



 **Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**JULY 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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# CORE SERVICE STANDARDS

JULY 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>4.10</b>	July 2016 <b>4.11</b>
<b>SOUTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>4.03</b>	July 2016 <b>3.97</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

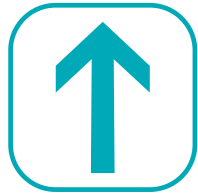
<b>NORTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.02</b>	July 2016 <b>4.03</b>
<b>SOUTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.15</b>	July 2016 <b>4.14</b>

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

JULY 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>4.12</b>	July 2016 <b>4.11</b>
<b>SOUTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.23</b>	July 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>4.37</b>	July 2016 <b>4.36</b>
<b>SOUTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.42</b>	July 2016 <b>4.46</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

JULY 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	Average score	July 2016
	95.00%	93.81%	83.87%
SOUTH TERMINAL	Target	Average score	July 2016
	95.00%	94.87%	82.62%



## 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	July 2016
	98.00%	99.45%	96.90%
SOUTH TERMINAL	Target	Average score	July 2016
	98.00%	99.75%	98.19%

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

JULY 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	0.00	July 2016	2.00
	SOUTH TERMINAL	Target	0	Average score	0.00	July 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	98.62%	July 2016	98.79%
	SOUTH TERMINAL	Target	95.00%	Average score	98.48%	July 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

JULY 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.

Terminal	Target	Average score	July 2016
NORTH TERMINAL	95.00%	99.87%	99.95%
SOUTH TERMINAL	95.00%	99.34%	99.80%



## 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	July 2016
EXTERNAL CONTROL POSTS	95.00%	99.97%	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

JULY 2016

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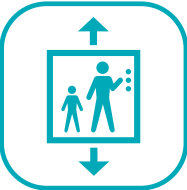


## passenger sensitive equipment priority availability

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	July 2016
NORTH TERMINAL	99.00%	99.51%	99.67%
SOUTH TERMINAL	99.00%	99.68%	99.62%



## 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	July 2016
NORTH TERMINAL	99.00%	99.59%	99.42%
SOUTH TERMINAL	99.00%	99.67%	99.27%

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

JULY 2016

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 TERMINAL	Target	97.00%	July 2016	98.59%
	SOUTH TERMINAL	Target	97.00%	July 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	99.89%	July 2016	99.83%
	SOUTH TERMINAL	Target	99.00%	Average score	99.94%	July 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

JULY 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

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.94%</b>	July 2016 <b>99.63%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.82%</b>	July 2016 <b>99.32%</b>



## 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

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.88%</b>	July 2016 <b>99.91%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.76%</b>	July 2016 <b>99.74%</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

JULY 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	July 2016
	<b>95.00%</b>	<b>96.48%</b>	<b>96.45%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	July 2016
	<b>95.00%</b>	<b>96.94%</b>	<b>97.96%</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	July 2016
	<b>99.00%</b>	<b>99.92%</b>	<b>99.94%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	July 2016
	<b>99.00%</b>	<b>99.89%</b>	<b>99.74%</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

JULY 2016

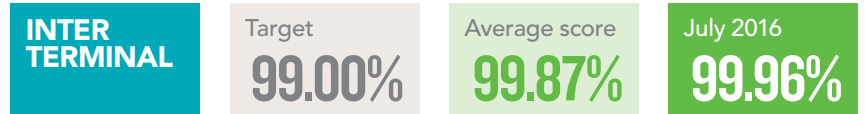
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## inter-terminal shuttle one shuttle available

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

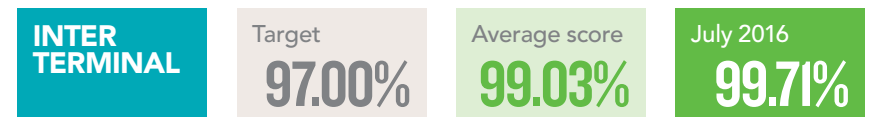
Core hours vary dependent on agreed maintenance periods.



## 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

JULY 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.

<b>NORTH TERMINAL</b>	Target	Average score	July 2016
	<b>99.00%</b>	<b>99.78%</b>	<b>99.92%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	July 2016
	<b>99.00%</b>	<b>99.79%</b>	<b>99.40%</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	Average score	July 2016
	<b>0</b>	<b>0</b>	<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

JULY 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	4068	94.69%	Vueling AVIATOR	226	90.71%
British Airways AVIATOR	1256	80.10%	Aurigny AIRLINE SERVICES	172	98.84%
Norwegian AVIATOR	922	72.45%	Aer Lingus MENZIES	166	95.18%
Ryanair AVIATOR	414	92.27%	TAP Air Portugal AVIATOR	83	83.13%
Thomson Airways AVIATOR	240	68.33%	Flybe AVIATOR	79	97.47%

