

A blurred photograph of an airport terminal interior. In the foreground, a yellow sign with a stylized figure icon and the word "Departures" is visible. The background shows a busy walkway with several people walking, some carrying luggage. The ceiling has recessed lighting strips.

 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

MAY 2017

gatwickairport.com/performance

DOCUMENT HISTORY



MAY 2017

Monthly Performance Report	Published	Republished	Page Reference	Metric	Reason for Change
May	01/05/2017	01/06/2017	12	Pier Service - North Terminal	The PSL score was recalculated from 96.57% to 96.58% 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
May	01/05/2017	01/06/2017	12	Pier Service - South Terminal	The PSL score was recalculated from 97.63% 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

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ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

MAY 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	Average score	May 2017
	3.80	4.07	4.05
SOUTH TERMINAL	Target	Average score	May 2017
	3.80	3.93	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	Average score	May 2017
	4.00	4.06	4.09
SOUTH TERMINAL	Target	Average score	May 2017
	4.00	4.14	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

MAY 2017



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	Average score	May 2017
	4.10	4.13	4.17
SOUTH TERMINAL	Target	Average score	May 2017
	4.10	4.25	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	Average score	May 2017
	4.20	4.37	4.40
SOUTH TERMINAL	Target	Average score	May 2017
	4.20	4.46	4.49

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

MAY 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	May 2017
	95.00%	95.36%	97.26%
SOUTH TERMINAL	Target	Average score	May 2017
	95.00%	95.23%	98.15%



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	May 2017
	98.00%	99.47%	99.92%
SOUTH TERMINAL	Target	Average score	May 2017
	98.00%	99.75%	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

MAY 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	May 2017	0
	SOUTH TERMINAL	Target	0	Average score	0	May 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	99.12%	May 2017	100%
	SOUTH TERMINAL	Target	95.00%	Average score	98.79%	May 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

MAY 2017



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	Average score	May 2017
	95.00%	99.96%	99.97%
SOUTH TERMINAL	Target	Average score	May 2017
	95.00%	99.79%	99.77%



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	Average score	May 2017
	95.00%	99.97%	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

MAY 2017

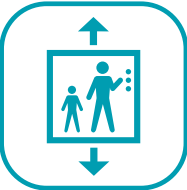


passenger sensitive equipment priority availability

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	May 2017
	99.00%	99.41%	99.73%
SOUTH TERMINAL	Target	Average score	May 2017
	99.00%	99.63%	99.75%



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	May 2017
	99.00%	99.53%	99.72%
SOUTH TERMINAL	Target	Average score	May 2017
	99.00%	99.62%	99.83%

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

MAY 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

Terminal	Target	Average score	May 2017
NORTH TERMINAL	97.00%	99.30%	*99.64%
SOUTH TERMINAL	97.00%	99.44%	*99.48%



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

Terminal	Target	Average score	May 2017
NORTH TERMINAL	99.00%	99.92%	99.97%
SOUTH TERMINAL	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.

* On 26 May 2017, there was a baggage system fault which resulted in a poor baggage service for airlines and passengers that was not reflected in the automated performance measurement. A CSS rebate will be paid by GAL in relation to this day's baggage performance.

CORE SERVICE STANDARDS

MAY 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	May 2017
	99.00%	99.90%	99.98%
SOUTH TERMINAL	Target	Average score	May 2017
	99.00%	99.85%	99.97%



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	May 2017
	99.00%	99.85%	99.83%
SOUTH TERMINAL	Target	Average score	May 2017
	99.00%	99.79%	99.52%

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

MAY 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.

NORTH TERMINAL	Target	Average score	May 2017
	95.00%	96.44%	96.58%
SOUTH TERMINAL	Target	Average score	May 2017
	95.00%	97.70%	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	Average score	May 2017
	99.00%	99.84%	99.77%
SOUTH TERMINAL	Target	Average score	May 2017
	99.00%	99.85%	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

MAY 2017

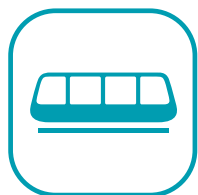
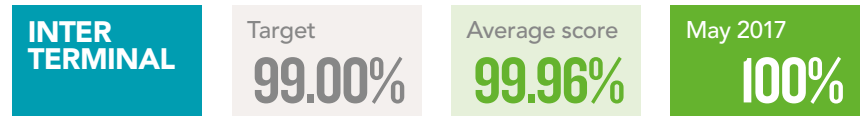
YOUR LONDON AIRPORT
Gatwick



inter-terminal shuttle one shuttle available

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

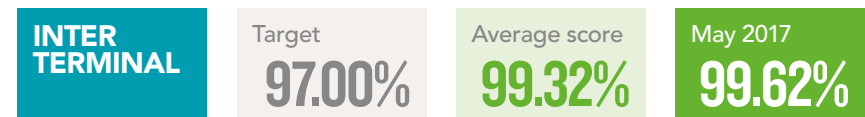
Core hours vary dependent on agreed maintenance periods.



