



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

MARCH 2017

gatwickairport.com/performance

DOCUMENT HISTORY



MARCH 2017

| Monthly Performance Report | Published | Republished | Page Reference | Metric | Reason for Change |
|----------------------------|------------|-------------|----------------|-------------------------------|---|
| March | 01/03/2017 | 01/06/2017 | 12 | Pier Service - North Terminal | The PSL score was recalculated from 96.34% to 96.38% 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 |
| March | 01/03/2017 | 01/06/2017 | 12 | Pier Service - South Terminal | The PSL score was recalculated from 97.43% to 97.47% 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

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Core Service Standards



Airline Service Standards



PRM Service and Notification



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ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

MARCH 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

| | | | |
|-----------------------|-------------|---------------|-------------|
| NORTH TERMINAL | Target | Average score | March 2017 |
| | 3.80 | 4.09 | 4.06 |
| SOUTH TERMINAL | Target | Average score | March 2017 |
| | 3.80 | 3.94 | 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 | Average score | March 2017 |
| | 4.00 | 4.05 | 4.07 |
| SOUTH TERMINAL | Target | Average score | March 2017 |
| | 4.00 | 4.14 | 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

MARCH 2017

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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

| | | | |
|-----------------------|-----------------------|------------------------------|---------------------------|
| NORTH TERMINAL | Target 4.10 | Average score 4.13 | March 2017 4.15 |
| SOUTH TERMINAL | Target 4.10 | Average score 4.25 | March 2017 4.25 |



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 | March 2017 4.38 |
| SOUTH TERMINAL | Target 4.20 | Average score 4.46 | March 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

MARCH 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 95.09% | March 2017 98.43% |
| SOUTH TERMINAL | Target 95.00% | Average score 95.10% | March 2017 98.75% |



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% | March 2017 99.88% |
| SOUTH TERMINAL | Target 98.00% | Average score 99.74% | March 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

MARCH 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 | March 2017 | 0 |
| | SOUTH TERMINAL | Target | 0 | Average score | 0 | March 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 | 98.86% | March 2017 | 100% |
| | SOUTH TERMINAL | Target | 95.00% | Average score | 98.56% | March 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

MARCH 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.

| | | | |
|---------------------------|-------------------------|--------------------------------|-----------------------------|
| NORTH TERMINAL | Target 95.00% | Average score 99.93% | March 2017 99.94% |
| SOUTH TERMINAL | Target 95.00% | Average score 99.81% | March 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 99.97% | March 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

MARCH 2017

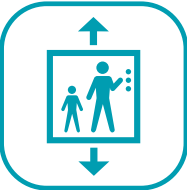


passenger sensitive equipment priority availability

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 | March 2017 |
|----------------|--------|---------------|------------|
| NORTH TERMINAL | 99.00% | 99.42% | 99.77% |
| SOUTH TERMINAL | 99.00% | 99.62% | 99.61% |



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 | March 2017 |
|----------------|--------|---------------|------------|
| NORTH TERMINAL | 99.00% | 99.53% | 99.81% |
| SOUTH TERMINAL | 99.00% | 99.61% | 99.71% |

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

MARCH 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 | March 2017 |
| | 97.00% | 98.79% | 99.86% |
| SOUTH TERMINAL | Target | Average score | March 2017 |
| | 97.00% | 99.31% | 99.27% |



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 | March 2017 |
| | 99.00% | 99.89% | 99.98% |
| SOUTH TERMINAL | Target | Average score | March 2017 |
| | 99.00% | 99.90% | 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

MARCH 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

| | | | |
|----------------|--------|---------------|------------|
| NORTH TERMINAL | Target | Average score | March 2017 |
| | 99.00% | 99.88% | 99.99% |
| SOUTH TERMINAL | Target | Average score | March 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 | March 2017 |
| | 99.00% | 99.85% | 99.92% |
| SOUTH TERMINAL | Target | Average score | March 2017 |
| | 99.00% | 99.80% | 99.62% |

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

MARCH 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 96.43% | March 2017 96.38% |
| SOUTH TERMINAL | Target 95.00% | Average score 97.68% | March 2017 97.47% |



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% | March 2017 99.97% |
| SOUTH TERMINAL | Target 99.00% | Average score 99.86% | March 2017 99.87% |

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

MARCH 2017

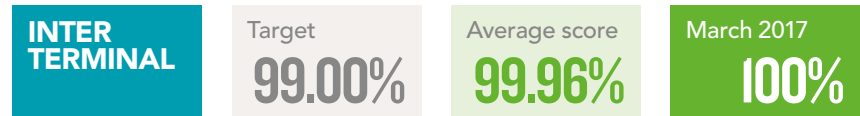
YOUR LONDON AIRPORT
Gatwick



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

MARCH 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 | March 2017 |
|----------------|--------|---------------|------------|
| NORTH TERMINAL | 99.00% | 99.86% | 100% |
| SOUTH TERMINAL | 99.00% | 99.86% | 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 | March 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

