YOUR LONDON AIRPORT
Gatwick

MONTHLY PERFORMANCE REPORT

APRIL 2014

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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CORE SERVICE STANDARDS

APRIL 2014

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

		Target	Average score	April 2014
NORTH TERMINAL		3.80	4.06	4.05
SOUTH TERMINAL		3.80	3.90	3.91

airport
cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

		Target	Average score	April 2014
NORTH TERMINAL		4.00	4.05	4.03
SOUTH TERMINAL		4.00	4.15	4.16

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

APRIL 2014

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	April 2014
	4.10	4.17	4.16

SOUTH TERMINAL	Target	Average score	April 2014
	4.10	4.19	4.20

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	April 2014
	4.20	4.29	4.31

SOUTH TERMINAL	Target	Average score	April 2014
	4.20	4.31	4.36

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

APRIL 2014

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.

	Target	April 2014
NORTH TERMINAL	95.00%	96.88%
SOUTH TERMINAL	95.00%	97.58%

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.

	Target	April 2014
NORTH TERMINAL	98.00%	99.92%
SOUTH TERMINAL	98.00%	100%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.

CORE SERVICE STANDARDS

APRIL 2014

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.

	Target	April 2014
NORTH TERMINAL	0	0
SOUTH TERMINAL	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.

	Target	April 2014
NORTH TERMINAL	95.00%	99.17%
SOUTH TERMINAL	95.00%	96.88%

Measures defined and targets set in agreement
with the airlines and endorsed by the CAA.

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CORE SERVICE STANDARDS

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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%	Staff search 99.90%	Jubilee House 99.90%
SOUTH TERMINAL	Target 95.00%	Staff search 99.95%	Atlantic House 99.95%

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 averaged between Tower and North Gate.

EXTERNAL CONTROL POSTS	Target 95.00%	April 2014 99.64%

Measures defined and targets set in agreement
with the airlines and endorsed by the CAA.
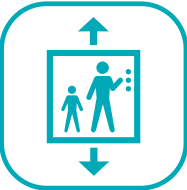
CORE SERVICE STANDARDS

APRIL 2014

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 99.00%	April 2014 99.80%
SOUTH TERMINAL	Target 99.00%	April 2014 99.60%

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 99.00%	April 2014 99.73%
SOUTH TERMINAL	Target 99.00%	April 2014 99.67%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.

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CORE SERVICE STANDARDS

APRIL 2014

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

	Target	April 2014
NORTH TERMINAL	97.00%	97.11%
SOUTH TERMINAL	97.00%	98.24%

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

	Target	April 2014
NORTH TERMINAL	99.00%	99.55%
SOUTH TERMINAL	99.00%	99.75%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.

CORE SERVICE STANDARDS

APRIL 2014

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 99.00%	April 2014 100%
SOUTH TERMINAL	Target 99.00%	April 2014 100%

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 99.00%	April 2014 99.92%
SOUTH TERMINAL	Target 99.00%	April 2014 99.83%

Measures defined and targets set in agreement
with the airlines and endorsed by the CAA

CORE SERVICE STANDARDS

APRIL 2014

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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.

	Target	April 2014
NORTH TERMINAL	95.00%	96.90%
SOUTH TERMINAL	95.00%	99.12%

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.

	Target	April 2014
NORTH TERMINAL	99.00%	100%
SOUTH TERMINAL	99.00%	100%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA

CORE SERVICE STANDARDS

APRIL 2014

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	Target	April 2014
	99.00%	**99.93%**

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.

INTER TERMINAL	Target	April 2014
	97.00%	**99.67%**

Measures defined and targets set in agreement
with the airlines and endorsed by the CAA

CORE SERVICE STANDARDS

APRIL 2014

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% | April 2014 99.91% |
| SOUTH TERMINAL | Target 99.00% | April 2014 99.94% |

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 | April 2014 0 |

Measures defined and targets set in agreement
with the airlines and endorsed by the CAA

AIRLINE SERVICE STANDARDS

APRIL 2014

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small/medium aircraft baggage performance

AIRPORT OVERALL

SMALL/ MEDIUM AIRCRAFT

Flights within target time in April 2014
86.48%

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	4509	87.23%	Aurigny MENZIES	172	95.35%
British Airways SWISSPORT	1429	82.93%	Thomson Airways SWISSPORT	140	58.57%
Norwegian SERVISAIR	689	91.58%	Vueling SWISSPORT	113	92.92%
Aer Lingus MENZIES	284	94.72%	TAP Air Portugal SWISSPORT	112	57.14%
Ryanair SERVISAIR	222	99.10%	Turkish Airlines MENZIES	99	71.72%