# AIRLINE SERVICE STANDARDS

JULY 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	62	82.26%	Air Europa Líneas Aéreas AVIATOR / MENZIES	47	76.60%
Iberia Express MENZIES	62	72.58%	Royal Air Maroc AVIATOR	43	90.70%
airBaltic AIRLINE SERVICES	57	98.25%	Thomas Cook AVIATOR	42	76.19%
Smart Wings AVIATOR	51	72.55%	Meridiana AVIATOR	40	87.50%
Ukraine International Airlines AVIATOR	51	64.71%	Small Planet Airlines MENZIES	36	75.00%
Air Dolomiti AVIATOR	47	70.21%	All other airlines	328	71.95%

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

JULY 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
Monarch AIRLINE SERVICES	381	99.48%	Air Transat AVIATOR	97	93.81%
British Airways AVIATOR	310	91.29%	Norwegian AVIATOR	97	92.78%
Thomas Cook AVIATOR	250	90.00%	WestJet AIRLINE SERVICES	93	100%
Thomson Airways AVIATOR	231	92.64%	Emirates DNATA	91	98.90%
Virgin Atlantic AVIATOR	185	93.51%	Vueling AVIATOR	74	95.95%

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

JULY 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
Turkish Airlines AIRLINE SERVICES	59	100%	Tianjin Airlines AIRLINE SERVICES	9	100%
Icelandair AVIATOR	31	100%	Air Europa Líneas Aéreas MENZIES	15	80.00%
Air Canada AVIATOR	30	70.00%	Biman Bangladesh Airlines AVIATOR	4	100%
WOWAir AVIATOR	27	96.30%	TAP Portugal AVIATOR	1	100%
Wizz Air MENZIES	24	100%	Aer Lingus MENZIES	1	100%
Med-View Airlines AVIATOR	15	66.67%			

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

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

Number of flights with PRM passengers met		<b>18,1074</b>
Number of passengers needing special assistance met		<b>45,740</b>
Percentage of pre-notifications at least 48 hours before flight*		<b>34.89%</b>
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average <b>0.79</b>	July 2016 <b>0.26</b>
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average <b>0.92</b>	July 2016 <b>0.85</b>

\* 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

JULY 2016

## departing

### ALL PASSENGERS

Standard*	Target	October	November	December	January	February	March
<b>10 mins</b>	80%	99%	93%	94%	89%	93%	84%
<b>20 mins</b>	90%	100%	99%	99%	95%	98%	94%
<b>30 mins</b>	100%	100%	100%	100%	100%	100%	99%

\* waiting time once PRM made themselves known.

# PRM STATISTICS

JULY 2016

## arriving

### PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
<b>5 mins</b>	80%	95%	97%	98%	98%	98%	98%
<b>10 mins</b>	90%	96%	98%	99%	99%	99%	99%
<b>20 mins</b>	100%	98%	99%	99%	100%	99%	99%

### NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
<b>25 mins</b>	80%	98%	99%	99%	99%	99%	99%
<b>35 mins</b>	90%	99%	100%	99%	100%	100%	100%
<b>45 mins</b>	100%	100%	100%	99%	100%	100%	100%

\* time assistance available at gate from arrival on chocks.

# ON-TIME PERFORMANCE

JULY 2016

YOUR LONDON AIRPORT

*Gatwick*



## departures on-time performance

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

AIRPORT  
OVERALL

July 2016  
**49.20%**



## arrivals on-time performance

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

AIRPORT  
OVERALL

July 2016  
**54.20%**

# ACI ASQ – HOW DO WE COMPARE?

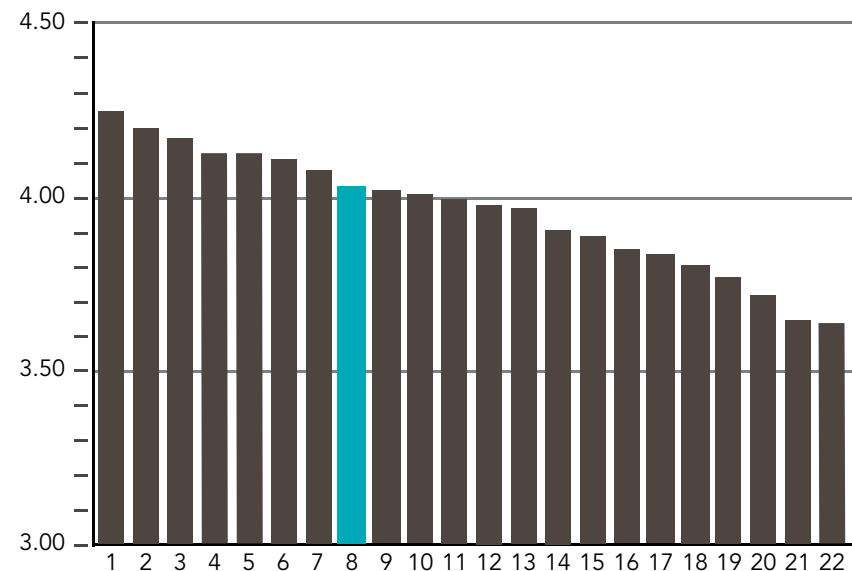
Q2 2016



**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 9 out of 22 in Q1 2016



How we have performed over time

