

# Performance monitoring report for the second half of 2015/16

DATE OF ISSUE: 7 JUNE 2016

## Gatwick Airport Limited

### 1. Introduction

This report provides an update on performance at Gatwick in the second half of financial year 2015/16, from October 2015 to March 2016. It follows Gatwick's performance report on the first half of 2015/16, published in November 2015.

Gatwick Airport is continuing to perform well for passengers and airlines, and in many aspects is ahead of the performance anticipated by the CAA when it set the airport's licence in early 2014. Gatwick Airport has delivered consistently good service performance in nearly all areas, achieving 99% of its monthly Core Service Standards in the second half of 2015/16. In the small minority of areas where service standards have not been met in certain months, Gatwick has implemented plans to restore performance to the service standards specified in the airport's Commitments to users.

All of the data in this report have been made available to airline users during the second half of 2015/16. In publishing this report, Gatwick Airport welcomes feedback from airlines users, passenger representatives and the CAA. In addition to the Core Service Standards and Airline Service Standard metrics, the report also provides an update on punctuality at Gatwick.

### 2. Traffic

Gatwick Airport served 40.8 million passengers in the financial year of 2015/16. This was an increase of 5.5% over the same period in the previous year. In the six month period October 2015 to March 2016, Gatwick served 17.3 million passengers, an increase of 6.7% on the same period in 2014/15. The growth in passenger numbers was due to a combination of a higher number of Air Traffic Movements (ATMs), larger average aircraft size and higher load factors. The increase in movements has primarily been outside the peak in the so called shoulder months, including October and March.

# YOUR LONDON AIRPORT

## *Gatwick*

**Table 1: Traffic data during the second half of financial year 2015/16**

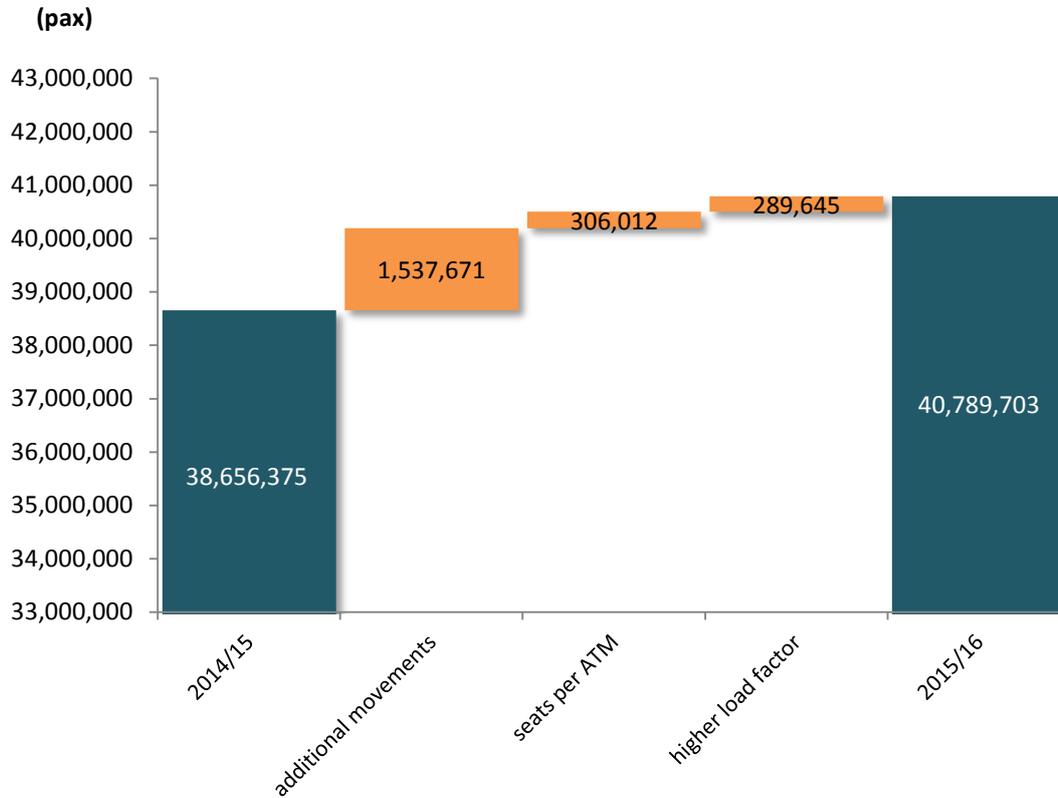
	2015/16 H2	2014/15 H2	% change
<b>Passenger traffic (m)</b>	17.261	16.172	6.7%
<b>ATMs (k)</b>	117.093	111.109	5.4%
<b>Seats per ATM</b>	181.8	179.8	1.1%
<b>Load factor (%)</b>	81.1%	80.9%	0.2ppt
<b>Passengers per ATM</b>	147.4	145.6	1.30%

