



 **Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**FEBRUARY 2016**

[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

FEBRUARY 2016

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 TERMINAL</b>	Target <b>3.80</b>	Average score <b>4.06</b>	Feb 2016 <b>4.12</b>
<b>SOUTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>4.05</b>	Feb 2016 <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 TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.01</b>	Feb 2016 <b>4.03</b>
<b>SOUTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.15</b>	Feb 2016 <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

FEBRUARY 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

<b>NORTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.13</b>	Feb 2016 <b>4.13</b>
<b>SOUTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.22</b>	Feb 2016 <b>4.24</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>4.36</b>	Feb 2016 <b>4.38</b>
<b>SOUTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.40</b>	Feb 2016 <b>4.43</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

FEBRUARY 2016

YOUR LONDON AIRPORT



## 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	Feb 2016
	95.00%	94.89%	*94.96%
SOUTH TERMINAL	Target	Average score	Feb 2016
	95.00%	94.71%	95.47%



## 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	Feb 2016
	98.00%	99.73%	99.70%
SOUTH TERMINAL	Target	Average score	Feb 2016
	98.00%	99.85%	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.

\*Gatwick Airline Operators Committee have agreed an exemption due to the initial operation of the new NT Security lanes which opened in February 2016, such that the measure is treated as being above rebate level for the month, with no CSS rebate payments being due.

# CORE SERVICE STANDARDS

FEBRUARY 2016



## 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	0.08	Feb 2016	0
	SOUTH TERMINAL	Target	0	Average score	0.00	Feb 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	99.47%	Feb 2016	98.81%
	SOUTH TERMINAL	Target	95.00%	Average score	98.27%	Feb 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

FEBRUARY 2016

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.

<b>NORTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.92%</b>	Feb 2016 <b>100%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.15%</b>	Feb 2016 <b>98.92%</b>



## external control posts security search

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

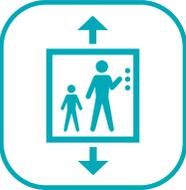
This measure applies to 95% of core hours.  
Performance for the Northern Approach Gate.

<b>EXTERNAL CONTROL POSTS</b>	Target <b>95.00%</b>	Average score <b>99.99%</b>	Feb 2016 <b>99.89%</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

FEBRUARY 2016

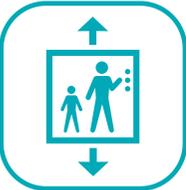


## passenger sensitive equipment priority availability

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	Feb 2016
NORTH TERMINAL	99.00%	99.54%	99.17%
SOUTH TERMINAL	99.00%	99.59%	99.78%



## 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	Feb 2016
NORTH TERMINAL	99.00%	99.65%	99.53%
SOUTH TERMINAL	99.00%	99.71%	99.79%

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 2016

YOUR LONDON AIRPORT

*Gatwick*



## 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%	Feb 2016	99.72%
	SOUTH TERMINAL	Target	97.00%	Feb 2016



## 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	99.87%	Feb 2016	99.96%
	SOUTH TERMINAL	Target	99.00%	Average score	99.85%	Feb 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

FEBRUARY 2016

YOUR LONDON AIRPORT  
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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	Feb 2016
	99.00%	97.55%	99.99%
SOUTH TERMINAL	Target	Average score	Feb 2016
	99.00%	99.88%	99.97%



## 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	Feb 2016
	99.00%	97.49%	99.93%
SOUTH TERMINAL	Target	Average score	Feb 2016
	99.00%	99.77%	99.30%

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 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.

<b>NORTH TERMINAL</b>	Target	Average score	Feb 2016
	<b>95.00%</b>	<b>96.52%</b>	<b>96.48%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	Feb 2016
	<b>95.00%</b>	<b>96.85%</b>	<b>96.63%</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	Feb 2016
	<b>99.00%</b>	<b>99.46%</b>	<b>99.77%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	Feb 2016
	<b>99.00%</b>	<b>99.91%</b>	<b>99.78%</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

FEBRUARY 2016

YOUR LONDON AIRPORT  
*Gatwick*



## inter-terminal shuttle one shuttle available

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

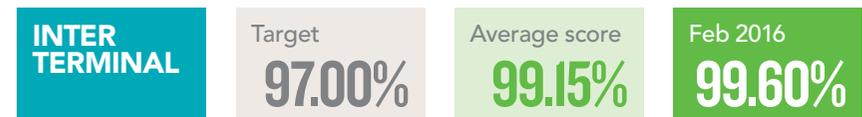
Core hours vary dependent on agreed maintenance periods.



