



 **Departures**

YOUR LONDON AIRPORT  
*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**  
**SEPTEMBER 2016**

[gatwickairport.com/performance](http://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](https://gatwickairport.com/performance)

If you have any comments or feedback to help us improve please send them to [customer.services@gatwickairport.com](mailto:customer.services@gatwickairport.com)

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# CORE SERVICE STANDARDS

SEPTEMBER 2016

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	Sept 2016
	3.80	4.11	4.09
SOUTH TERMINAL	Target	Average score	Sept 2016
	3.80	4.01	3.93



## 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 2016
	4.00	4.03	4.05
SOUTH TERMINAL	Target	Average score	Sept 2016
	4.00	4.14	4.14

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 2016

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	Average score	Sept 2016
	4.10	4.12	4.12
SOUTH TERMINAL	Target	Average score	Sept 2016
	4.10	4.24	4.25



## 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	Sept 2016
	4.20	4.37	4.36
SOUTH TERMINAL	Target	Average score	Sept 2016
	4.20	4.43	4.46

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 2016

YOUR LONDON AIRPORT  
*Gatwick*



## 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	Sept 2016
	95.00%	93.89%	96.96%
SOUTH TERMINAL	Target	Average score	Sept 2016
	95.00%	94.50%	95.88%



## 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	Sept 2016
	98.00%	99.41%	100%
SOUTH TERMINAL	Target	Average score	Sept 2016
	98.00%	99.73%	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 2016

YOUR LONDON AIRPORT  
*Gatwick*



## 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	Average score	Sept 2016
	0	0.00	0
SOUTH TERMINAL	Target	Average score	Sept 2016
	0	0.00	0



## 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	Average score	Sept 2016
	95.00%	98.55%	99.17%
SOUTH TERMINAL	Target	Average score	Sept 2016
	95.00%	98.59%	99.27%

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 2016

YOUR LONDON AIRPORT  
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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%**

Average score  
**99.88%**

Sept 2016  
**100%**

**SOUTH  
TERMINAL**

Target  
**95.00%**

Average score  
**99.48%**

Sept 2016  
**99.71%**



## 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  
**95.00%**

Average score  
**99.97%**

Sept 2016  
**100%**

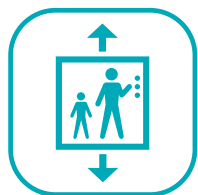
Measures defined and targets set in agreement  
with the airlines and endorsed by the CAA.  
Average score measured over the last 12 months.



# CORE SERVICE STANDARDS

SEPTEMBER 2016

YOUR LONDON AIRPORT  
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## 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%**

Average score  
**99.43%**

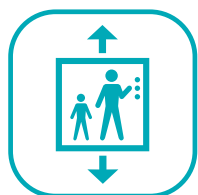
Sept 2016  
**99.08%**

SOUTH  
TERMINAL

Target  
**99.00%**

Average score  
**99.65%**

Sept 2016  
**99.57%**



## 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%**

Average score  
**99.55%**

Sept 2016  
**99.13%**

SOUTH  
TERMINAL

Target  
**99.00%**

Average score  
**99.61%**

Sept 2016  
**99.49%**

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

SEPTEMBER 2016

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, the score shown relates to the lowest daily performance

NORTH TERMINAL	Target	Sept 2016
	97.00%	99.38%
SOUTH TERMINAL	Target	Sept 2016
	97.00%	99.49%



## 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	Average score	Sept 2016
	99.00%	99.89%	99.91%
SOUTH TERMINAL	Target	Average score	Sept 2016
	99.00%	99.94%	99.95%

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 2016

YOUR LONDON AIRPORT  
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## 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  
**99.91%**

Sept 2016  
**99.81%**

**SOUTH  
TERMINAL**

Target  
**99.00%**

Average score  
**99.86%**

Sept 2016  
**99.74%**



## 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  
**99.87%**

Sept 2016  
**99.91%**

**SOUTH  
TERMINAL**

Target  
**99.00%**

Average score  
**99.77%**

Sept 2016  
**99.82%**

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 2016

YOUR LONDON AIRPORT  
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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.