**Table 2: Traffic data, full year 2015/16 versus 2014/15**

	2015/16	2014/15	% change
<b>Passenger traffic (m)</b>	40.790	38.656	5.5%
<b>ATMs (k)</b>	265,970	255,795	4.0%
<b>Seats per ATM</b>	181.4	180.1	0.8%
<b>Load factor (%)</b>	84.5%	83.9%	0.6ppt
<b>Passengers per ATM</b>	153.4	151.1	1.50%

# YOUR LONDON AIRPORT *Gatwick*

Figure 1: Change in traffic, 2015/16 versus 2014/15



Additional information on our traffic trends is also available in our published monthly traffic updates<sup>1</sup>.

<sup>1</sup> <http://www.gatwickairport.com/business-community/about-gatwick/our-performance/monthly-traffic-figures/>

### 3. Service Quality

This section provides an overview of service quality at Gatwick. It sets out our performance against the Core Service Standards to which we have committed to build and operate the airport. It also gives a summary of other metrics important to our passengers, including baggage delivery and on time performance. Our published monthly reports contain a brief description of the service quality metrics<sup>2</sup>.

#### Core Service Standards

Under the Commitments framework, Gatwick has agreed targets across a range of services with our airline community. These Core Service Standards specify the levels of service quality which we are committed to delivering through the operations and facilities we provide to users. Where we fail to achieve the target in a given month, we issue a rebate on the airport charge to the airlines operating in the affected terminal (subject to that airline meeting its own Airline Service Standards in that month, as discussed below).

There are 21 Core Service Standards, 18 of which have individual measures for each terminal (the exceptions to this are the measures relating to the inter-terminal shuttle system, external control post security queuing and the airfield congestion term). In total, Gatwick's performance is measured against 40 separate service targets for each month, giving 240 scores for a 6 month period.

The sections below describe the performance across these measures, grouped into four categories: Quality of Service Monitor (QSM) metrics; security search; passenger operational metrics; and airfield operational metrics. Out of 240 total scores, 238<sup>3</sup> were passed, giving a pass rate of 99% (up from 92% in the first half of the year). We consider this is to be a very good performance.

#### Quality of Service Monitor metrics

The Quality of Service Monitor (QSM) survey generates a set of passenger experience metrics. These are interview-based perception scores and capture how our passengers perceive Gatwick, on a scale of 1 to 5 (where 5 is 'Excellent'; 4 is 'Good'; 3 is 'Average'; 2 'Poor' and 1 'Extremely Poor'), across four different categories: seating availability, cleanliness, wayfinding and flight information. The scores are calculated as moving annual totals (MATs).

---

<sup>2</sup> Gatwick's monthly service quality reports can be accessed here: <http://www.gatwickairport.com/business-community/about-gatwick/our-performance/>

<sup>3</sup> The January daily Outbound Baggage metric was passed, however due to a baggage system outage on 21 January 2016 in South Terminal, GAL agreed to pay the CSS rebate for this measure to airlines in recognition of the high volume of short shipped bags.

# YOUR LONDON AIRPORT

## *Gatwick*

Table 3: QSM scores

		Target	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
Departure lounge seat availability	North	3.80	4.08	4.09	4.10	4.11	4.12	4.11
	South	3.80	4.05	4.05	4.04	4.05	4.05	4.03
Cleanliness	North	4.00	4.00	4.01	4.02	4.03	4.03	4.03
	South	4.00	4.15	4.15	4.14	4.14	4.15	4.15
Wayfinding	North	4.10	4.11	4.12	4.12	4.13	4.13	4.12
	South	4.10	4.22	4.22	4.22	4.23	4.24	4.25
Flight information	North	4.20	4.37	4.38	4.38	4.39	4.38	4.37
	South	4.20	4.40	4.40	4.41	4.41	4.43	4.43

As discussed in the previous report, the scores for cleanliness in North Terminal fell slightly below the target level from October 2014 to June 2015. They have, however, recovered and the cleanliness target has been achieved consistently since June 2015.

