



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**
NOVEMBER 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

NOVEMBER 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 4.11	Nov 2016 4.08
SOUTH TERMINAL	Target 3.80	Average score 3.99	Nov 2016 3.92



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 4.03	Nov 2016 4.06
SOUTH TERMINAL	Target 4.00	Average score 4.14	Nov 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

NOVEMBER 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	Nov 2016 4.13
SOUTH TERMINAL	Target 4.10	Average score 4.24	Nov 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	Nov 2016 4.37
SOUTH TERMINAL	Target 4.20	Average score 4.44	Nov 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

NOVEMBER 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 94.23%	Nov 2016 97.88%
SOUTH TERMINAL	Target 95.00%	Average score 94.57%	Nov 2016 96.13%



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 99.42%	Nov 2016 99.96%
SOUTH TERMINAL	Target 98.00%	Average score 99.73%	Nov 2016 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

NOVEMBER 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	Nov 2016	0
	SOUTH TERMINAL	Target	0	Average score	0	Nov 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	98.47%	Nov 2016	99.58%
	SOUTH TERMINAL	Target	95.00%	Average score	98.73%	Nov 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

NOVEMBER 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.

NORTH TERMINAL	Target 95.00%	Average score 99.89%	Nov 2016 100%
SOUTH TERMINAL	Target 95.00%	Average score 99.56%	Nov 2016 100%



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 99.98%	Nov 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

NOVEMBER 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	Nov 2016
	99.00%	99.35%	99.36%
SOUTH TERMINAL	Target	Average score	Nov 2016
	99.00%	99.63%	99.70%



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	Nov 2016
	99.00%	99.53%	99.63%
SOUTH TERMINAL	Target	Average score	Nov 2016
	99.00%	99.62%	99.64%

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

NOVEMBER 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%	Nov 2016 99.87%
SOUTH TERMINAL	Target 97.00%	Nov 2016 99.63%



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 99.88%	Nov 2016 99.96%
SOUTH TERMINAL	Target 99.00%	Average score 99.94%	Nov 2016 99.93%

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

NOVEMBER 2016

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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 99.00%	Average score 99.90%	Nov 2016 99.86%
SOUTH TERMINAL	Target 99.00%	Average score 99.86%	Nov 2016 99.91%



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 99.85%	Nov 2016 99.63%
SOUTH TERMINAL	Target 99.00%	Average score 99.78%	Nov 2016 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

NOVEMBER 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	Nov 2016
	95.00%	96.48%	96.53%
SOUTH TERMINAL	Target	Average score	Nov 2016
	95.00%	97.39%	97.82%



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	Nov 2016
	99.00%	99.82%	99.66%
SOUTH TERMINAL	Target	Average score	Nov 2016
	99.00%	99.94%	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

NOVEMBER 2016

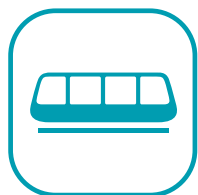
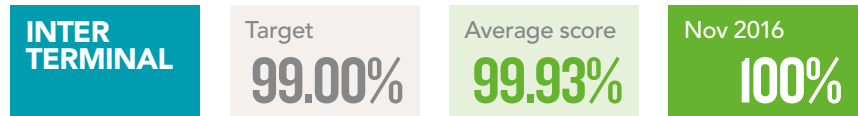
YOUR LONDON AIRPORT
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inter-terminal shuttle one shuttle available

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

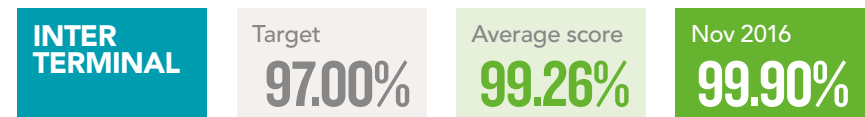
Core hours vary dependent on agreed maintenance periods.



