



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

SEPTEMBER 2015

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

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Airline Service Standards



PRM Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

SEPTEMBER 2015



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	Sept 2015
	3.80	4.02	4.08
SOUTH TERMINAL	Target	Average score	Sept 2015
	3.80	4.05	4.05



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	Sept 2015
	4.00	4.16	4.01
SOUTH TERMINAL	Target	Average score	Sept 2015
	4.00	4.16	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

SEPTEMBER 2015

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 4.14	Sept 2015 4.12
SOUTH TERMINAL	Target 4.10	Average score 4.21	Sept 2015 4.22



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 4.33	Sept 2015 4.37
SOUTH TERMINAL	Target 4.20	Average score 4.39	Sept 2015 4.39

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

SEPTEMBER 2015

YOUR LONDON AIRPORT
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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 95.00%	Sept 2015 95.38%
SOUTH TERMINAL	Target 95.00%	Average score 94.46%	Sept 2015 96.58%



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 99.72%	Sept 2015 100%
SOUTH TERMINAL	Target 98.00%	Average score 99.85%	Sept 2015 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

SEPTEMBER 2015



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	Sept 2015	0
	SOUTH TERMINAL	Target	0	Average score	0	Sept 2015



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	99.77%	Sept 2015	100%
	SOUTH TERMINAL	Target	95.00%	Average score	98.50%	Sept 2015

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

SEPTEMBER 2015



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.

Terminal	Target	Average score	Sept 2015
NORTH TERMINAL	95.00%	99.93%	100%
SOUTH TERMINAL	95.00%	99.43%	98.48%



external control posts security search

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

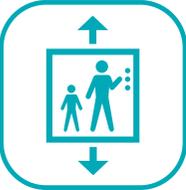
This measure applies to 95% of core hours. Performance for the Northern Approach Gate.

Area	Target	Average score	Sept 2015
EXTERNAL CONTROL POSTS	95.00%	100%	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

SEPTEMBER 2015

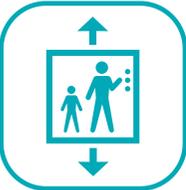


passenger sensitive equipment priority availability

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	Sept 2015
	99.00%	99.61%	99.56%
SOUTH TERMINAL	Target	Average score	Sept 2015
	99.00%	99.66%	99.79%



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	Sept 2015
	99.00%	99.65%	99.47%
SOUTH TERMINAL	Target	Average score	Sept 2015
	99.00%	99.65%	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

SEPTEMBER 2015



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	97.00%	Sept 2015	99.48%
	SOUTH TERMINAL	Target	97.00%	Sept 2015



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	99.00%	Average score	99.78%	Sept 2015	99.93%
	SOUTH TERMINAL	Target	99.00%	Average score	99.77%	Sept 2015

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

SEPTEMBER 2015



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	Sept 2015
	99.00%	97.56%	99.99%
SOUTH TERMINAL	Target	Average score	Sept 2015
	99.00%	99.88%	99.13%



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	Sept 2015
	99.00%	97.49%	99.94%
SOUTH TERMINAL	Target	Average score	Sept 2015
	99.00%	99.81%	99.78%

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

SEPTEMBER 2015



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	Sept 2015
	95.00%	96.55%	96.58%
SOUTH TERMINAL	Target	Average score	Sept 2015
	95.00%	97.43%	96.52%



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	Sept 2015
	99.00%	98.49%	100%
SOUTH TERMINAL	Target	Average score	Sept 2015
	99.00%	99.94%	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

SEPTEMBER 2015

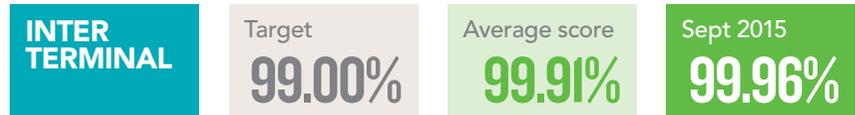
YOUR LONDON AIRPORT
Gatwick



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

SEPTEMBER 2015

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.

NORTH TERMINAL	Target 99.00%	Average score 99.92%	Sept 2015 99.94%
SOUTH TERMINAL	Target 99.00%	Average score 99.94%	Sept 2015 99.95%



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

AIRPORT OVERALL	Target 0	Average score 0	Sept 2015 0
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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

YOUR LONDON AIRPORT
Gatwick

SEPTEMBER 2015



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	4015	86.87%	Ryanair SWISSPORT	223	99.10%
British Airways SWISSPORT	1212	93.07%	Vueling SWISSPORT	168	97.62%
Norwegian AVIATOR	865	90.98%	Aurigny AIRLINE SERVICES	163	96.93%
Aer Lingus MENZIES	278	97.84%	TAP Air Portugal AVIATOR	103	80.58%
Thomson Airways SWISSPORT	270	78.52%	Turkish Airlines AIRLINE SERVICES	90	70.00%

