



 **Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**JULY 2017**

[gatwickairport.com/performance](http://gatwickairport.com/performance)

# DOCUMENT HISTORY

YOUR LONDON AIRPORT



JULY 2017

Monthly Performance Report	Published	Republished	Page Reference	Metric	Reason for Change
July	July 2017	September 2017	7	Flight Connections Security Search 10 minutes or less	The queue time percentage was recalculated from 100% to 99.90% in NT and 99.60% to 99.19% in the ST, to correct a formula error in the data.
July	July 2017	September 2017	8	Staff Security Search 5 minutes or less	The queue time percentage was recalculated from 99.97% to 99.82% in NT and 99.72% to 99.75% in the ST, to correct a formula error in the data.

## 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 2017

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>	July 2017 <b>4.02</b>
<b>SOUTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>3.91</b>	July 2017 <b>3.91</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>4.07</b>	July 2017 <b>4.12</b>
<b>SOUTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.15</b>	July 2017 <b>4.16</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 2017

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>4.15</b>	July 2017 <b>4.20</b>
<b>SOUTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.26</b>	July 2017 <b>4.26</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>4.38</b>	July 2017 <b>4.41</b>
<b>SOUTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.47</b>	July 2017 <b>4.48</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 2017



## 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 2017
	95.00%	97.25%	96.69%
SOUTH TERMINAL	Target	Average score	July 2017
	95.00%	96.86%	96.41%



## 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 2017
	98.00%	99.88%	100%
SOUTH TERMINAL	Target	Average score	July 2017
	98.00%	99.93%	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 2017

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	July 2017	0
	SOUTH TERMINAL	Target	0	Average score	0	July 2017



## 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	99.62%	July 2017	99.90%
	SOUTH TERMINAL	Target	95.00%	Average score	98.95%	July 2017

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 2017

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>99.96%</b>	July 2017 <b>99.82%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.76%</b>	July 2017 <b>99.75%</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>99.98%</b>	July 2017 <b>100%</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

JULY 2017

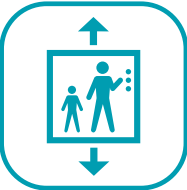


## passenger sensitive equipment priority availability

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 2017
NORTH TERMINAL	99.00%	99.44%	99.79%
SOUTH TERMINAL	99.00%	99.62%	99.58%



## 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 2017
NORTH TERMINAL	99.00%	99.55%	99.51%
SOUTH TERMINAL	99.00%	99.64%	99.57%

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 2017



## 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	Average score	July 2017
	97.00%	99.50%	99.04%
SOUTH TERMINAL	Target	Average score	July 2017
	97.00%	99.40%	99.59%



## 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	Average score	July 2017
	99.00%	99.94%	99.95%
SOUTH TERMINAL	Target	Average score	July 2017
	99.00%	99.90%	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

JULY 2017

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>99.92%</b>	July 2017 <b>99.95%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.89%</b>	July 2017 <b>99.97%</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>99.86%</b>	July 2017 <b>99.94%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.79%</b>	July 2017 <b>99.85%</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 2017

YOUR LONDON AIRPORT  
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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.

<b>NORTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>96.47%</b>	July 2017 <b>96.69%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>97.63%</b>	July 2017 <b>97.42%</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 <b>99.00%</b>	Average score <b>99.85%</b>	July 2017 <b>99.89%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.85%</b>	July 2017 <b>99.91%</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 2017

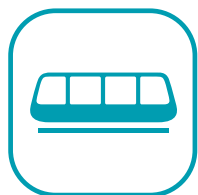
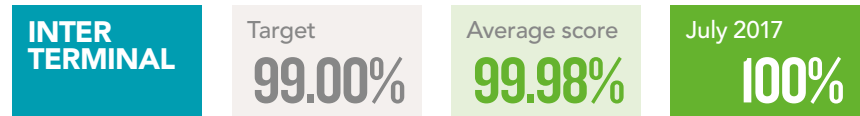
YOUR LONDON AIRPORT  
*Gatwick*