**NORTH  
TERMINAL**

Target  
**95.00%**

Average score  
**96.46%**

Sept 2016  
**96.41%**

**SOUTH  
TERMINAL**

Target  
**95.00%**

Average score  
**97.19%**

Sept 2016  
**97.90%**



## 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  
**99.00%**

Average score  
**99.91%**

Sept 2016  
**99.95%**

**SOUTH  
TERMINAL**

Target  
**99.00%**

Average score  
**99.94%**

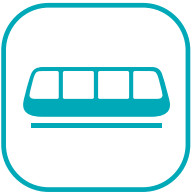
Sept 2016  
**99.89%**

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 2016

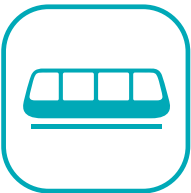
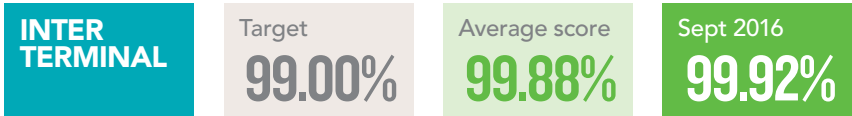
YOUR LONDON AIRPORT  
*Gatwick*



## inter-terminal shuttle one shuttle available

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

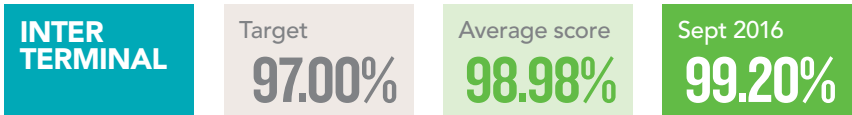
Core hours vary dependent on agreed maintenance periods.



## 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 2016

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  
**99.76%**

Sept 2016  
**99.85%**

**SOUTH  
TERMINAL**

Target  
**99.00%**

Average score  
**99.82%**

Sept 2016  
**99.90%**



## 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 2016  
**1**

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

SEPTEMBER 2016

YOUR LONDON AIRPORT  
*Gatwick*



## 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.

**AIRPORT  
OVERALL**

**SMALL/  
MEDIUM  
AIRCRAFT**

Flights within  
target time in  
Sept 2016

**85.86%**

### 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	4076	92.00%	Vueling AVIATOR	232	93.10%
British Airways AVIATOR	1220	80.08%	Aer Lingus MENZIES	166	93.37%
Norwegian AVIATOR	908	79.63%	Aurigny AIRLINE SERVICES	157	97.45%
Ryanair AVIATOR	409	97.31%	Turkish Airlines AIRLINE SERVICES	79	53.16%
Thomson Airways AVIATOR	233	52.36%	Flybe AVIATOR	79	96.20%

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 2016

YOUR LONDON AIRPORT  
*Gatwick*



## 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
TAP Air Portugal AVIATOR	78	64.10%
Smart Wings AVIATOR	60	81.67%
Iberia Express MENZIES	60	65.00%
Air Europa Líneas Aéreas MENZIES	59	66.10%
Ukraine International Airlines AVIATOR	55	49.09%
airBaltic AIRLINE SERVICES	52	100%

Airline & Handling Agent	Number of flights	Flights within target time
Air Dolomiti AVIATOR	48	66.67%
Royal Air Maroc AVIATOR	37	81.08%
Meridiana AVIATOR	36	69.44%
Pegasus Airlines AVIATOR	36	50.00%
Monarch AIRLINE SERVICES	34	91.18%
All other airlines	253	71.15%

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 2016

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  
Sept 2016

**92.61%**

### 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	362	99.45%	Norwegian AVIATOR	97	88.66%
British Airways AVIATOR	295	89.83%	WestJet AIRLINE SERVICES	90	97.78%
Thomson Airways AVIATOR	242	91.74%	Emirates DNATA	88	90.91%
Thomas Cook AVIATOR	239	90.79%	Vueling AVIATOR	86	95.35%
Virgin Atlantic AVIATOR	165	89.09%	Air Transat AVIATOR	81	86.42%

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 2016

YOUR LONDON AIRPORT  
*Gatwick*



## 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
WOWAir AVIATOR	44	95.45%
Turkish Airlines AIRLINE SERVICES	34	100%
Icelandair AVIATOR	34	100%
Wizz Air MENZIES	29	100%
Air Canada AVIATOR	28	64.29%
Med-View Airlines AVIATOR	15	80.00%

Airline & Handling Agent	Number of flights	Flights within target time
Tianjin Airlines AIRLINE SERVICES	8	87.50%
Biman Bangladesh Airlines AVIATOR	5	100%
Titan Airways MENZIES	3	100%
TAP Portugal AVIATOR	2	100%
Air Europa Líneas Aéreas MENZIES	1	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.

