YOUR LONDON AIRPORT
Gatwick

MONTHLY PERFORMANCE REPORT

JULY 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

CONTENTS

CORE SERVICE STANDARDS

JULY 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	July 2014
NORTH TERMINAL	3.80	4.05	4.03
SOUTH TERMINAL	3.80	3.91	3.95

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	July 2014
NORTH TERMINAL	4.00	4.03	4.01
SOUTH TERMINAL	4.00	4.16	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

JULY 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	July 2014
	4.10	4.16	4.15

SOUTH TERMINAL	Target	Average score	July 2014
	4.10	4.20	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	July 2014
	4.20	4.30	4.31

SOUTH TERMINAL	Target	Average score	July 2014
	4.20	4.34	4.40

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

JULY 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.

NORTH TERMINAL	Target	Average score	July 2014
	95.00%	**97.05%**	**96.25%**

SOUTH TERMINAL	Target	Average score	July 2014
	95.00%	**96.74%**	**96.41%**

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	July 2014
	98.00%	**99.93%**	**99.92%**

SOUTH TERMINAL	Target	Average score	July 2014
	98.00%	**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

JULY 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	Average score	July 2014
NORTH TERMINAL	0	0	0
SOUTH TERMINAL	0	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	Average score	July 2014
NORTH TERMINAL	95.00%	99.53%	99.70%
SOUTH TERMINAL	95.00%	98.81%	98.79%

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

JULY 2014

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 99.97% | July 2014 99.92% |
| SOUTH TERMINAL | Target 95.00% | Average score 99.95% | July 2014 99.70% |

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% | Average score 99.62% | July 2014 99.90% |

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.
Average score measured over the last 12 months.
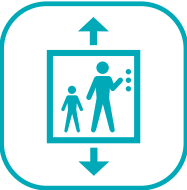
CORE SERVICE STANDARDS

JULY 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.

	Target	Average score	July 2014
NORTH TERMINAL	99.00%	99.44%	99.57%
SOUTH TERMINAL	99.00%	99.59%	99.56%

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.

	Target	Average score	July 2014
NORTH TERMINAL	99.00%	99.50%	99.40%
SOUTH TERMINAL	99.00%	99.65%	99.53%

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

YOUR LONDON AIRPORT
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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

NORTH TERMINAL	Target 97.00%	July 2014 98.91%
SOUTH TERMINAL	Target 97.00%	July 2014 98.73%

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 99.98%	July 2014 99.69%
SOUTH TERMINAL	Target 99.00%	Average score 99.75%	July 2014 99.64%

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

JULY 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%	Average score 98.98%	July 2014 100%
SOUTH TERMINAL	Target 99.00%	Average score 99.98%	July 2014 99.96%

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%	Average score 99.76%	July 2014 99.87%
SOUTH TERMINAL	Target 99.00%	Average score 99.84%	July 2014 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.

10

CORE SERVICE STANDARDS

JULY 2014

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	Average score	July 2014
NORTH TERMINAL	95.00%	96.24%	96.57%
SOUTH TERMINAL	95.00%	97.93%	98.20%

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	Average score	July 2014
NORTH TERMINAL	99.00%	99.90%	100%
SOUTH TERMINAL	99.00%	99.98%	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

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	Target	Average score	July 2014
	99.00%	99.88%	99.79%

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	Average score	July 2014
	97.00%	99.40%	97.97%

Measures defined and targets set in agreement
with the airlines and endorsed by the CAA
Average score measured over the last 12 months.
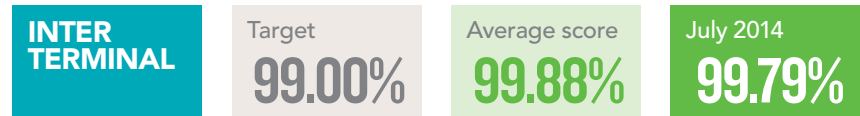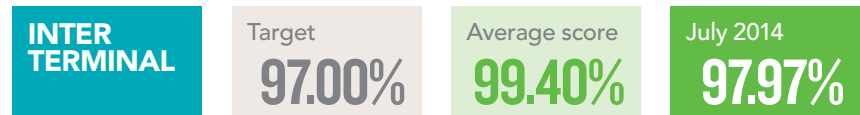
CORE SERVICE STANDARDS

JULY 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% | Average score 99.68% | July 2014 99.93% |
| SOUTH TERMINAL | Target 99.00% | Average score 99.91% | July 2014 99.93% |

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 | July 2014 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

