

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 walkway with people and overhead lights, all out of focus.

**Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**FEBRUARY 2017**

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

# DOCUMENT HISTORY

YOUR LONDON AIRPORT



FEBRUARY 2017

Monthly Performance Report	Published	Republished	Page Reference	Metric	Reason for Change
February	01/02/2017	01/06/2017	12	Pier Service - South Terminal	The PSL score was recalculated from 97.55% to 97.52% 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](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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PRM Service and Notification



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ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

FEBRUARY 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>4.09</b>	Feb 2017 <b>4.04</b>
<b>SOUTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>3.95</b>	Feb 2017 <b>3.89</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>4.04</b>	Feb 2017 <b>4.06</b>
<b>SOUTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.14</b>	Feb 2017 <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

FEBRUARY 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

<b>NORTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.12</b>	Feb 2017 <b>4.14</b>
<b>SOUTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.25</b>	Feb 2017 <b>4.25</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>	Feb 2017 <b>4.37</b>
<b>SOUTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.46</b>	Feb 2017 <b>4.47</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

FEBRUARY 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	Average score	Feb 2017
	95.00%	94.78%	98.79%
SOUTH TERMINAL	Target	Average score	Feb 2017
	95.00%	94.82%	98.88%



## 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	Average score	Feb 2017
	98.00%	99.44%	100%
SOUTH TERMINAL	Target	Average score	Feb 2017
	98.00%	99.73%	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

FEBRUARY 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.

Terminal	Target	Average score	Feb 2017
NORTH TERMINAL	0	0	0
SOUTH TERMINAL	0	0	0



## flight connections security search

Percentage of time when passengers queued for **10 minutes or less**

This measure applies to 95% of core hours.

Terminal	Target	Average score	Feb 2017
NORTH TERMINAL	95.00%	98.65%	100%
SOUTH TERMINAL	95.00%	98.57%	99.07%

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

FEBRUARY 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>99.88%</b>	Feb 2017 <b>99.94%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.70%</b>	Feb 2017 <b>100%</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.

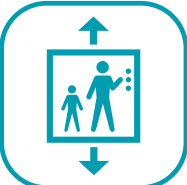
<b>EXTERNAL CONTROL POSTS</b>	Target <b>95.00%</b>	Average score <b>99.97%</b>	Feb 2017 <b>99.77%</b>
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.



# CORE SERVICE STANDARDS

FEBRUARY 2017

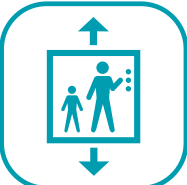


## passenger sensitive equipment priority availability

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	Feb 2017
NORTH TERMINAL	99.00%	99.40%	99.79%
SOUTH TERMINAL	99.00%	99.62%	99.63%



## 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	Feb 2017
NORTH TERMINAL	99.00%	99.52%	99.56%
SOUTH TERMINAL	99.00%	99.60%	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

FEBRUARY 2017

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	Average score	Feb 2017
	97.00%	98.73%	99.86%
SOUTH TERMINAL	Target	Average score	Feb 2017
	97.00%	99.31%	99.60%



## 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	Feb 2017
	99.00%	99.88%	99.99%
SOUTH TERMINAL	Target	Average score	Feb 2017
	99.00%	99.89%	99.95%

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

FEBRUARY 2017



## 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	Feb 2017
	99.00%	99.88%	100%
SOUTH TERMINAL	Target	Average score	Feb 2017
	99.00%	99.83%	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	Feb 2017
	99.00%	99.86%	99.88%
SOUTH TERMINAL	Target	Average score	Feb 2017
	99.00%	99.82%	99.76%

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

FEBRUARY 2017



## 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	Feb 2017
	<b>95.00%</b>	<b>96.44%</b>	<b>96.32%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	Feb 2017
	<b>95.00%</b>	<b>97.63%</b>	<b>97.52%</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	Feb 2017
	<b>99.00%</b>	<b>99.83%</b>	<b>99.94%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	Feb 2017
	<b>99.00%</b>	<b>99.86%</b>	<b>99.69%</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

FEBRUARY 2017

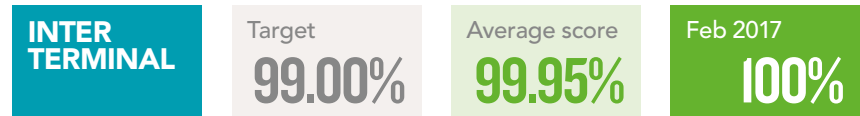
YOUR LONDON AIRPORT  
*Gatwick*



## 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

FEBRUARY 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.

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.82%</b>	Feb 2017 <b>100%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.82%</b>	Feb 2017 <b>100%</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 <b>0</b>	Average score <b>0</b>	Feb 2017 <b>0</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.

