



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

MAY 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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CORE SERVICE STANDARDS

MAY 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 4.09	May 2016 4.12
SOUTH TERMINAL	Target 3.80	Average score 4.05	May 2016 4.01



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 4.02	May 2016 4.03
SOUTH TERMINAL	Target 4.00	Average score 4.15	May 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

MAY 2016

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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	May 2016 4.12
SOUTH TERMINAL	Target 4.10	Average score 4.23	May 2016 4.24



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	May 2016 4.37
SOUTH TERMINAL	Target 4.20	Average score 4.41	May 2016 4.44

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

MAY 2016



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	May 2016
	95.00%	95.17%	95.40%
SOUTH TERMINAL	Target	Average score	May 2016
	95.00%	95.21%	95.16%



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	May 2016
	98.00%	99.78%	99.84%
SOUTH TERMINAL	Target	Average score	May 2016
	98.00%	99.89%	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

MAY 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	May 2016	0
	SOUTH TERMINAL	Target	0	Average score	0.00	May 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	98.94%	May 2016	98.59%
	SOUTH TERMINAL	Target	95.00%	Average score	98.12%	May 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

MAY 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	May 2016
NORTH TERMINAL	95.00%	99.86%	99.92%
SOUTH TERMINAL	95.00%	99.19%	99.92%



external control posts security search

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

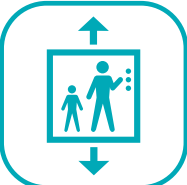
This measure applies to 95% of core hours. Performance for the Northern Approach Gate.

Area	Target	Average score	May 2016
EXTERNAL CONTROL POSTS	95.00%	99.98%	99.90%

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

MAY 2016

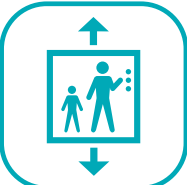


passenger sensitive equipment priority availability

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	May 2016
	99.00%	99.49%	99.36%
SOUTH TERMINAL	Target	Average score	May 2016
	99.00%	99.60%	99.69%



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	May 2016
	99.00%	99.62%	99.52%
SOUTH TERMINAL	Target	Average score	May 2016
	99.00%	99.69%	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

MAY 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%	May 2016	99.72%
	SOUTH TERMINAL	Target	97.00%	May 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%	May 2016	99.95%
	SOUTH TERMINAL	Target	99.00%	Average score	99.92%	May 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

MAY 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	May 2016
	99.00%	99.11%	99.99%
SOUTH TERMINAL	Target	Average score	May 2016
	99.00%	99.87%	99.99%



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	May 2016
	99.00%	99.05%	99.84%
SOUTH TERMINAL	Target	Average score	May 2016
	99.00%	99.77%	99.82%

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

MAY 2016

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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.

Terminal	Target	Average score	May 2016
NORTH TERMINAL	95.00%	96.49%	96.51%
SOUTH TERMINAL	95.00%	96.72%	97.46%



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.

Terminal	Target	Average score	May 2016
NORTH TERMINAL	99.00%	99.43%	99.76%
SOUTH TERMINAL	99.00%	99.91%	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

MAY 2016

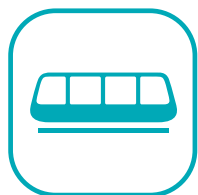
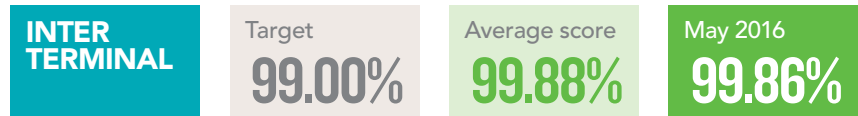
YOUR LONDON AIRPORT
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inter-terminal shuttle one shuttle available

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

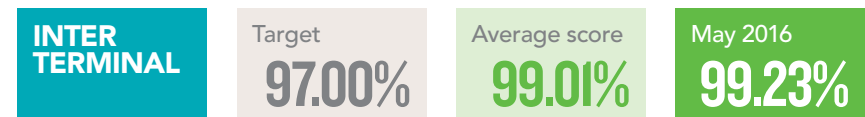
Core hours vary dependent on agreed maintenance periods.