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

MAY 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	May 2017
NORTH TERMINAL	99.00%	99.88%	99.98%
SOUTH TERMINAL	99.00%	99.86%	99.91%



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	May 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

MAY 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	4,049	98.47%	Aurigny AIRLINE SERVICES	176	95.45%
British Airways BA GGS	1,329	92.70%	Thomson Airways AIRLINE SERVICES	174	54.02%
Norwegian NORWEGIAN	843	99.05%	Aer Lingus MENZIES	173	97.69%
Ryanair MENZIES	423	99.05%	TAP Air Portugal MENZIES	103	74.76%
Vueling MENZIES	278	97.48%	Monarch AIRLINE SERVICES	83	96.39%

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

MAY 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	82	98.78%	Smart Wings MENZIES	47	100%
Iberia Express MENZIES	62	93.55%	Thomas Cook MENZIES	34	85.29%
Air Europa Líneas Aéreas MENZIES	61	98.36%	Royal Air Maroc MENZIES	33	96.97%
Ukraine International Airlines MENZIES	57	85.96%	Aeroflot Russian Airlines DNATA	30	100%
airBaltic AIRLINE SERVICES	54	100%	WestJet AIRLINE SERVICES	26	92.31%
Turkish Airlines AIRLINE SERVICES	50	72.00%	All other airlines	180	88.33%

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

MAY 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	98.78%	Norwegian NORWEGIAN	124	98.39%
Monarch AIRLINE SERVICES	324	99.07%	Emirates DNATA	93	98.92%
Thomas Cook MENZIES	229	97.82%	Vueling MENZIES	83	100%
Thomson Airways AIRLINE SERVICES	187	88.77%	WestJet AIRLINE SERVICES	80	86.25%
Virgin Atlantic VS SWP	180	98.89%	Air Transat VS SWP	56	98.21%

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

MAY 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	43	100%	Tianjin Airlines AIRLINE SERVICES	8	75.00%
Turkish Airlines AIRLINE SERVICES	35	100%	Air Canada VS SWP	7	100%
Icelandair MENZIES	25	92.00%	RWANDAIR AIRLINE SERVICES	2	50.00%
Wizz Air MENZIES	21	100%	Aeroflot Russian Airlines DNATA	1	100%
Cathay Pacific DNATA	18	100%	Aer Lingus MENZIES	1	100%
Med-View Airlines MENZIES	9	66.67%	All other airlines	2	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.

AIRLINE SERVICE STANDARDS

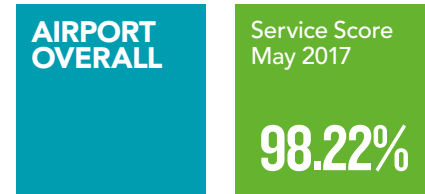
MAY 2017



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	864,304	100%	Ryanair	73,112	100%
British Airways	298,445	95.37%	Virgin Atlantic	59,040	100%
Norwegian	142,013	99.58%	Emirates	33,058	99.74%
Thomson Airways	134,864	97.43%	Aer Lingus	23,350	99.60%
Monarch	105,101	99.67%	Aurigny	14,225	99.92%
Thomas Cook Airlines	89,396	92.20%	All other airlines	117,246	97.89%

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

MAY 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		18,270
Number of passengers needing special assistance met		64,362
Percentage of pre-notifications at least 48 hours before flight*		48.03%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.72	May 2017 0.67
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.99	May 2017 1.21

* 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

MAY 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

MAY 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

MAY 2017

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

May 2017
71.90%



arrivals on-time performance

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

**AIRPORT
OVERALL**

May 2017
73.40%

ACI ASQ – HOW DO WE COMPARE?

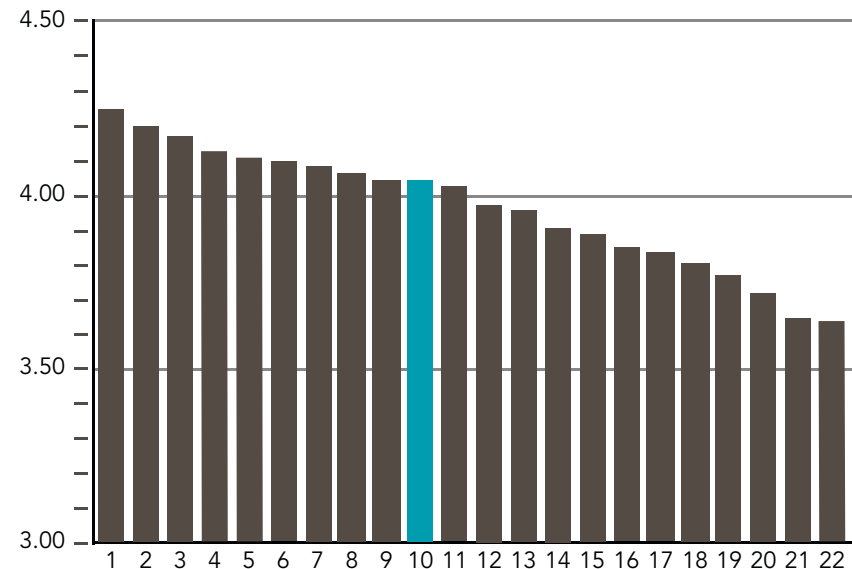
Q4 2016



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