### Security search

The security metrics measure security queueing performance in 15 minute segments across the day. The main targets are:

- Queues should be less than 5 minutes in more than 95% of 15 minute segments in a month in central passenger search;
- Queues should be less than 15 minutes in more than 98% of 15 minute segments in a month in central passenger search;
- There should not be any queues longer than 30 minutes in central passenger search;
- There are also targets for transfer passenger search, staff search and external control posts.

# YOUR LONDON AIRPORT

## *Gatwick*

Table 4: Security search scores

	Target	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
Central <5 min	North 95.0%	95.81%	96.50%	96.25%	97.50%	94.96%	94.72%
	South 95.0%	95.73%	95.92%	97.26%	97.74%	95.47%	95.40%
Central <15 min	North 98.0%	99.92%	99.96%	99.96%	99.96%	99.70%	99.72%
	South 98.0%	100.00%	99.96%	99.96%	100.00%	99.83%	99.88%
Central >30 min	North 0	0	0	0	0	0	0
	South 0	0	0	0	0	0	0
Transfer <10 min	North 95.0%	99.60%	99.06%	99.90%	97.92%	98.81%	97.50%
	South 95.0%	96.17%	97.92%	98.69%	100.00%	99.03%	98.75%
Staff <5 min	North 95.0%	99.85%	100.00%	99.95%	100.00%	100.00%	99.38%
	South 95.0%	99.65%	99.22%	99.24%	98.96%	98.92%	98.75%
Control posts<15min	95.0%	100.00%	99.95%	100.00%	100.00%	99.89%	100.00%

Overall security performance was good in the second half of 2015/16. In the first quarter of 2016, we did however experience some issues relating to the implementation of our Generation II security product and substantial upgrade of the security facilities in the North Terminal. This caused us narrowly to miss the 5 minute security target in North Terminal in February and March. The lessons learned from the introduction of Generation II in South Terminal have been applied and, overall, the introduction of Generation II security in North Terminal is progressing well. The impact on waiting times has been relatively minor compared to the previous introduction during spring 2015 in South Terminal, despite the North Terminal programme being more complex.

# YOUR LONDON AIRPORT

## *Gatwick*

### Passenger operational metrics

The passenger operational metrics are a range of measures focused on the availability of specific facilities and services at the airport. These measures range from Passenger Sensitive Equipment (PSE) such as escalators and lifts, to the availability of the inter-terminal shuttle and the baggage system.

**Table 5: Passenger operational scores**

		Target	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
PSE - Priority - monthly	North	99.0%	99.12%	99.62%	99.46%	99.47%	99.17%	99.61%
	South	99.0%	99.75%	99.66%	99.34%	99.73%	99.78%	99.63%
PSE - General - monthly	North	99.0%	99.64%	99.69%	99.53%	99.69%	99.53%	99.66%
	South	99.0%	99.74%	99.50%	99.71%	99.69%	99.79%	99.52%
Shuttle - monthly	One	99.0%	99.88%	99.43%	99.77%	99.95%	99.99%	100.00%
	Both	97.0%	98.73%	97.36%	98.17%	98.50%	99.60%	98.69%
Outbound baggage - Daily	North	0	0	0	0	0	0	0
	South	0	0	0	0	0*	0	0
Outbound baggage - Monthly	North	99.0%	99.92%	99.88%	99.96%	99.95%	99.96%	99.87%
	South	99.0%	99.98%	99.92%	99.93%	99.95%	99.97%	99.91%
Arrivals baggage reclaim availability - monthly	North	99.0%	99.94%	99.93%	99.39%	99.77%	99.87%	99.63%
	South	99.0%	99.85%	99.75%	99.98%	99.91%	99.90%	99.56%

\* The January daily Outbound Baggage metric was passed, however due to a baggage system outage on 21 January 2016 in South Terminal, GAL agreed to pay the CSS rebate for this measure to airlines in recognition of the high volume of short shipped bags

Overall we achieved a very good performance across these measures.