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

NOVEMBER 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 99.75%	Nov 2016 99.88%
SOUTH TERMINAL	Target 99.00%	Average score 99.84%	Nov 2016 99.96%



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	Nov 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

YOUR LONDON AIRPORT
Gatwick

NOVEMBER 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	2761	97.57%	Aurigny AIRLINE SERVICES	169	99.41%
British Airways AVIATOR	771	94.29%	Vueling AVIATOR	117	93.16%
Norwegian AVIATOR	761	92.77%	TAP Air Portugal AVIATOR	103	81.55%
Ryanair AVIATOR	437	98.86%	Thomson Airways AVIATOR	96	71.88%
Aer Lingus MENZIES	199	96.98%	Turkish Airlines AIRLINE SERVICES	80	88.75%

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

NOVEMBER 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
Vueling MENZIES	62	100%	Flybe AVIATOR	37	100%
Air Europa Líneas Aéreas MENZIES	60	93.33%	Monarch AIRLINE SERVICES	32	100%
Iberia Express MENZIES	58	82.76%	Air Malta AIRLINE SERVICES	30	96.67%
Flybe AIRLINE SERVICES	44	100%	airBaltic AIRLINE SERVICES	30	100%
Smart Wings AVIATOR	42	92.86%	Ukraine International Airlines MENZIES	30	83.33%
Thomson Airways AIRLINE SERVICES	39	61.54%	All other airlines	154	70.13%

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

NOVEMBER 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 Nov 2016
LARGE AIRCRAFT	92.15%

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	302	96.03%	Thomas Cook AVIATOR	75	90.67%
Virgin Atlantic AVIATOR	122	76.23%	Thomson Airways AVIATOR	69	86.96%
Norwegian AVIATOR	115	91.30%	WestJet AIRLINE SERVICES	41	87.80%
Emirates DNATA	90	96.67%	WOWAir AIRLINE SERVICES	40	100%
Monarch AIRLINE SERVICES	77	98.70%	Vueling AVIATOR	35	100%

AIRLINE SERVICE STANDARDS

NOVEMBER 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
Air Transat AVIATOR	34	97.06%	Tianjin Airlines AIRLINE SERVICES	8	87.50%
Icelandair MENZIES	33	96.97%	Germania AIRLINE SERVICES	6	100%
Thomson Airways AIRLINE SERVICES	29	79.31%	TAP Portugal AVIATOR	2	100%
Cathay Pacific DNATA	17	100%	Jet2.com AVIATOR	2	100%
Med-View Airlines AVIATOR	13	76.92%	Turkish Airlines AIRLINE SERVICES	1	100%
Vueling MENZIES	9	100%	All other airlines	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

NOVEMBER 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		11,367
Number of passengers needing special assistance met		38,8126
Percentage of pre-notifications at least 48 hours before flight*		35.15%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.86	November 2016 1.55
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.89	November 2016 1.15

* 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

NOVEMBER 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

NOVEMBER 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

NOVEMBER 2016

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

Nov 2016
80.10%



arrivals on-time performance

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

**AIRPORT
OVERALL**

Nov 2016
82.00%

ACI ASQ – HOW DO WE COMPARE?

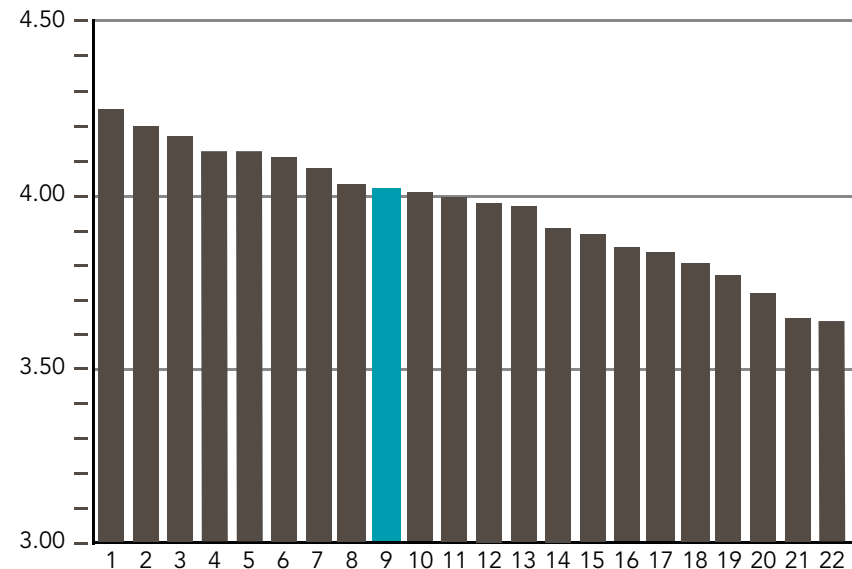
Q2 2016



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 Q2 2016



How we have performed over time

