



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

JANUARY 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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ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

JANUARY 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

NORTH TERMINAL	Target 3.80	Average score 4.05	Jan 2016 4.11
SOUTH TERMINAL	Target 3.80	Average score 4.05	Jan 2016 4.05



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	Jan 2016 4.03
SOUTH TERMINAL	Target 4.00	Average score 4.15	Jan 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

JANUARY 2016

YOUR LONDON AIRPORT
Gatwick



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 4.13	Jan 2016 4.13
SOUTH TERMINAL	Target 4.10	Average score 4.22	Jan 2016 4.23



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 4.35	Jan 2016 4.39
SOUTH TERMINAL	Target 4.20	Average score 4.40	Jan 2016 4.41

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 2016

YOUR LONDON AIRPORT
Gatwick



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 94.93%	Jan 2016 97.50%
SOUTH TERMINAL	Target 95.00%	Average score 94.75%	Jan 2016 97.74%



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 99.74%	Jan 2016 99.96%
SOUTH TERMINAL	Target 98.00%	Average score 99.86%	Jan 2016 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 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	Jan 2016	0
	SOUTH TERMINAL	Target	0	Average score	0	Jan 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	99.51%	Jan 2016	97.92%
	SOUTH TERMINAL	Target	95.00%	Average score	98.20%	Jan 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

JANUARY 2016

YOUR LONDON AIRPORT
Gatwick



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 99.92%	Jan 2016 100%
SOUTH TERMINAL	Target 95.00%	Average score 99.24%	Jan 2016 98.96%



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.

EXTERNAL CONTROL POSTS	Target 95.00%	Average score 100%	Jan 2016 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

JANUARY 2016

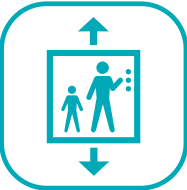


passenger sensitive equipment priority availability

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.

NORTH TERMINAL	Target	Average score	Jan 2016
	99.00%	99.57%	99.47%
SOUTH TERMINAL	Target	Average score	Jan 2016
	99.00%	99.57%	99.73%



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.

NORTH TERMINAL	Target	Average score	Jan 2016
	99.00%	99.65%	99.69%
SOUTH TERMINAL	Target	Average score	Jan 2016
	99.00%	99.69%	99.69%

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 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 **daily** event based measure, the score shown relates to the lowest daily performance

NORTH TERMINAL	Target	97.00%	Jan 2016	99.53%
	Target	97.00%	Jan 2016	*97.20%
SOUTH TERMINAL	Target	97.00%	Jan 2016	99.53%
	Target	97.00%	Jan 2016	*97.20%



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	99.86%	Jan 2016	99.95%
	Target	99.00%	Average score	99.84%	Jan 2016	99.95%
SOUTH TERMINAL	Target	99.00%	Average score	99.86%	Jan 2016	99.95%
	Target	99.00%	Average score	99.84%	Jan 2016	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.

* Due to a baggage system outage on 21 January 2016 in South Terminal, GAL has agreed to pay the CSS rebate for this measure to airlines in recognition of the high volume of short-shipped bags, despite the measure being above rebate level

CORE SERVICE STANDARDS

JANUARY 2016

YOUR LONDON AIRPORT
Gatwick



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 99.00%	Average score 97.55%	Jan 2016 100%
SOUTH TERMINAL	Target 99.00%	Average score 99.88%	Jan 2016 100%



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 99.00%	Average score 97.49%	Jan 2016 99.69%
SOUTH TERMINAL	Target 99.00%	Average score 99.81%	Jan 2016 99.73%

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 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	Jan 2016
	95.00%	96.53%	96.48%
SOUTH TERMINAL	Target	Average score	Jan 2016
	95.00%	96.97%	96.66%



airfield fixed electrical ground power

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

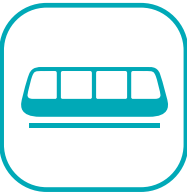
FEGP availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00. FEGP powers aircraft when on a stand allowing engines to be turned off.

NORTH TERMINAL	Target	Average score	Jan 2016
	99.00%	98.48%	99.96%
SOUTH TERMINAL	Target	Average score	Jan 2016
	99.00%	99.94%	99.96%

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

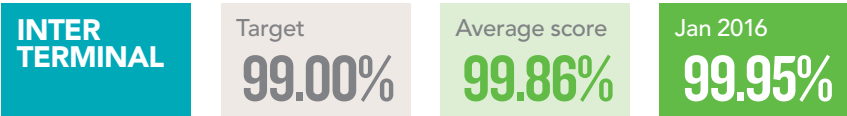
JANUARY 2016



inter-terminal shuttle one shuttle available

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

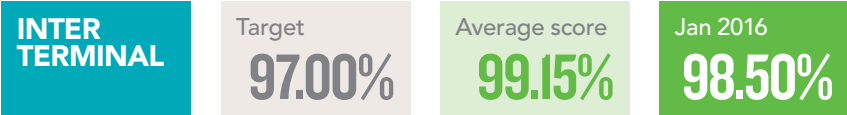
Core hours vary dependent on agreed maintenance periods.