## 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 2016

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 TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.86%</b>	Feb 2016 <b>99.87%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.91%</b>	Feb 2016 <b>99.90%</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>	Feb 2016 <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

FEBRUARY 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.



### 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	2929	99.04%	Aurigny AIRLINE SERVICES	141	99.29%
British Airways AVIATOR	911	95.50%	Vueling AVIATOR	125	98.40%
Norwegian AVIATOR	725	96.00%	Thomson Airways AVIATOR	103	69.90%
Aer Lingus MENZIES	278	98.92%	TAP Air Portugal AVIATOR	95	100%
Ryanair AVIATOR	235	98.30%	Turkish Airlines AIRLINE SERVICES	86	84.88%

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

FEBRUARY 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
Flybe AVIATOR	77	97.40%	Air Malta AIRLINE SERVICES	26	100%
Air Europa Líneas Aéreas AVIATOR	58	91.38%	Germania AIRLINE SERVICES	24	62.50%
Iberia Express MENZIES	57	89.47%	WOWAir AVIATOR	24	91.67%
Ukraine International Airlines AVIATOR	29	79.31%	Titan Airways MENZIES	23	91.30%
Pegasus Airlines AVIATOR	29	75.86%	airBaltic AIRLINE SERVICES	21	100%
Royal Air Maroc AVIATOR	28	96.43%	All other airlines	117	84.62%

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

FEBRUARY 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.



### 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 AVIATOR	260	97.69%	Emirates DNATA	87	100%
Monarch AIRLINE SERVICES	150	97.33%	Norwegian AVIATOR	57	100%
Virgin Atlantic AVIATOR	148	93.24%	Turkish Airlines AIRLINE SERVICES	30	100%
Thomson Airways AVIATOR	128	93.75%	Icelandair AVIATOR	30	100%
Thomas Cook AVIATOR	106	95.28%	WOWAir AVIATOR	29	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

FEBRUARY 2016



## 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
Air Transat AVIATOR	27	100%	Titan Airways MENZIES	3	100%
Germania AIRLINE SERVICES	13	100%	Lufthansa AVIATOR	2	100%
Garuda Indonesia AVIATOR	13	100%			
Vueling AVIATOR	7	100%			
Hi Fly AVIATOR	5	80.00%			
Aer Lingus MENZIES	3	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

FEBRUARY 2016

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

Number of flights with PRM passengers met		9,625
Number of passengers needing special assistance met		42,401
Percentage of pre-notifications at least 48 hours before flight*		70.00%
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average <b>0.83</b>	February 2016 <b>0.87</b>
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average <b>1.02</b>	February 2016 <b>1.03</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

FEBRUARY 2016

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

AIRPORT  
OVERALL

Feb 2016  
**75.97%**



## arrivals on-time performance

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

AIRPORT  
OVERALL

Feb 2016  
**74.89%**

# ACI ASQ – HOW DO WE COMPARE?

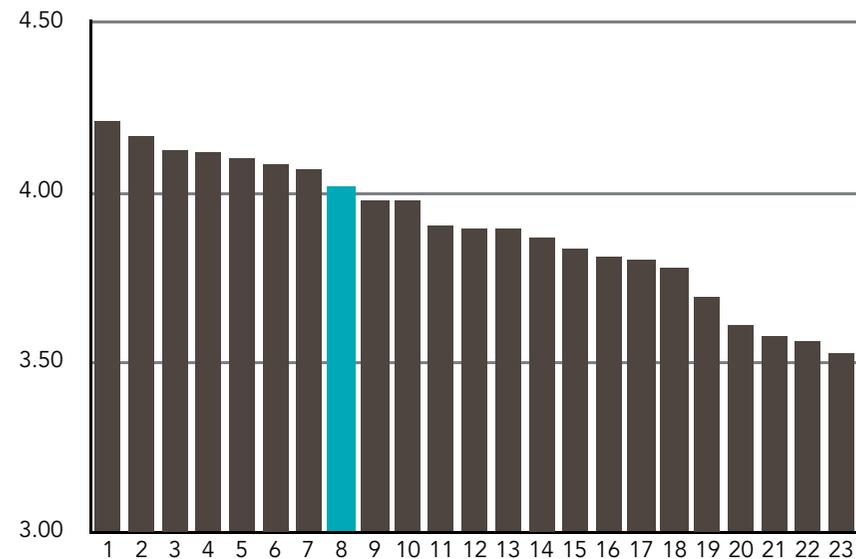
Q4 2015



**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 Q4 2015



How we have performed over time

