



 **Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**JUNE 2017**

[gatwickairport.com/performance](http://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](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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ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

JUNE 2017



## 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	Average score	June 2017
	<b>3.80</b>	<b>4.07</b>	<b>4.05</b>
<b>SOUTH TERMINAL</b>	Target	Average score	June 2017
	<b>3.80</b>	<b>3.91</b>	<b>3.90</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	Average score	June 2017
	<b>4.00</b>	<b>4.06</b>	<b>4.10</b>
<b>SOUTH TERMINAL</b>	Target	Average score	June 2017
	<b>4.00</b>	<b>4.14</b>	<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

JUNE 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>4.14</b>	June 2017 <b>4.19</b>
<b>SOUTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.26</b>	June 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>4.37</b>	June 2017 <b>4.41</b>
<b>SOUTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.47</b>	June 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

JUNE 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	June 2017
	95.00%	96.18%	97.67%
SOUTH TERMINAL	Target	Average score	June 2017
	95.00%	95.71%	97.92%



## 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	June 2017
	98.00%	99.62%	100%
SOUTH TERMINAL	Target	Average score	June 2017
	98.00%	99.78%	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

JUNE 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.

Terminal	Target	Average score	June 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	June 2017
NORTH TERMINAL	95.00%	99.53%	100%
SOUTH TERMINAL	95.00%	98.86%	99.60%

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

JUNE 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>99.97%</b>	June 2017 <b>99.97%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.76%</b>	June 2017 <b>99.72%</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>	June 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

JUNE 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.

NORTH TERMINAL	Target	Average score	June 2017
	99.00%	99.43%	99.62%
SOUTH TERMINAL	Target	Average score	June 2017
	99.00%	99.62%	99.67%



## 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	June 2017
	99.00%	99.55%	99.70%
SOUTH TERMINAL	Target	Average score	June 2017
	99.00%	99.61%	99.70%

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

JUNE 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

<b>NORTH TERMINAL</b>	Target <b>97.00%</b>	Average score <b>99.46%</b>	June 2017 <b>99.85%</b>
<b>SOUTH TERMINAL</b>	Target <b>97.00%</b>	Average score <b>99.42%</b>	June 2017 <b>99.68%</b>



## 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

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.93%</b>	June 2017 <b>99.99%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.91%</b>	June 2017 <b>99.96%</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

JUNE 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

<b>NORTH TERMINAL</b>	Target	Average score	June 2017
	<b>99.00%</b>	<b>99.89%</b>	<b>99.86%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	June 2017
	<b>99.00%</b>	<b>99.84%</b>	<b>99.88%</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	Average score	June 2017
	<b>99.00%</b>	<b>99.85%</b>	<b>99.95%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	June 2017
	<b>99.00%</b>	<b>99.78%</b>	<b>99.97%</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

JUNE 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	June 2017
	<b>95.00%</b>	<b>96.45%</b>	<b>96.69%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	June 2017
	<b>95.00%</b>	<b>97.68%</b>	<b>97.47%</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	June 2017
	<b>99.00%</b>	<b>99.85%</b>	<b>99.99%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	June 2017
	<b>99.00%</b>	<b>99.85%</b>	<b>99.99%</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

JUNE 2017

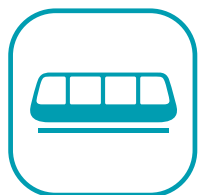
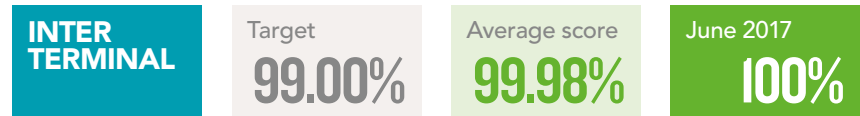
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*Gatwick*



## inter-terminal shuttle one shuttle available

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

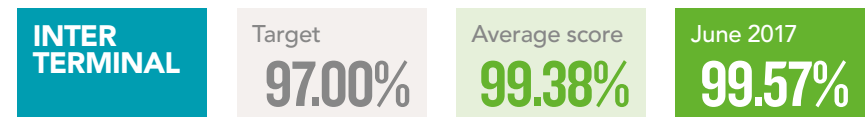
Core hours vary dependent on agreed maintenance periods.



