



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

JANUARY 2017

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

CONTENTS

Core Service Standards



Airline Service Standards



PRM Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

JANUARY 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 4.10	Jan 2017 4.05
SOUTH TERMINAL	Target 3.80	Average score 3.97	Jan 2017 3.90



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 4.04	Jan 2017 4.06
SOUTH TERMINAL	Target 4.00	Average score 4.14	Jan 2017 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

JANUARY 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 4.12	Jan 2017 4.13
SOUTH TERMINAL	Target 4.10	Average score 4.25	Jan 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	Jan 2017 4.37
SOUTH TERMINAL	Target 4.20	Average score 4.45	Jan 2017 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

JANUARY 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 94.46%	Jan 2017 99.44%
SOUTH TERMINAL	Target 95.00%	Average score 94.54%	Jan 2017 98.43%



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%	Jan 2017 100%
SOUTH TERMINAL	Target 98.00%	Average score 99.72%	Jan 2017 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

JANUARY 2017



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	Jan 2017	0
	SOUTH TERMINAL	Target	0	Average score	0	Jan 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	98.55%	Jan 2017	99.01%
	SOUTH TERMINAL	Target	95.00%	Average score	98.56%	Jan 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

JANUARY 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 99.88%	Jan 2017 100%
SOUTH TERMINAL	Target 95.00%	Average score 99.61%	Jan 2017 100%



external control posts security search

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

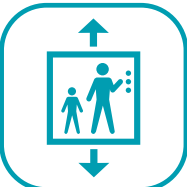
This measure applies to 95% of core hours. Performance for the Northern Approach Gate.

EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.98%	Jan 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

JANUARY 2017

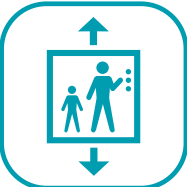


passenger sensitive equipment priority availability

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	Jan 2017
NORTH TERMINAL	99.00%	99.35%	99.34%
SOUTH TERMINAL	99.00%	99.63%	99.55%



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	Jan 2017
NORTH TERMINAL	99.00%	99.51%	99.60%
SOUTH TERMINAL	99.00%	99.60%	99.68%

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

JANUARY 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	Jan 2017
	97.00%	98.72%	99.31%
SOUTH TERMINAL	Target	Average score	Jan 2017
	97.00%	99.32%	98.50%



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	Jan 2017
	99.00%	99.88%	99.95%
SOUTH TERMINAL	Target	Average score	Jan 2017
	99.00%	99.90%	99.65%

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

JANUARY 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 99.88%	Jan 2017 99.80%
SOUTH TERMINAL	Target 99.00%	Average score 99.83%	Jan 2017 99.75%



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 99.86%	Jan 2017 99.85%
SOUTH TERMINAL	Target 99.00%	Average score 99.78%	Jan 2017 99.84%

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

JANUARY 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.

Terminal	Target	Average score	Jan 2017
NORTH TERMINAL	95.00%	96.46%	96.28%
SOUTH TERMINAL	95.00%	97.56%	97.62%



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	Jan 2017
NORTH TERMINAL	99.00%	99.81%	99.91%
SOUTH TERMINAL	99.00%	99.87%	99.13%

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

JANUARY 2017

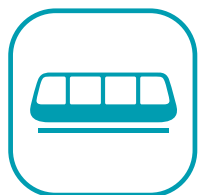
YOUR LONDON AIRPORT
Gatwick



inter-terminal shuttle one shuttle available

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

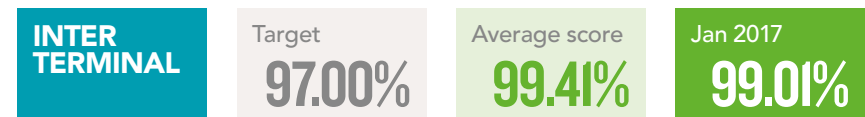
Core hours vary dependent on agreed maintenance periods.