# YOUR LONDON AIRPORT

## *Gatwick*

### Airfield operational metrics

The airfield operational metrics, like the passenger operational metrics, measure the availability for use of specific assets.

**Table 6: Airfield operational scores**

	Target	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
<b>Stands - monthly scores</b>	<b>North 99.0%</b>	99.91%	99.97%	99.99%	100.00%	99.99%	99.99%
	<b>South 99.0%</b>	99.92%	99.96%	99.99%	100.00%	99.97%	99.99%
<b>Jetties - monthly scores</b>	<b>North 99.0%</b>	99.83%	99.91%	99.93%	99.69%	99.93%	99.97%
	<b>South 99.0%</b>	99.84%	99.76%	99.94%	99.73%	99.30%	99.85%
<b>Pier service - MAT</b>	<b>North 95.0%</b>	96.40%	96.39%	96.43%	96.48%	96.48%	96.49%
	<b>South 95.0%</b>	96.59%	96.62%	96.63%	96.66%	96.63%	96.91%
<b>FEGP - monthly scores</b>	<b>North 99.0%</b>	99.99%	99.98%	99.99%	99.96%	99.77%	99.88%
	<b>South 99.0%</b>	99.99%	99.99%	99.96%	99.96%	99.78%	99.96%
<b>Congestion term - monthly scores</b>	<b>0</b>	0.00	0.00	0.00	0.00	0.00	0.00

We met all of these targets.

### Airline Service Standards

Airline Service Standards are the performance metrics which we apply to our airline customers. These are targeted at areas we identified in our Commitments as being of key concern to our passengers, but which are not under our direct control.

The two Airline Service Standard metrics are inbound baggage delivery and check-in queuing. These two functions are both controlled by the airlines, and are usually outsourced to ground handling companies. The metrics are designed to create an incentive for airlines to deliver a minimum level service to passengers in these areas. If an airline fails to achieve the target in a given month, then a deduction is made from any Core Service Standard rebate they would otherwise have been entitled to in that month. If no rebate is owed (because Gatwick met all relevant service standards in that month), then the airline concerned is not subject to any financial penalty.

### Inbound Baggage Delivery

The inbound baggage delivery service standard is divided into separate metrics for small/medium sized aircraft (such as a Boeing 737 or Airbus A319) and large aircraft (such as Boeing 777, Airbus A380 or Boeing Dreamliner). The target is for the last bag off an aircraft to be delivered to the