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 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.

NORTH TERMINAL	Target 99.00%	Average score 99.86%	Jan 2016 99.77%
SOUTH TERMINAL	Target 99.00%	Average score 99.90%	Jan 2016 99.91%



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	Jan 2016 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

JANUARY 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	2805	96.90%	Vueling AVIATOR	136	97.06%
British Airways AVIATOR	916	94.00%	Aurigny AIRLINE SERVICES	124	97.58%
Norwegian AVIATOR	754	95.76%	Thomson Airways AVIATOR	113	72.57%
Aer Lingus MENZIES	283	92.93%	TAP Air Portugal AVIATOR	101	90.10%
Ryanair AVIATOR	253	96.44%	Turkish Airlines AIRLINE SERVICES	94	64.89%

AIRLINE SERVICE STANDARDS

JANUARY 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	80	98.75%	Ukraine International Airlines AVIATOR	30	83.33%
Iberia Express MENZIES	62	62.90%	Air Malta AIRLINE SERVICES	29	96.55%
Air Europa Líneas Aéreas AVIATOR	58	94.83%	Titan Airways MENZIES	26	46.15%
airBaltic AIRLINE SERVICES	31	96.77%	Germania AIRLINE SERVICES	18	66.67%
Pegasus Airlines AVIATOR	31	61.29%	WOWAir AVIATOR	18	100%
Royal Air Maroc AVIATOR	30	93.33%	All other airlines	130	76.79%

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

JANUARY 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	272	97.43%	Emirates DNATA	91	94.51%
Monarch AIRLINE SERVICES	171	95.91%	Norwegian AVIATOR	61	100%
Virgin Atlantic AVIATOR	158	86.08%	Icelandair AVIATOR	31	100%
Thomson Airways AVIATOR	136	89.71%	Turkish Airlines AIRLINE SERVICES	29	96.55%
Thomas Cook AVIATOR	98	96.94%	Air Transat AVIATOR	27	92.59%

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

JANUARY 2016



large aircraft baggage performance

Target time for large aircraft – **last bag delivered within 50 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
WOWAir AVIATOR	16	100%	Aegean Airlines AVIATOR	3	100%
Germania AIRLINE SERVICES	14	71.43%	Titan Airways MENZIES	3	100%
Garuda Indonesia AVIATOR	13	92.31%	Jet2 AVIATOR	2	100%
Caribbean Airlines AVIATOR	5	100%	Vueling AVIATOR	1	100%
Air Europa Líneas Aéreas AVIATOR	4	100%	PrivitAir AVIATOR	1	100%
Hi Fly AVIATOR	4	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

JANUARY 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

Number of flights with PRM passengers met		9,790
Number of passengers needing special assistance met		33,160
Percentage of pre-notifications at least 48 hours before flight*		69.00%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.85	January 2016 1.12
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.98	January 2016 0.78

* 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 2016

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

AIRPORT
OVERALL

Jan 2016
76.02%



arrivals on-time performance

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

AIRPORT
OVERALL

Jan 2016
74.21%

ACI ASQ – HOW DO WE COMPARE?

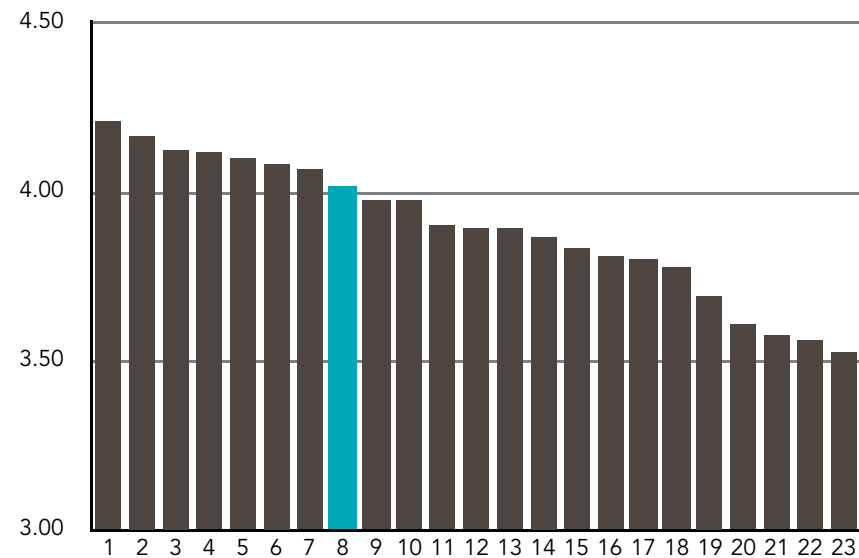
Q2 2015



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

