

A blurred photograph of an airport terminal interior. In the upper left, a yellow sign with a stylized figure icon and the word "Departures" is visible. The rest of the image shows a busy terminal with people walking and overhead lights.

Departures

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

APRIL 2017

gatwickairport.com/performance

DOCUMENT HISTORY



APRIL 2017

Monthly Performance Report	Published	Republished	Page Reference	Metric	Reason for Change
April	01/04/2017	01/05/2017	19	Airline Service Standards - Check In Performance	Passenger numbers were incorrectly recorded, this didn't impact the overall score
April	01/04/2017	01/06/2017	12	Pier Service - North Terminal	The PSL score was recalculated from 96.45% to 96.49% to correct the application of fleet optimisation. Fleet optimisation is where an airline is operating flights arriving in one terminal and departing from another or when the the type of traffic is not suitable for the stand as a result of the airlines schedule integration
April	01/04/2017	01/06/2017	12	Pier Service - South Terminal	The PSL score was recalculated from 97.43% to 97.46% to correct the application of fleet optimisation. Fleet optimisation is where an airline is operating flights arriving in one terminal and departing from another or when the the type of traffic is not suitable for the stand as a result of the airlines schedule integration

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

CONTENTS

Core Service Standards



Airline Service Standards



PRM Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

APRIL 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

NORTH TERMINAL	Target 3.80	Average score 4.08	April 2017 4.05
SOUTH TERMINAL	Target 3.80	Average score 3.93	April 2017 3.89



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 4.05	April 2017 4.08
SOUTH TERMINAL	Target 4.00	Average score 4.14	April 2017 4.15

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

APRIL 2017

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	April 2017 4.16
SOUTH TERMINAL	Target 4.10	Average score 4.25	April 2017 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	April 2017 4.38
SOUTH TERMINAL	Target 4.20	Average score 4.46	April 2017 4.48

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

APRIL 2017

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 95.20%	April 2017 96.83%
SOUTH TERMINAL	Target 95.00%	Average score 95.23%	April 2017 97.88%



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 99.46%	April 2017 99.96%
SOUTH TERMINAL	Target 98.00%	Average score 99.75%	April 2017 99.88%

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

APRIL 2017

YOUR LONDON AIRPORT
Gatwick



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	April 2017 0
SOUTH TERMINAL	Target 0	Average score 0	April 2017 0



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 99.12%	April 2017 100%
SOUTH TERMINAL	Target 95.00%	Average score 98.79%	April 2017 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

APRIL 2017

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 99.96%	April 2017 100%
SOUTH TERMINAL	Target 95.00%	Average score 99.79%	April 2017 99.79%



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 99.97%	April 2017 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

APRIL 2017

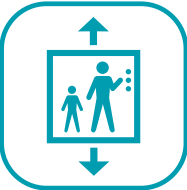


passenger sensitive equipment priority availability

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	April 2017
NORTH TERMINAL	99.00%	99.41%	99.64%
SOUTH TERMINAL	99.00%	99.63%	99.76%



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	April 2017
NORTH TERMINAL	99.00%	99.53%	99.68%
SOUTH TERMINAL	99.00%	99.62%	99.78%

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

APRIL 2017

YOUR LONDON AIRPORT



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	April 2017
	97.00%	99.30%	99.36%
SOUTH TERMINAL	Target	Average score	April 2017
	97.00%	99.44%	99.62%



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	April 2017
	99.00%	99.92%	99.96%
SOUTH TERMINAL	Target	Average score	April 2017
	99.00%	99.91%	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

APRIL 2017

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 99.90%	April 2017 100%
SOUTH TERMINAL	Target 99.00%	Average score 99.85%	April 2017 99.96%



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%	April 2017 99.76%
SOUTH TERMINAL	Target 99.00%	Average score 99.79%	April 2017 99.77%

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

APRIL 2017

YOUR LONDON AIRPORT
Gatwick



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 95.00%	Average score 96.44%	April 2017 96.49%
SOUTH TERMINAL	Target 95.00%	Average score 97.70%	April 2017 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.

NORTH TERMINAL	Target 99.00%	Average score 99.84%	April 2017 99.98%
SOUTH TERMINAL	Target 99.00%	Average score 99.85%	April 2017 99.88%

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

APRIL 2017

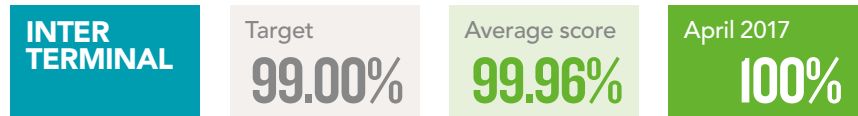
YOUR LONDON AIRPORT
Gatwick



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

APRIL 2017

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.