## inter-terminal shuttle one shuttle available

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

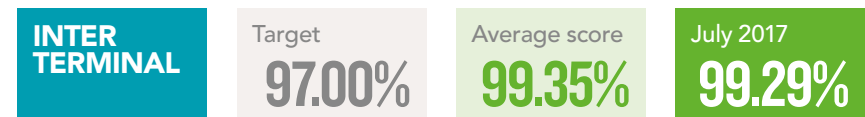
Core hours vary dependent on agreed maintenance periods.



## 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

JULY 2017



## 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.

Terminal	Target	Average score	July 2017
NORTH TERMINAL	99.00%	99.91%	99.81%
SOUTH TERMINAL	99.00%	99.86%	99.76%



## 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

Category	Target	Average score	July 2017
AIRPORT OVERALL	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

JULY 2017



## 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	4,103	97.29%	Thomson Airways AIRLINE SERVICES	231	38.53%
British Airways BA GGS	1,356	91.37%	Aurigny AIRLINE SERVICES	173	93.06%
Norwegian NORWEGIAN	855	92.05%	Aer Lingus MENZIES	165	94.55%
Ryanair MENZIES	416	99.04%	TAP Air Portugal MENZIES	102	67.65%
Vueling MENZIES	263	90.11%	Monarch AIRLINE SERVICES	85	83.53%

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 2017



## 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 AIRLINE SERVICES	78	98.72%	Air Dolomiti AIRLINE SERVICES	46	50.00%
Thomas Cook MENZIES	75	84.00%	Royal Air Maroc MENZIES	39	94.87%
Iberia Express MENZIES	60	70.00%	Small Planet Airlines MENZIES	34	88.24%
Air Europa Líneas Aéreas MENZIES	56	78.57%	Meridiana AIRLINE SERVICES	32	81.25%
airBaltic AIRLINE SERVICES	52	84.62%	Aeroflot Russian Airlines DNATA	31	100%
Ukraine International Airlines MENZIES	51	64.71%	All other airlines	247	80.57%

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 2017



## 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.

<b>AIRPORT OVERALL</b>	Flights within target time in July 2017
<b>LARGE AIRCRAFT</b>	<b>94.60%</b>

### 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 BA GGS	350	97.43%	Norwegian NORWEGIAN	123	95.93%
Monarch AIRLINE SERVICES	340	98.53%	Air Transat VS SWP	97	95.88%
Thomson Airways AIRLINE SERVICES	252	80.56%	Emirates DNATA	93	100%
Thomas Cook MENZIES	227	99.12%	WestJet AIRLINE SERVICES	93	86.02%
Virgin Atlantic VS SWP	183	96.17%	Vueling MENZIES	85	98.82%

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 2017



## 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	62	87.10%	RWANDAIR AIRLINE SERVICES	12	91.67%
WOWAir AIRLINE SERVICES	53	98.11%	Med-View Airlines MENZIES	11	45.45%
Icelandair MENZIES	31	100%	Tianjin Airlines AIRLINE SERVICES	8	87.50%
Air Canada VS SWP	31	100%	Air Europa Líneas Aéreas MENZIES	6	83.33%
Cathay Pacific DNATA	31	96.77%	easyJet MENZIES	1	100%
Wizz Air MENZIES	21	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.

# AIRLINE SERVICE STANDARDS

JULY 2017



## waiting time at check in

Percentage of time when passengers queued for – **30 minutes or less**

The waiting time is the delay imposed by the queue for check in or bag drop within a defined airline check in area, up to the point that the passenger reaches the check-in desk or bag drop desk/kiosk. Airlines achieving 95% or higher are considered to have met the target successfully.



### AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline / Operator	Departing Passengers	Service Score	Airline / Operator	Departing Passengers	Service Score
easyJet	954,306	99.77%	Ryanair	76,028	99.55%
British Airways	347,206	95.84%	Virgin Atlantic	68,016	99.75%
Norwegian	226,977	99.87%	Vueling	59,695	98.57%
Thomson Airways	171,727	99.34%	Emirates	49,266	99.40%
Monarch	121,499	99.86%	Aer Lingus	27,691	99.79%
Thomas Cook Airlines	106,589	85.15%	All other airlines	189,737	96.22%

# PRM STATISTICS

JULY 2017



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		19,077
Number of passengers needing special assistance met		52,281
Percentage of pre-notifications at least 48 hours before flight*		36.81%
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average <b>0.70</b>	July 2017 <b>0.42</b>
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average <b>1.04</b>	July 2017 <b>1.30</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 2017

## departing

### PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
<b>10 mins</b>	80%	88.30%	90.23%	89.21%	86.10%	87.46%	82.32%
<b>20 mins</b>	90%	95.78%	98.28%	97.49%	95.89%	96.13%	95.39%
<b>30 mins</b>	100%	99.61%	99.56%	100%	99.77%	100%	99.71%

\* waiting time once PRM made themselves known.

# PRM STATISTICS

JULY 2017

## arriving

### PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
<b>5 mins</b>	80%	95.22%	96.12%	95.21%	97.54%	97.48%	95.00%
<b>10 mins</b>	90%	95.82%	97.21%	97.89%	98.41%	99.27%	97.19%
<b>20 mins</b>	100%	97.61%	99.72%	99.00%	99.11%	99.44%	98.35%

### NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
<b>25 mins</b>	80%	98.73%	98.77%	98.53%	99.00%	98.80%	98.37%
<b>35 mins</b>	90%	99.42%	99.61%	99.76%	99.82%	99.69%	99.14%
<b>45 mins</b>	100%	100%	99.80%	100%	99.97%	99.88%	100%

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

# ON-TIME PERFORMANCE

JULY 2017

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

**AIRPORT  
OVERALL**

July 2017  
**57.80%**



## arrivals on-time performance

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

**AIRPORT  
OVERALL**

July 2017  
**56.10%**

# ACI ASQ – HOW DO WE COMPARE?

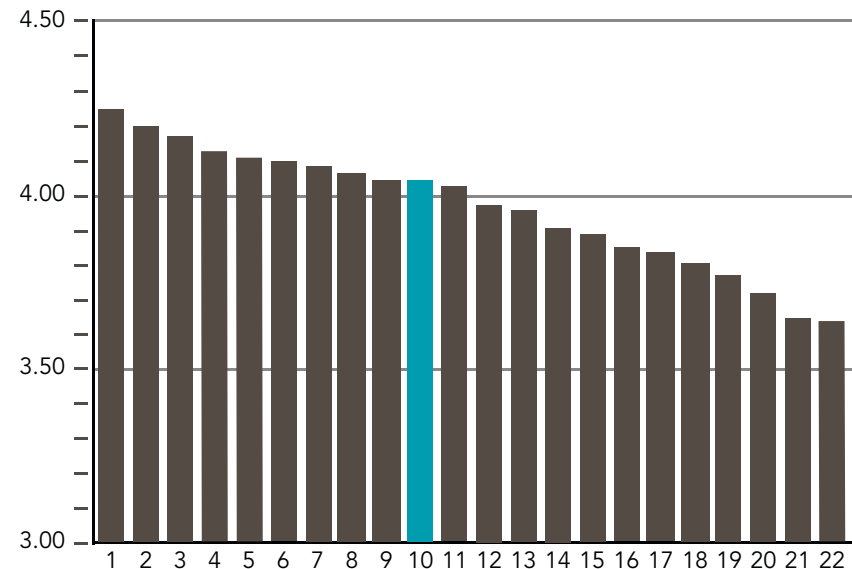
Q4 2016



**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 10 out of 22 in Q4 2016



How we have performed over time