AIRLINE SERVICE STANDARDS

APRIL 2014

small/medium aircraft baggage performance

Target time for small/medium aircraft – **last bag delivered within 35 minutes**

AIRLINES 11-19 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time
Flybe MENZIES	85	98.82%
Monarch SWISSPORT	84	83.33%
Air Europa Líneas Aéreas SERVISAIR	60	78.33%
WOWAir SERVISAIR	49	83.67%
Ukraine International Airlines SERVISAIR	42	95.24%

Airline & Handling Agent	Number of flights	Flights within target time
airBaltic SERVISAIR	38	100%
Air Malta MENZIES	30	96.67%
Royal Air Maroc SERVISAIR	29	48.28%
Air One SWISSPORT	25	88.00%
All other airlines	123	79.67%

AIRLINE SERVICE STANDARDS

APRIL 2014

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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.

AIRPORT OVERALL

LARGE AIRCRAFT

Flights within target time in April 2014

84.19%

AIRLINES 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 SWISSPORT	289	88.93%	Emirates SERVISAIR	90	85.56%
British Airways SWISSPORT	252	82.14%	Air Transat SERVISAIR	37	91.89%
Thomson Airways SWISSPORT	190	78.95%	Turkish Airlines MENZIES	21	100%
Virgin Atlantic SWISSPORT	161	88.82%	Icelandair SWISSPORT	21	90.48%
Thomas Cook SWISSPORT	120	83.33%	All other airlines	59	61.02%

Measures defined and targets set in agreement with the airlines

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PRM STATISTICS

APRIL 2014

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	12,636
Number of passengers needing special assistance met	36,410
Percentage of pre-notifications at least 48 hours before flight*	61.5%

	12 Month Average	April 2014
Number of **compliments** received (per 1000 PRM passengers)	0.50	0.88
Number of **complaints** received (per 1000 PRM passengers)	0.90	0.91

* Passengers pre-notification to their airline is required by EU regulation EC 1107/2006/.
  Pre-notification furthermore helps us provide a better service

ON-TIME PERFORMANCE

APRIL 2014

departures
on-time performance

Percentage of flights departing Gatwick
within 15 minutes of the scheduled time

AIRPORT OVERALL

April 2014
78.45%

arrivals
on-time performance

Percentage of flights arriving at Gatwick
within 15 minutes of the scheduled time

AIRPORT OVERALL

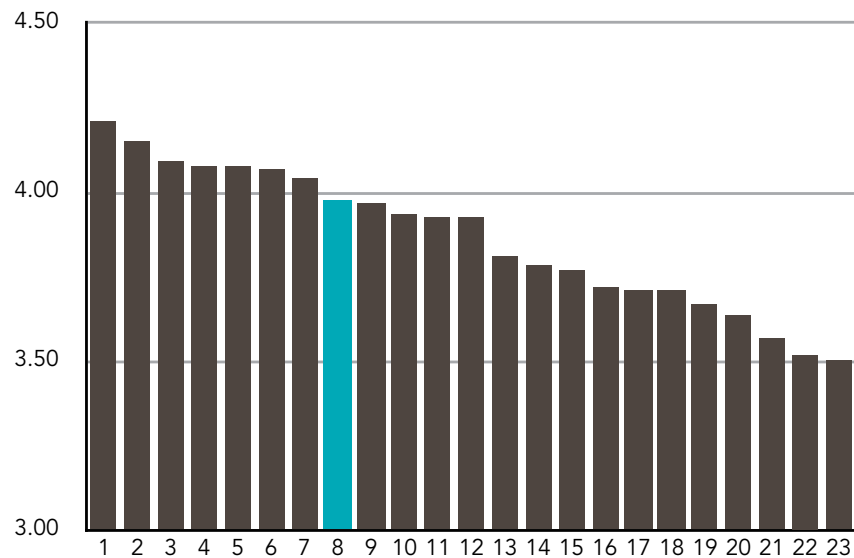April 2014
81.24%

ACI ASQ – HOW DO WE COMPARE?

Q1 2014

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 Q1 2014

How we have performed over time

Gatwick's Score

Panel average