# AIRLINE SERVICE STANDARDS

FEBRUARY 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	2,846	93.39%	Aer Lingus MENZIES	198	92.42%
British Airways BA GGS	1,014	87.97%	Aurigny AIRLINE SERVICES	133	99.25%
Norwegian NORWEGIAN	732	98.63%	Thomson Airways AIRLINE SERVICES	117	47.86%
Ryanair MENZIES	391	98.72%	TAP Air Portugal MENZIES	99	76.77%
Vueling MENZIES	224	95.09%	Flybe AIRLINE SERVICES	75	100%

# AIRLINE SERVICE STANDARDS

FEBRUARY 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
Turkish Airlines AIRLINE SERVICES	73	87.67%	Ukraine International Airlines MENZIES	28	78.57%
Air Europa Líneas Aéreas MENZIES	56	91.07%	Titan Airways MENZIES	26	50.00%
Iberia Express MENZIES	55	72.73%	Germania AIRLINE SERVICES	26	34.62%
Smart Wings MENZIES	38	89.47%	airBaltic AIRLINE SERVICES	24	100%
Monarch AIRLINE SERVICES	30	90.00%	WOWAir AIRLINE SERVICES	24	95.83%
Aeroflot Russian Airlines DNATA	28	96.43%	All other airlines	149	83.89%

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

FEBRUARY 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	290	94.48%	Norwegian NORWEGIAN	108	98.15%
Monarch AIRLINE SERVICES	145	91.03%	Emirates DNATA	85	97.65%
Thomson Airways AIRLINE SERVICES	137	80.29%	WestJet AIRLINE SERVICES	38	81.58%
Virgin Atlantic VS SWP	136	90.44%	Air Transat AIRLINE SERVICES	36	86.11%
Thomas Cook MENZIES	111	72.07%	Icelandair MENZIES	31	96.77%

# AIRLINE SERVICE STANDARDS

FEBRUARY 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	28	100%	Aer Lingus MENZIES	2	100%
Cathay Pacific DNATA	16	100%	Germania AIRLINE SERVICES	2	100%
Vueling MENZIES	12	100%	Wizz Air MENZIES	1	100%
Tianjin Airlines AIRLINE SERVICES	8	75.00%	Turkish Airlines AIRLINE SERVICES	1	100%
Med-View Airlines MENZIES	5	20.00%			
Niki MENZIES	4	75.00%			

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

FEBRUARY 2017

YOUR LONDON AIRPORT



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>10,570</b>
Number of passengers needing special assistance met		<b>33,869</b>
Percentage of pre-notifications at least 48 hours before flight*		<b>37.00%</b>
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average <b>0.78</b>	February 2017 <b>0.74</b>
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average <b>0.92</b>	February 2017 <b>0.65</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

FEBRUARY 2017

## departing

### PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
<b>10 mins</b>	80%	80.03%	85.07%	90.62%	80.72%	80.20%	85.73%
<b>20 mins</b>	90%	95.31%	94.43%	94.86%	95.78%	94.05%	94.65%
<b>30 mins</b>	100%	98.61%	99.67%	100%	100%	100%	100%

\* waiting time once PRM made themselves known.

# PRM STATISTICS

FEBRUARY 2017

## arriving

### PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
<b>5 mins</b>	80%	98.30%	98.08%	96.68%	97.97%	97.00%	97.66%
<b>10 mins</b>	90%	99.07%	99.07%	99.09%	98.75%	99.49%	99.57%
<b>20 mins</b>	100%	99.74%	99.67%	99.72%	99.54%	99.91%	99.79%

### NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
<b>25 mins</b>	80%	99.63%	98.45%	99.10%	99.10%	98.38%	99.00%
<b>35 mins</b>	90%	99.62%	99.38%	99.20%	99.64%	98.90%	99.63%
<b>45 mins</b>	100%	99.87%	100%	99.72%	100%	100%	99.74%

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

# ON-TIME PERFORMANCE

FEBRUARY 2017

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

**AIRPORT  
OVERALL**

Feb 2017  
**70.58%**



## arrivals on-time performance

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

**AIRPORT  
OVERALL**

Feb 2017  
**72.82%**

# ACI ASQ – HOW DO WE COMPARE?

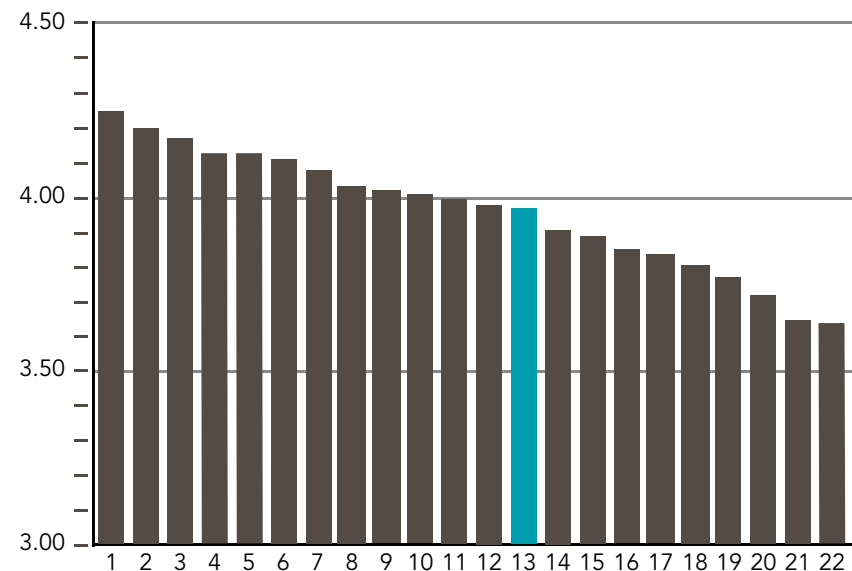
Q3 2016



**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 13 out of 22 in Q3 2016



How we have performed over time