# PRM STATISTICS

SEPTEMBER 2016

YOUR LONDON AIRPORT  
*Gatwick*



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](http://gatwickairport.com/prm)

Number of flights with PRM passengers met	19,536	
Number of passengers needing special assistance met	64,585	
Percentage of pre-notifications at least 48 hours before flight*	41.95%	
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average 0.76	September 2016 0.25
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average 0.92	September 2016 0.93

\* 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 2016

YOUR LONDON AIRPORT  
*Gatwick*

departing

## PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	80.03%	85.07%	90.62%	80.72%	80.20%	85.73%
20 mins	90%	95.31%	94.43%	94.86%	95.78%	94.05%	94.65%
30 mins	100%	98.61%	99.67%	100%	100%	100%	100%

\* waiting time once PRM made themselves known.

# PRM STATISTICS

SEPTEMBER 2016

YOUR LONDON AIRPORT  
*Gatwick*

## arriving

### PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	98.30%	98.08%	96.68%	97.97%	97.00%	97.66%
10 mins	90%	99.07%	99.07%	99.09%	98.75%	99.49%	99.57%
20 mins	100%	99.74%	99.67%	99.72%	99.54%	99.91%	99.79%

### NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	99.63%	98.45%	99.10%	99.10%	98.38%	99.00%
35 mins	90%	99.62%	99.38%	99.20%	99.64%	98.90%	99.63%
45 mins	100%	99.87%	100%	99.72%	100%	100%	99.74%

\* time assistance available at gate from arrival on chocks.

# ON-TIME PERFORMANCE

SEPTEMBER 2016

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

AIRPORT  
OVERALL

Sept 2016

**58.37%**



## arrivals on-time performance

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

AIRPORT  
OVERALL

Sept 2016

**61.61%**

# ACI ASQ – HOW DO WE COMPARE?

YOUR LONDON AIRPORT  
*Gatwick*

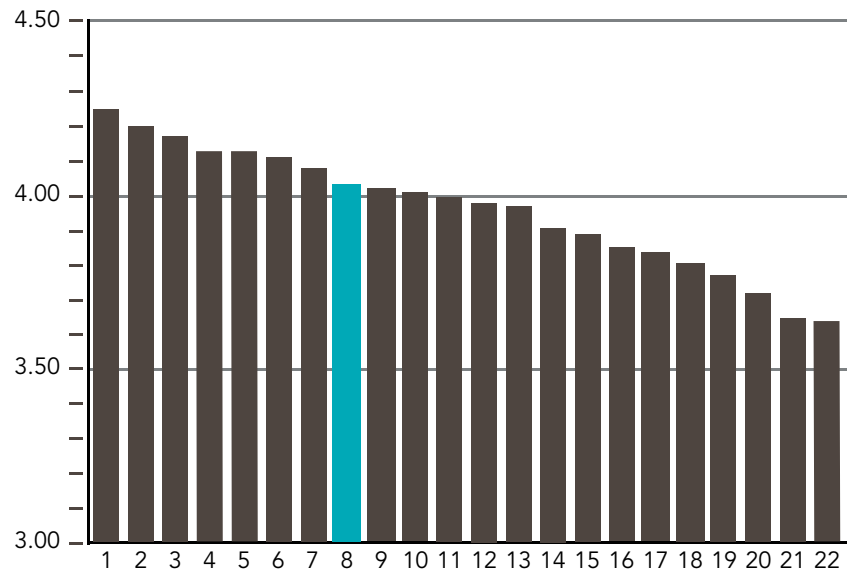
Q2 2016



**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 9 out of 22 in Q1 2016



How we have performed over time