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

SEPTEMBER 2015



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 AVIATOR	82	97.56%	Germania AIRLINE SERVICES	41	75.61%
Iberia Express MENZIES	60	41.67%	Monarch AIRLINE SERVICES	39	87.18%
Air Europa Líneas Aéreas AVIATOR	56	82.14%	WOW Air AVIATOR	37	89.19%
Ukraine International Airlines AVIATOR	52	57.69%	Meridiana AVIATOR	36	72.22%
Pegasus Airlines SWISSPORT	43	58.14%	Air Malta MENZIES	30	63.33%
airBaltic AVIATOR	42	100%	All other airlines	151	82.12%

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

SEPTEMBER 2015



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	352	97.44%	Emirates DNATA	90	100%
British Airways SWISSPORT	274	100%	Air Transat AVIATOR	65	92.31%
Thomson Airways SWISSPORT	237	97.47%	Norwegian AVIATOR	50	92.00%
Thomas Cook AVIATOR	196	95.92%	Germania AIRLINE SERVICES	46	100%
Virgin Atlantic SWISSPORT	158	93.67%	Turkish Airlines MENZIES	30	96.67%

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

SEPTEMBER 2015



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
easyJet MENZIES	30	90.00%	Air Europa Líneas Aéreas AVIATOR	4	100%
Icelandair SWISSPORT	27	100%	Titan Airways MENZIES	3	100%
Vueling SWISSPORT	26	100%	Hi Fly AVIATOR	2	50.00%
Caribbean Airlines AVIATOR	14	64.29%	Aer Lingus MENZIES	1	100%
Garuda Indonesia SWISSPORT	13	92.31%			

PRM STATISTICS

SEPTEMBER 2015

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		17,704
Number of passengers needing special assistance met		61,036
Percentage of pre-notifications at least 48 hours before flight*		72.00%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.90	September 2015 0.46
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.90	September 2015 1.20

* 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

SEPTEMBER 2015

departing

ALL PASSENGERS

Standard*	Target	April	May	June	July	August	September
10 mins	80%	97.00%	95.00%	95.00%	94.00%	98.00%	96.00%
20 mins	90%	99.00%	98.00%	98.00%	98.00%	99.00%	99.00%
30 mins	100%	100%	100%	100%	100%	100%	100%

* waiting time once PRM made themselves known.

PRM STATISTICS

SEPTEMBER 2015

arriving

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	92.00%	94.00%	93.00%	92.00%	96.00%	94.00%
10 mins	90%	94.00%	95.00%	96.00%	94.00%	97.00%	96.00%
20 mins	100%	100%	98.00%	100%	100%	100%	100%

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	94.00%	94.00%	94.00%	93.00%	98.00%	99.00%
35 mins	90%	97.00%	97.00%	95.00%	95.00%	99.00%	99.00%
45 mins	100%	100%	99.00%	100%	100%	100%	100%

* time assistance available at gate from arrival on chocks.

PRM STATISTICS

SEPTEMBER 2015

arriving passengers continuous journey

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
15 mins	80%			92%	84%	84%	79%
20 mins	90%			94%	91%	90%	85%
30 mins	100%			100%	100%	96%	97%

UNADVISED

Standard*	Target	April	May	June	July	August	September
35 mins	80%			92%	96%	93%	94%
45 mins	90%			94%	99%	96%	99%
55mins	100%			99%	100%	99%	100%

* The international standard only measures assistance from when a plan arrives at the stand and until they are assisted to disembark. We therefore monitor an additional metric in busy months. Arriving passengers can expect to start the continuous journey within an additional 10 minutes of the applicable standard for being assisted to disembark.

ON-TIME PERFORMANCE

SEPTEMBER 2015

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

Sept 2015
68.45%



arrivals on-time performance

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

**AIRPORT
OVERALL**

Sept 2015
68.20%

ACI ASQ – HOW DO WE COMPARE?

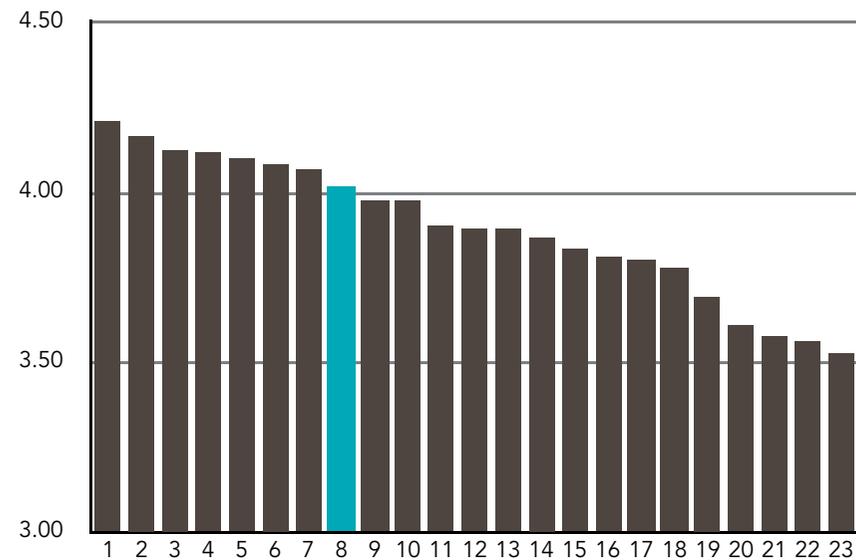
Q2 2015



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 8 out of 23 in Q2 2015



How we have performed over time