Terminal	Target	Average score	April 2017
NORTH TERMINAL	99.00%	99.88%	99.82%
SOUTH TERMINAL	99.00%	99.86%	99.78%



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	April 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

APRIL 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	3,861	97.77%	Aer Lingus MENZIES	178	91.57%
British Airways BA GGS	1,275	92.63%	Aurigny AIRLINE SERVICES	171	93.57%
Norwegian NORWEGIAN	764	98.82%	TAP Air Portugal MENZIES	98	75.51%
Ryanair MENZIES	409	98.78%	Thomson Airways AIRLINE SERVICES	93	49.46%
Vueling MENZIES	258	96.51%	Flybe AIRLINE SERVICES	80	100%

AIRLINE SERVICE STANDARDS

APRIL 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
Iberia Express MENZIES	60	68.33%	Royal Air Maroc MENZIES	35	85.71%
Smart Wings MENZIES	60	93.33%	Aeroflot Russian Airlines DNATA	30	100%
Air Europa Líneas Aéreas MENZIES	59	93.22%	Air Malta AIRLINE SERVICES	23	82.61%
Ukraine International Airlines MENZIES	56	69.64%	Germania AIRLINE SERVICES	23	52.17%
Turkish Airlines AIRLINE SERVICES	49	44.90%	WOWAir AIRLINE SERVICES	21	100%
Monarch AIRLINE SERVICES	43	93.02%	All other airlines	115	80.87%

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

APRIL 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.



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	327	98.17%	Norwegian NORWEGIAN	108	99.07%
Monarch AIRLINE SERVICES	236	98.73%	Emirates DNATA	89	98.88%
Virgin Atlantic VS SWP	187	89.84%	Vueling MENZIES	74	100%
Thomson Airways AIRLINE SERVICES	146	90.41%	WestJet AIRLINE SERVICES	43	100%
Thomas Cook MENZIES	135	96.30%	Air Transat VS SWP	42	92.86%

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

APRIL 2017



large aircraft baggage performance

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

AIRLINES 11-20 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 AIRLINE SERVICES	39	100%	Titan Airways MENZIES	9	100%
Icelandair MENZIES	34	100%	Tianjin Airlines AIRLINE SERVICES	9	88.89%
Turkish Airlines AIRLINE SERVICES	34	85.29%	Aer Lingus MENZIES	2	100%
Wizz Air MENZIES	25	100%	Air Europa Líneas Aéreas MENZIES	0	0.00%
Cathay Pacific DNATA	17	100%			
Med-View Airlines MENZIES	9	33.33%			

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

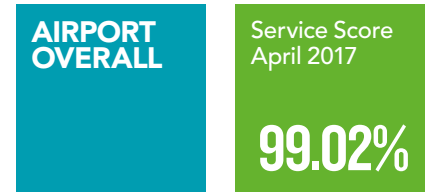
APRIL 2017



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	1,626,725	100%	Virgin Atlantic	126,427	98.52%
British Airways	576,991	99.77%	Thomas Cook Airlines	90,971	95.53%
Norwegian	243,381	99.87%	Emirates	82,550	99.49%
Thomson Airways	183,087	97.56%	Aer Lingus	49,608	99.87%
Ryanair	140,393	99.55%	Aurigny	27,371	99.92%
Monarch	130,739	100%	All other airlines	260,388	98.40%

PRM STATISTICS

APRIL 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

Number of flights with PRM passengers met		15,037
Number of passengers needing special assistance met		46,008
Percentage of pre-notifications at least 48 hours before flight*		39.00%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.72	April 2017 0.63
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.95	April 2017 0.85

* 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

APRIL 2017

departing

PRE-BOOKED

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

* waiting time once PRM made themselves known.

PRM STATISTICS

APRIL 2017

arriving

PRE-BOOKED

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

NON PRE-BOOKED

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

* time assistance available at gate from arrival on chocks.

ON-TIME PERFORMANCE

APRIL 2017

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

April 2017
77.40%



arrivals on-time performance

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

**AIRPORT
OVERALL**

April 2017
78.95%

ACI ASQ – HOW DO WE COMPARE?

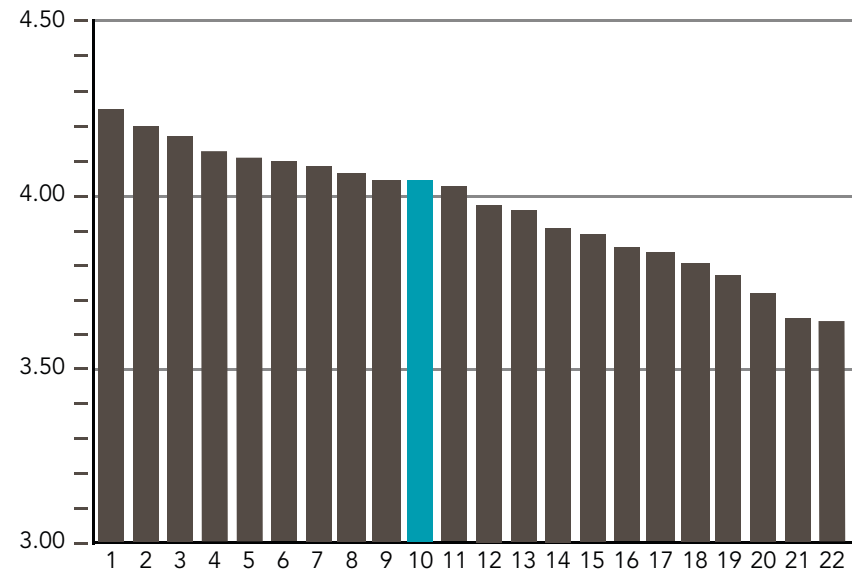
Q4 2016



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