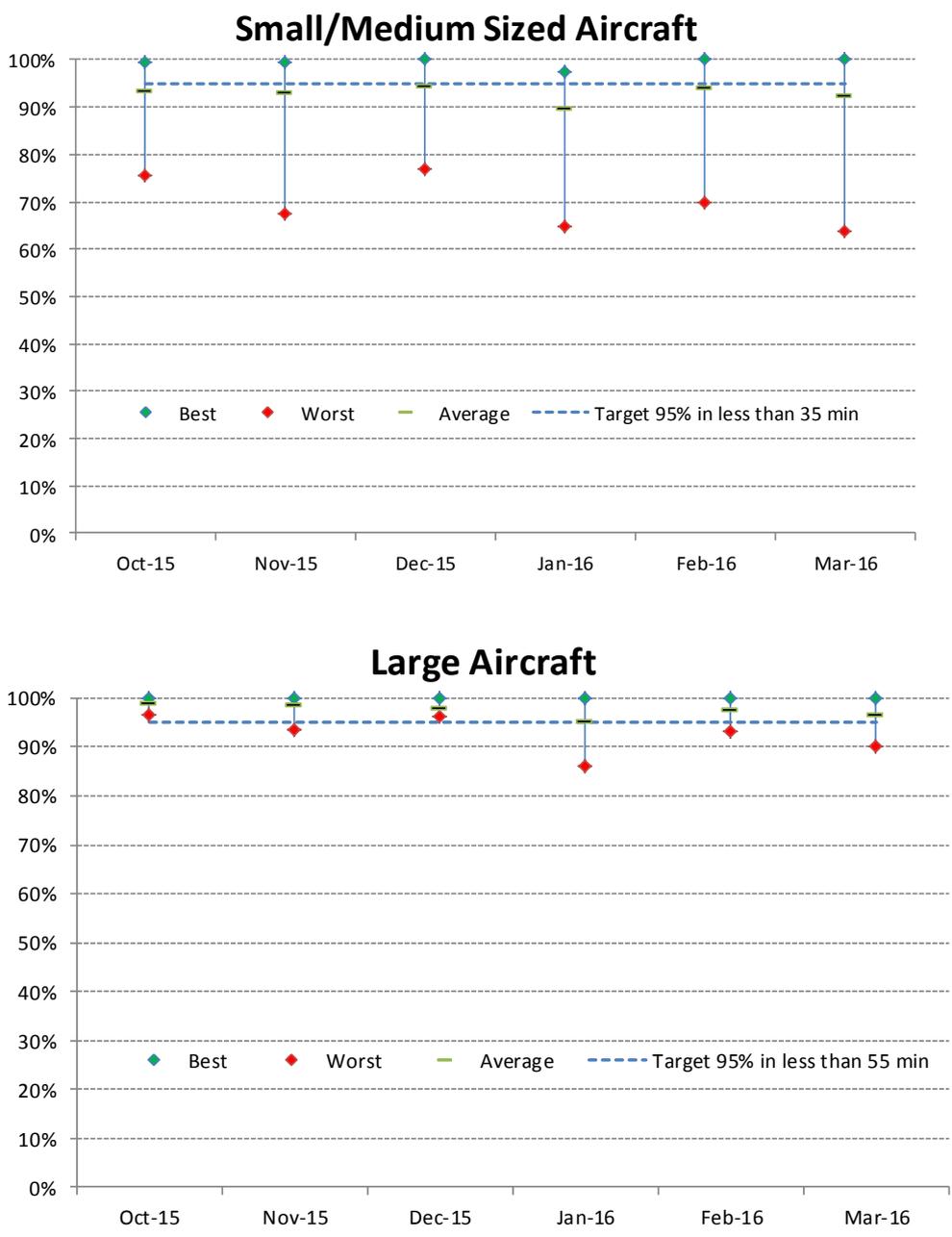
# YOUR LONDON AIRPORT

## *Gatwick*

baggage carousel (for pick up by a passenger) within 35 minutes for small and medium sized aircraft and within 50 minutes for large aircraft. Gatwick Airport incentivises its airline users to achieve these targets for, respectively, at least 95% of flights each month.

The charts below highlight, for each aircraft size category, the monthly performance data for the airport as whole and for the highest and lowest performing of the ten largest airlines (measured by aircraft movements). Over the six month period to March 2016, airlines have on average met the 50 minute baggage delivery target for larger aircraft, but have fallen short of the 35 minute target for smaller/medium sized aircraft.

**Figure 2: Baggage delivery performance**



# YOUR LONDON AIRPORT

## *Gatwick*

In preparation for the Summer 2015 and Summer 2016 seasons, Gatwick worked closely with a number of airlines and their ground handlers to develop a better shared understanding of performance and has taken steps to help the ground handlers, for example by supporting their recruitment efforts. Gatwick also introduced from May 2015 an incentive scheme for inbound baggage for the ground handlers. The campus-wide results against the in-bound baggage target are set out in the table below. The combination of the introduction of the Airline Service Standards and more recently incentives on handling agents at Gatwick has resulted in passengers receiving a better service overall: from May 2015 to March 2016, in-bound baggage performance scored 99.4% against the 55 minutes target, compared to an average of 97.7% for the period April 2010 to April 2015.

**Table 5: Baggage delivery performance**

	Target	Oct 15	Nov 15	Dec 15	Jan 16	Feb 16	Mar 16
<b>In-bound baggage</b>	<b>Last bag &lt;55 mins 97%</b>	99.30%	99.30%	99.40%	99.50%	<b>99.70%</b>	99.3%

### Check-in Queuing

In our Commitments, we indicated that this metric would be introduced once a robust system for the measurement of passenger check-in queues had been identified. This metric has not therefore been operational during 2015/16. A suitable system has now been deployed in the check-in zones across the airport and results of this metric will be reported in future versions of this report.

## 4. On time performance

On time performance is not part of the Core or Airline Service Standards. It is, however, important to passengers, airlines and airports.