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

JANUARY 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	Jan 2017
NORTH TERMINAL	99.00%	99.82%	100%
SOUTH TERMINAL	99.00%	99.81%	100%



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	Jan 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

JANUARY 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	2720	90.22%	Aer Lingus MENZIES	193	90.67%
British Airways BA GGS	930	93.23%	Thomson Airways AIRLINE SERVICES	131	48.09%
Norwegian NORWEGIAN	782	96.04%	Aurigny AIRLINE SERVICES	123	94.31%
Ryanair MENZIES	441	97.73%	TAP Air Portugal MENZIES	102	66.67%
Vueling MENZIES	220	91.82%	Flybe AIRLINE SERVICES	80	98.75%

AIRLINE SERVICE STANDARDS

JANUARY 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	65	69.23%	Germania AIRLINE SERVICES	31	64.52%
Air Europa Líneas Aéreas MENZIES	59	89.83%	Ukraine International Airlines MENZIES	30	56.67%
Iberia Express MENZIES	56	64.29%	airBaltic AIRLINE SERVICES	30	93.33%
Smart Wings MENZIES	41	87.80%	Aeroflot Russian Airlines DNATA	29	96.55%
Monarch AIRLINE SERVICES	32	87.50%	Titan Airways MENZIES	27	40.74%
Pegasus Airlines MENZIES	31	64.52%	All other airlines	169	81.07%

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

YOUR LONDON AIRPORT
Gatwick

JANUARY 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	318	97.48%	Thomas Cook MENZIES	109	80.73%
Virgin Atlantic VS SWP	153	81.70%	Emirates DNATA	92	92.39%
Monarch AIRLINE SERVICES	147	93.20%	WestJet AIRLINE SERVICES	44	70.45%
Thomson Airways AIRLINE SERVICES	144	78.47%	Air Transat AIRLINE SERVICES	41	68.29%
Norwegian NORWEGIAN	120	98.33%	WOW Air AIRLINE SERVICES	34	94.12%

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

JANUARY 2017



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
Icelandair MENZIES	28	92.86%	Aer Lingus MENZIES	6	100%
Vueling MENZIES	23	100%	Air Europa Líneas Aéreas MENZIES	3	100%
Cathay Pacific DNATA	18	94.44%	Iberia Express MENZIES	3	66.67%
Med-View Airlines MENZIES	11	0.00%	TAP Portugal MENZIES	3	100%
Turkish Airlines AIRLINE SERVICES	10	80.00%	Wizz Air MENZIES	3	100%
Tianjin Airlines AIRLINE SERVICES	7	71.43%	All other airlines	4	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

JANUARY 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

Number of flights with PRM passengers met		11,033
Number of passengers needing special assistance met		36,635
Percentage of pre-notifications at least 48 hours before flight*		33.87%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.80	January 2017 0.68
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.95	January 2017 1.17

* 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

JANUARY 2017

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

JANUARY 2017

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

JANUARY 2017

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

Jan 2017
77.80%



arrivals on-time performance

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

**AIRPORT
OVERALL**

Jan 2017
75.61%

ACI ASQ – HOW DO WE COMPARE?

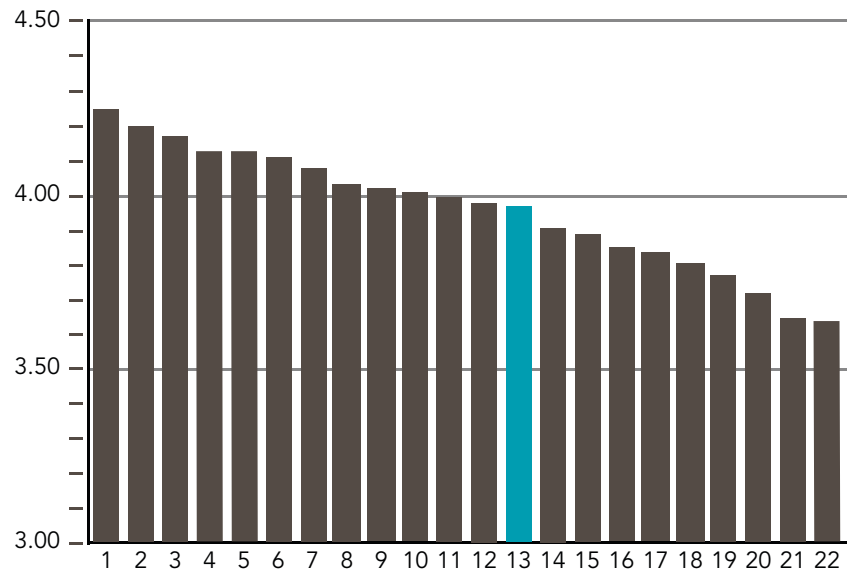
Q3 2016



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