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

MAY 2016



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	May 2016
	99.00%	99.82%	99.91%
SOUTH TERMINAL	Target	Average score	May 2016
	99.00%	99.83%	99.58%



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	May 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

MAY 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	3974	97.08%	Aer Lingus MENZIES	176	97.73%
British Airways AVIATOR	1217	87.43%	Aurigny AIRLINE SERVICES	169	99.41%
Norwegian AVIATOR	905	89.17%	Thomson Airways AVIATOR	168	76.79%
Ryanair AVIATOR	425	96.47%	Turkish Airlines AIRLINE SERVICES	90	83.33%
Vueling AVIATOR	274	95.99%	Flybe AVIATOR	84	92.86%

AIRLINE SERVICE STANDARDS

MAY 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
TAP Air Portugal AVIATOR	83	87.95%	Smart Wings AVIATOR	37	86.49%
Air Europa Líneas Aéreas AVIATOR	62	85.48%	Pegasus Airlines AVIATOR	34	88.24%
Monarch AIRLINE SERVICES	59	94.92%	Air Malta AIRLINE SERVICES	31	96.77%
Iberia Express MENZIES	59	74.58%	Royal Air Maroc AVIATOR	31	87.10%
airBaltic AIRLINE SERVICES	52	98.08%	WOWAir AVIATOR	26	100%
Ukraine International Airlines AVIATOR	48	64.58%	All other airlines	197	85.28%

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

MAY 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	352	99.72%	Emirates DNATA	93	100%
British Airways AVIATOR	307	95.77%	Norwegian AVIATOR	92	89.13%
Thomas Cook AVIATOR	207	94.69%	WestJet AIRLINE SERVICES	74	89.19%
Thomson Airways AVIATOR	180	97.22%	Air Transat AVIATOR	55	92.73%
Virgin Atlantic AVIATOR	179	93.30%	Vueling AVIATOR	37	97.30%

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

MAY 2016



large aircraft baggage performance

Target time for large aircraft – **last bag delivered within 50 minutes**

AIRLINES 11-22 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	34	97.06%	Titan Airways MENZIES	3	100%
Icelandair AVIATOR	31	100%	Meridiana AVIATOR	1	100%
WOWAir AVIATOR	23	91.30%	TAP Portugal AVIATOR	1	100%
Med-View Airline AVIATOR	14	92.86%	Thomas Cook Scandinavia AVIATOR	1	100%
Air Canada AVIATOR	11	81.82%	Iberia Express MENZIES	1	100%
Aer Lingus MENZIES	5	100%	Air Berlin MENZIES	1	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

MAY 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		56,836
Number of passengers needing special assistance met		16,904
Percentage of pre-notifications at least 48 hours before flight*		36.00%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.82	May 2016 0.70
Number of complaints received (per 1000 PRM passengers)	12 Month Average 1.00	May 2016 0.76

* 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

MAY 2016

departing

ALL PASSENGERS

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

* waiting time once PRM made themselves known.

PRM STATISTICS

MAY 2016

arriving

PRE-BOOKED

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

NON PRE-BOOKED

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

* time assistance available at gate from arrival on chocks.

ON-TIME PERFORMANCE

MAY 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**

May 2016
66.80%



arrivals on-time performance

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

**AIRPORT
OVERALL**

May 2016
69.10%

ACI ASQ – HOW DO WE COMPARE?

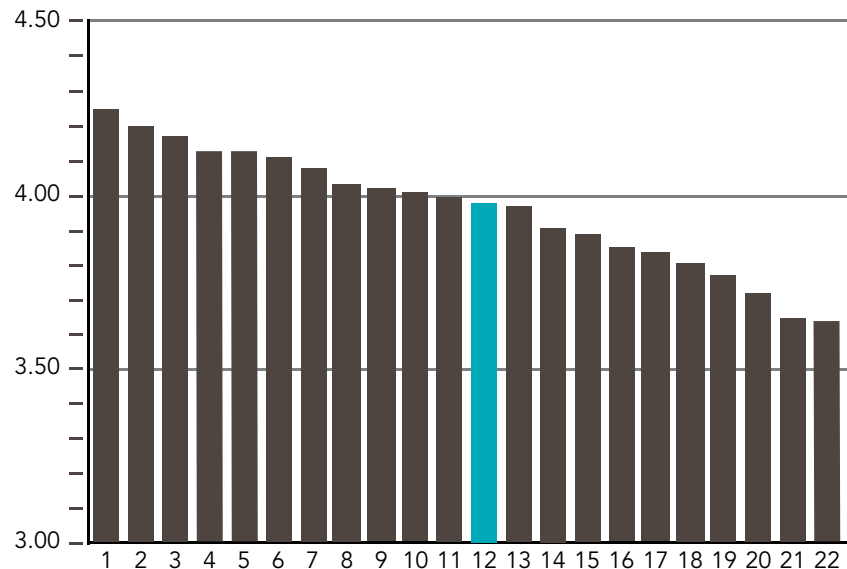
Q1 2016



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 12 out of 22 in Q1 2016



How we have performed over time