On time performance is driven by a range of different factors, including:

- Weather (such as high wind, snow, thunderstorms)
- Exceptional events (such as air traffic control strikes)
- Airline schedules
- Ground handling performance
- Ramp congestion
- European airspace flow restrictions.

The chart below illustrates how performance varied across our largest 10 airlines (as measured by aircraft movements) during the second half of 2015/16, showing average performance across Gatwick as a whole and the highest and lowest performance in each month among the largest airlines. It is important to note that at an airport of the size and complexity of Gatwick, airline-specific factors, such as ground handling performance, can have wider effects. For example, if an

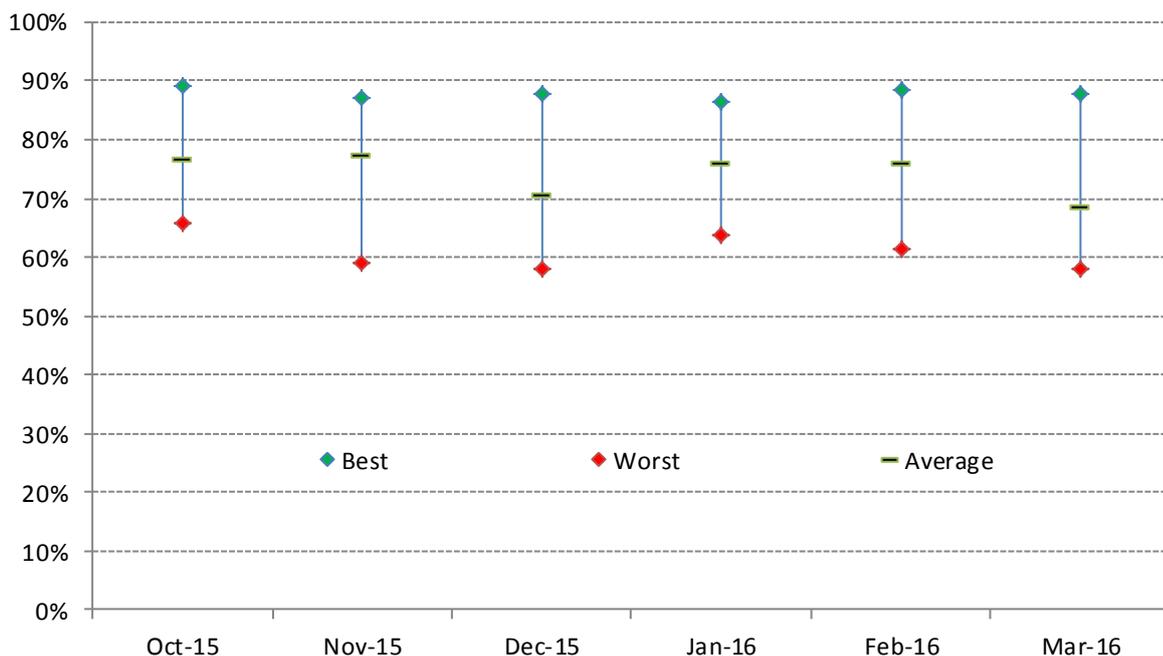
# YOUR LONDON AIRPORT

## *Gatwick*

airline struggles to offload baggage from an aircraft on time, then this might have an impact not only on the affected aircraft, but also on the next aircraft due to use the affected stand.

The results for each individual airline are fairly consistent across the months, with one airline achieving the best performance for all months except one, and similarly another airline scoring the worst performance for all months except one.

**Figure 3: On time performance among Gatwick's top 10 airlines, 2015/16 H2**



Gatwick continues to work with the airline community to help improve the on time performance of flights on our campus. This includes work to help the airlines be ready for the start of the day, increased use of collaborative working and innovative use of towing to support the operation. A detailed forward-looking study is being undertaken with our airlines to help identify opportunities for further improvements.

A continuing worrying factor regarding on time performance is European airspace congestion. Due to the location of Gatwick and our leisure focused traffic, we will from time to time be impacted by European airspace delays. In particular, we note the impact of congestion around Brest and Reims in France, and in Greek airspace. This congestion can be further exacerbated by industrial action, particularly among French air traffic controllers.