JULY 2014

small/medium aircraft
baggage performance

AIRPORT OVERALL

SMALL/ MEDIUM AIRCRAFT

Flights within target time in July 2014

75.73%

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	4978	86.50%	Ryanair AVIATOR	227	81.06%
British Airways SWISSPORT	1550	59.03%	Aurigny MENZIES	178	98.31%
Norwegian AVIATOR	860	63.26%	TAP Air Portugal SWISSPORT	131	61.07%
Aer Lingus MENZIES	286	93.71%	Vueling SWISSPORT	127	62.20%
Thomson Airways SWISSPORT	284	21.48%	Turkish Airlines MENZIES	98	85.71%

AIRLINE SERVICE STANDARDS

JULY 2014

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 MENZIES	61	98.36%	Travel Service AVIATOR	45	44.44%
Monarch SWISSPORT	60	66.67%	WOWAir AVIATOR	44	70.45%
Small Planet Airlines AVIATOR	55	60.00%	Air Europa Líneas Aéreas AVIATOR	41	53.66%
Ukraine International Airlines AVIATOR	54	61.11%	Meridiana AVIATOR	39	41.03%
Thomas Cook SWISSPORT	50	24.00%	airBaltic AVIATOR	39	87.18%
Germania SWISSPORT	49	65.31%	All other airlines	236	67.37%

Measures defined and targets set in agreement with the airlines

AIRLINE SERVICE STANDARDS

JULY 2014

YOUR LONDON AIRPORT
Gatwick

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 July 2014

76.56%

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 SWISSPORT	555	78.02%	Air Transat AVIATOR	94	86.17%
British Airways SWISSPORT	274	74.09%	Emirates AVIATOR	93	86.02%
Thomson Airways SWISSPORT	259	67.95%	Norwegian AVIATOR	62	98.39%
Thomas Cook SWISSPORT	222	55.86%	easyJet MENZIES	30	93.33%
Virgin Atlantic SWISSPORT	182	88.46%	Turkish Airlines MENZIES	26	96.15%

Measures defined and targets set in agreement with the airlines

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
Gatwick

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
Air Europa Líneas Aéreas AVIATOR	21	95.24%	Onu Air AVIATOR	7	100%
Vietnam Airlines SWISSPORT	18	44.44%	Titan Airways AVIATOR	3	100%
Icelandair SWISSPORT	18	94.44%	Alitalia Airlines AVIATOR	1	100%
Air China SWISSPORT	14	92.86%	Aer Lingus MENZIES	1	100%
Caribbean Airlines SWISSPORT	13	46.15%	Meridiana AVIATOR	1	100%
flynas SWISSPORT	13	84.62%			

Measures defined and targets set in agreement with the airlines

PRM STATISTICS

YOUR LONDON AIRPORT
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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	**16,072**
Number of passengers needing special assistance met	**39,560**
Percentage of pre-notifications at least 48 hours before flight*	**64%**
Number of **compliments** received (per 1000 PRM passengers)	12 Month Average **0.60** July 2014 **1.70**
Number of **complaints** received (per 1000 PRM passengers)	12 Month Average **1.00** July 2014 **1.10**

* 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

JULY 2014

departures
on-time performance

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

AIRPORT OVERALL

July 2014
60%

arrivals
on-time performance

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

AIRPORT OVERALL

July 2014
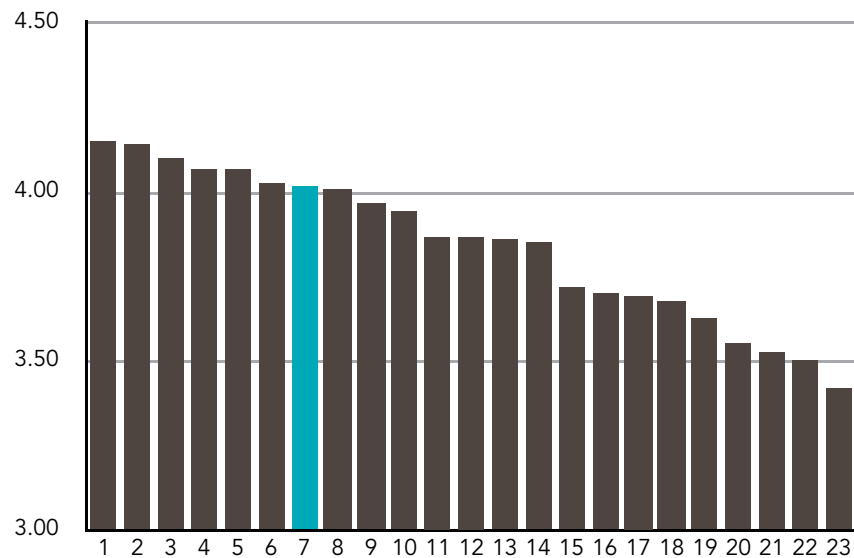**69%**

ACI ASQ – HOW DO WE COMPARE?

Q2 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 7 out of 23 in Q2 2014

How we have performed over time

Gatwick's score

Panel average

20