## 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

JUNE 2017

YOUR LONDON AIRPORT  
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## 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>99.92%</b>	June 2017 <b>99.87%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.87%</b>	June 2017 <b>99.78%</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>	June 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

JUNE 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	4,036	97.72%	Thomson Airways AIRLINE SERVICES	233	35.62%
British Airways BA GGS	1,327	93.22%	Aurigny AIRLINE SERVICES	169	91.72%
Norwegian NORWEGIAN	845	94.32%	Aer Lingus MENZIES	165	94.55%
Ryanair MENZIES	409	98.04%	TAP Air Portugal MENZIES	97	84.54%
Vueling MENZIES	272	97.43%	Monarch AIRLINE SERVICES	84	89.29%

# AIRLINE SERVICE STANDARDS

JUNE 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	100%	Air Dolomiti AIRLINE SERVICES	34	58.82%
Thomas Cook MENZIES	64	82.81%	Turkish Airlines AIRLINE SERVICES	33	54.55%
Iberia Express MENZIES	59	89.83%	Smart Wings MENZIES	31	90.32%
Air Europa Líneas Aéreas MENZIES	55	83.64%	WestJet AIRLINE SERVICES	30	90.00%
Ukraine International Airlines MENZIES	55	76.36%	Meridiana AIRLINE SERVICES	29	89.66%
airBaltic AIRLINE SERVICES	52	94.23%	All other airlines	208	89.90%

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

JUNE 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
Monarch AIRLINE SERVICES	315	95.87%	Norwegian NORWEGIAN	120	97.50%
British Airways BA GGS	314	99.68%	Emirates DNATA	89	100%
Thomas Cook MENZIES	231	98.70%	WestJet AIRLINE SERVICES	84	89.29%
Thomson Airways AIRLINE SERVICES	220	80.91%	Vueling MENZIES	81	100%
Virgin Atlantic VS SWP	167	96.41%	Air Transat VS SWP	78	98.72%

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

JUNE 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	58	93.10%	RWANDAIR AIRLINE SERVICES	14	100%
WOWAir AIRLINE SERVICES	51	96.08%	Med-View Airlines MENZIES	8	87.50%
Cathay Pacific DNATA	30	100%	Tianjin Airlines AIRLINE SERVICES	8	75.00%
Icelandair MENZIES	30	100%	Aeroflot Russian Airlines DNATA	6	100%
Air Canada VS SWP	28	100%	Air Europa Líneas Aéreas AVIATOR	5	100%
Wizz Air MENZIES	23	100%	All other airlines	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.

# AIRLINE SERVICE STANDARDS

JUNE 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.

**AIRPORT OVERALL**

Service Score  
June 2017  
**98.44%**

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

Airline / Operator	Departing Passengers	Service Score	Airline / Operator	Departing Passengers	Service Score
easyJet	885,250	100%	Ryanair	70,774	100%
British Airways	302,084	98.93%	Vueling	52,907	100%
Thomson Airways	152,729	97.55%	Virgin Atlantic	50,659	100%
Norwegian	143,340	99.79%	Emirates	35,097	98.46%
Monarch	109,545	99.85%	Aer Lingus	23,319	100%
Thomas Cook Airlines	101,150	89.60%	All other airlines	147,892	98.57%

Measures defined and targets set in agreement with the airlines. Check-in queue performance is measured for the time in which an airline's individual check-in is open or the agreed defined time of an airline's check-in operation.

# PRM STATISTICS

JUNE 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		<b>18,991</b>
Number of passengers needing special assistance met		<b>61,548</b>
Percentage of pre-notifications at least 48 hours before flight*		<b>48.88%</b>
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average <b>0.65</b>	June 2017 <b>0.49</b>
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average <b>0.89</b>	June 2017 <b>1.33</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

JUNE 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

JUNE 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

JUNE 2017

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

**AIRPORT  
OVERALL**

June 2017  
**64.90%**



## arrivals on-time performance

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

**AIRPORT  
OVERALL**

June 2017  
**65.00%**

# ACI ASQ – HOW DO WE COMPARE?

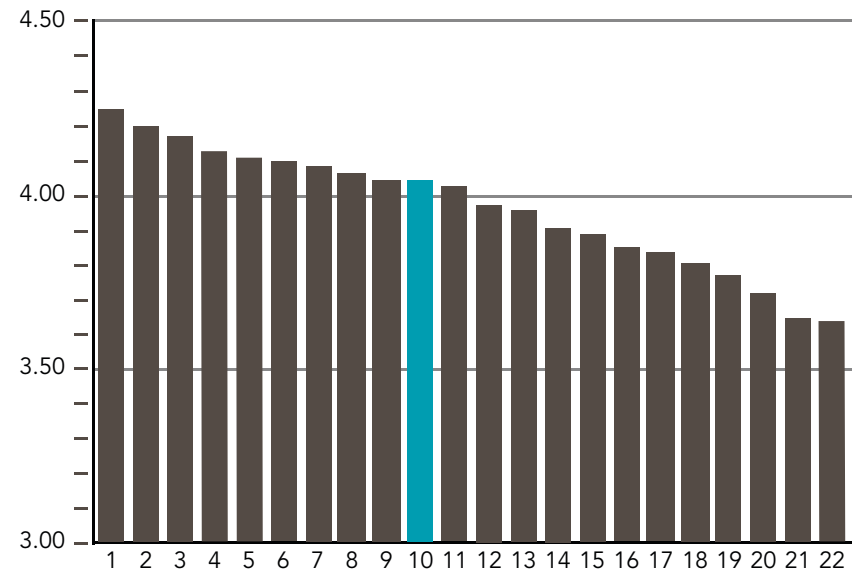
Q4 2016



**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

