%	99.20%	99.64%	98.90%	99.63%
45 mins	100%	99.87%	100%	99.72%	100%	100%	99.74%

* time assistance available at gate from arrival on chocks.

ON-TIME PERFORMANCE

DECEMBER 2016

YOUR LONDON AIRPORT
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departures on-time performance

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

**AIRPORT
OVERALL**

Dec 2016
61.10%



arrivals on-time performance

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

**AIRPORT
OVERALL**

Dec 2016
68.00%

ACI ASQ – HOW DO WE COMPARE?

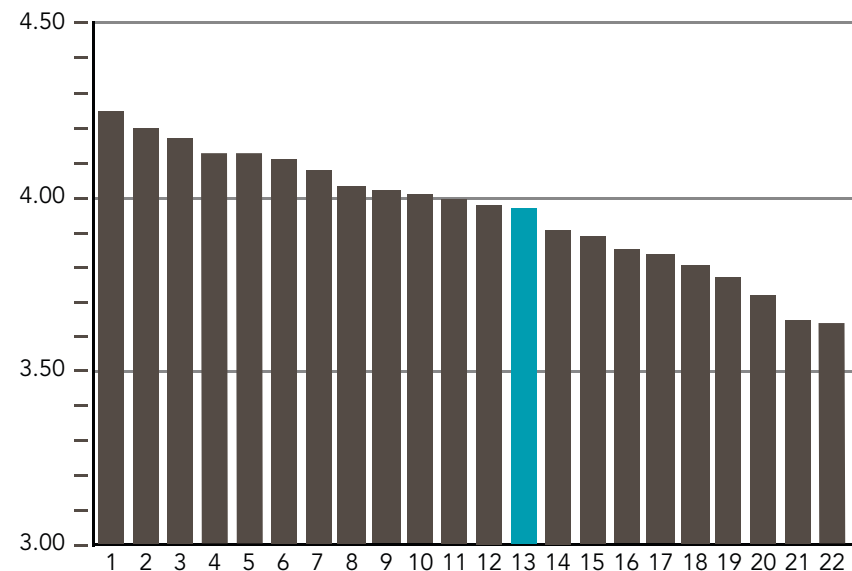
Q3 2016



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 13 out of 22 in Q3 2016



How we have performed over time