MARCH 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 | 2937 | 97.14% | Vueling MENZIES | 190 | 96.32% |
| British Airways BA GGS | 1003 | 88.93% | Aurigny AIRLINE SERVICES | 140 | 100% |
| Norwegian NORWEGIAN | 712 | 98.03% | Thomson Airways AIRLINE SERVICES | 104 | 47.12% |
| Ryanair MENZIES | 384 | 98.96% | TAP Air Portugal MENZIES | 88 | 85.23% |
| Aer Lingus MENZIES | 195 | 88.21% | Flybe AIRLINE SERVICES | 74 | 95.95% |

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

MARCH 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 | 82.19% | Monarch AIRLINE SERVICES | 30 | 86.67% |
| Air Europa Líneas Aéreas MENZIES | 55 | 90.91% | Air Malta AIRLINE SERVICES | 27 | 96.30% |
| Iberia Express MENZIES | 52 | 76.92% | WOWAir AIRLINE SERVICES | 25 | 100% |
| Smart Wings MENZIES | 41 | 97.56% | Titan Airways MENZIES | 24 | 45.83% |
| Germania AIRLINE SERVICES | 33 | 54.55% | Aeroflot Russian Airlines DNATA | 23 | 100% |
| Ukraine International Airlines MENZIES | 30 | 90.00% | All other airlines | 135 | 84.44% |

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

MARCH 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 | 291 | 95.53% | Norwegian NORWEGIAN | 104 | 99.04% |
| Virgin Atlantic VS SWP | 153 | 90.20% | Emirates DNATA | 80 | 100% |
| Monarch AIRLINE SERVICES | 135 | 97.04% | WestJet AIRLINE SERVICES | 40 | 97.50% |
| Thomson Airways AIRLINE SERVICES | 128 | 89.06% | Air Transat AIRLINE SERVICES | 35 | 85.71% |
| Thomas Cook MENZIES | 112 | 88.39% | Icelandair MENZIES | 32 | 100% |

AIRLINE SERVICE STANDARDS

MARCH 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 |
|--------------------------------------|-------------------|----------------------------|--------------------------------------|-------------------|----------------------------|
| WOWAir AIRLINE SERVICES | 30 | 100% | Aer Lingus MENZIES | 4 | 100% |
| Vueling MENZIES | 18 | 100% | Wizz Air MENZIES | 4 | 100% |
| Cathay Pacific DNATA | 16 | 100% | Germania AIRLINE SERVICES | 2 | 100% |
| Med-View Airlines MENZIES | 8 | 0.00% | Turkish Airlines AIRLINE SERVICES | 2 | 50.00% |
| Tianjin Airlines AIRLINE SERVICES | 8 | 100% | Aegean Airlines MENZIES | 1 | 100% |
| Aeroflot Russian Airlines DNATA | 4 | 100% | 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

MARCH 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 | | 12,868 |
| Number of passengers needing special assistance met | | 43,671 |
| Percentage of pre-notifications at least 48 hours before flight* | | 35.21% |
| Number of compliments received (per 1000 PRM passengers) | 12 Month Average 0.74 | March 2017 0.50 |
| Number of complaints received (per 1000 PRM passengers) | 12 Month Average 0.92 | March 2017 1.00 |

* 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

MARCH 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

MARCH 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

MARCH 2017

YOUR LONDON AIRPORT

Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

March 2017
75.57%



arrivals on-time performance

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

**AIRPORT
OVERALL**

March 2017
76.25%

ACI ASQ – HOW DO WE COMPARE?

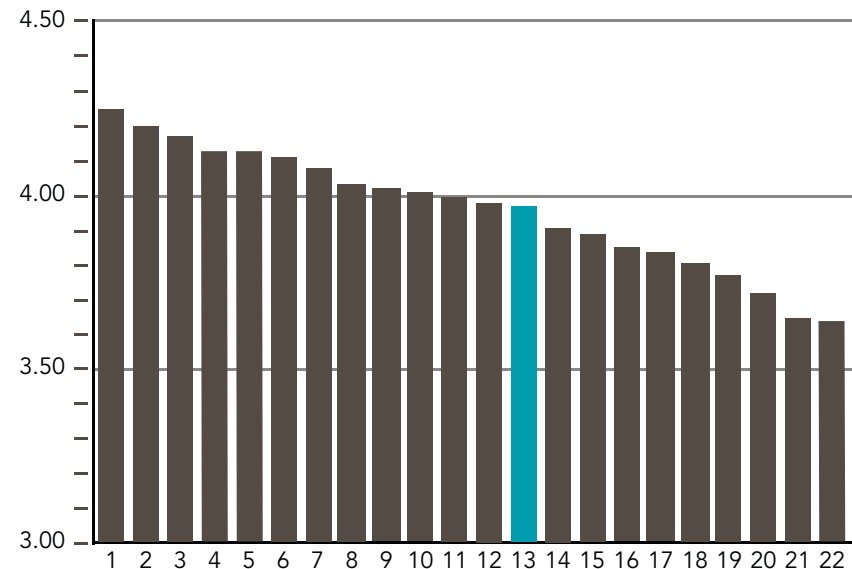
Q3 2016



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

