

A blurred photograph of an airport departures sign. The sign is illuminated in yellow and features a stylized figure icon to the left of the word "Departures". The background shows a busy airport terminal with people walking and overhead lights.

 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

AUGUST 2017

gatwickairport.com/performance

DOCUMENT HISTORY

YOUR LONDON AIRPORT



AUGUST 2017

Monthly Performance Report	Published	Republished	Page Reference	Metric	Reason for Change
August	August 2017	October 2017	13	Inter-Terminal Shuttle - Two Shuttles Available	The percentage of time that two shuttles were available was recalculated from 99.29% to 99.05%, to correct a formula error in the data.

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

AUGUST 2017



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	August 2017
	3.80	4.05	4.01
SOUTH TERMINAL	Target	Average score	August 2017
	3.80	3.91	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	August 2017
	4.00	4.08	4.12
SOUTH TERMINAL	Target	Average score	August 2017
	4.00	4.15	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

AUGUST 2017

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 4.16	August 2017 4.21
SOUTH TERMINAL	Target 4.10	Average score 4.26	August 2017 4.26



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 4.38	August 2017 4.41
SOUTH TERMINAL	Target 4.20	Average score 4.48	August 2017 4.49

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

AUGUST 2017



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	August 2017
	95.00%	97.70%	96.81%
SOUTH TERMINAL	Target	Average score	August 2017
	95.00%	97.36%	97.34%



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	August 2017
	98.00%	99.96%	99.92%
SOUTH TERMINAL	Target	Average score	August 2017
	98.00%	99.96%	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

AUGUST 2017

YOUR LONDON AIRPORT

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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	August 2017	0
	SOUTH TERMINAL	Target	0	Average score	0	August 2017



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	99.63%	August 2017	100%
	SOUTH TERMINAL	Target	95.00%	Average score	98.95%	August 2017

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

AUGUST 2017

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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 99.95%	August 2017 99.92%
SOUTH TERMINAL	Target 95.00%	Average score 99.76%	August 2017 99.80%



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 99.96%	August 2017 99.80%
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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.

CORE SERVICE STANDARDS

AUGUST 2017



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	August 2017
	99.00%	99.50%	99.75%
SOUTH TERMINAL	Target	Average score	August 2017
	99.00%	99.64%	99.76%



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	August 2017
	99.00%	99.58%	99.74%
SOUTH TERMINAL	Target	Average score	August 2017
	99.00%	99.68%	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

AUGUST 2017

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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 97.00%	Average score 99.37%	August 2017 97.72%
SOUTH TERMINAL	Target 97.00%	Average score 99.41%	August 2017 99.69%



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 99.94%	August 2017 99.92%
SOUTH TERMINAL	Target 99.00%	Average score 99.90%	August 2017 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

AUGUST 2017



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	August 2017
	99.00%	99.92%	99.94%
SOUTH TERMINAL	Target	Average score	August 2017
	99.00%	99.92%	99.99%



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	August 2017
	99.00%	99.85%	99.82%
SOUTH TERMINAL	Target	Average score	August 2017
	99.00%	99.77%	99.50%

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

AUGUST 2017



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	August 2017
	95.00%	96.50%	96.82%
SOUTH TERMINAL	Target	Average score	August 2017
	95.00%	97.59%	97.42%



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	August 2017
	99.00%	99.85%	99.93%
SOUTH TERMINAL	Target	Average score	August 2017
	99.00%	99.83%	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.

CORE SERVICE STANDARDS

AUGUST 2017

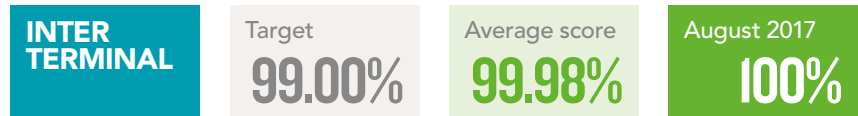
YOUR LONDON AIRPORT
Gatwick



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

AUGUST 2017

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.

Terminal	Target	Average score	August 2017
NORTH TERMINAL	99.00%	99.91%	99.84%
SOUTH TERMINAL	99.00%	99.87%	99.82%



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

Category	Target	Average score	August 2017
AIRPORT OVERALL	0	0	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

AUGUST 2017

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.



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	4,162	97.69%	Thomson Airways AIRLINE SERVICES	237	38.82%
British Airways BA GGS	1,413	94.41%	Aurigny AIRLINE SERVICES	177	91.53%
Norwegian NORWEGIAN	887	92.78%	Aer Lingus MENZIES	170	95.88%
Ryanair MENZIES	418	94.98%	TAP Air Portugal MENZIES	106	63.21%
Vueling MENZIES	285	92.28%	Monarch AIRLINE SERVICES	89	92.13%

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

AUGUST 2017



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 AIRLINE SERVICES	80	97.50%	Air Dolomiti AIRLINE SERVICES	49	51.02%
Thomas Cook MENZIES	65	87.69%	Small Planet Airlines MENZIES	35	71.43%
Air Europa Líneas Aéreas MENZIES	62	90.32%	Royal Air Maroc MENZIES	34	94.12%
Iberia Express MENZIES	61	65.57%	Aeroflot Russian Airlines DNATA	31	100%
Ukraine International Airlines MENZIES	56	60.71%	WestJet AIRLINE SERVICES	31	74.19%
airBaltic AIRLINE SERVICES	54	96.30%	All other airlines	246	69.11%

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

AUGUST 2017



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	Flights within target time in August 2017
LARGE AIRCRAFT	94.71%

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
British Airways BA GGS	352	98.30%	Norwegian NORWEGIAN	124	96.77%
Monarch AIRLINE SERVICES	336	98.21%	Air Transat VS SWP	99	96.97%
Thomson Airways AIRLINE SERVICES	255	85.49%	Emirates DNATA	93	95.70%
Thomas Cook MENZIES	245	97.55%	WestJet AIRLINE SERVICES	92	90.22%
Virgin Atlantic VS SWP	203	90.15%	Vueling MENZIES	79	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.

AIRLINE SERVICE STANDARDS

AUGUST 2017



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
Turkish Airlines AIRLINE SERVICES	63	92.06%	Med-View Airlines MENZIES	11	45.45%
WOWAir AIRLINE SERVICES	48	97.92%	RWANDAIR AIRLINE SERVICES	11	81.82%
Cathay Pacific DNATA	31	100%	Tianjin Airlines AIRLINE SERVICES	8	100%
Icelandair MENZIES	31	100%			
Air Canada VS SWP	31	87.10%			
Wizz Air MENZIES	25	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.

AIRLINE SERVICE STANDARDS

AUGUST 2017



waiting time at check in

Percentage of time when passengers queued for – **30 minutes or less**

The waiting time is the delay imposed by the queue for check in or bag drop within a defined airline check in area, up to the point that the passenger reaches the check-in desk or bag drop desk/kiosk. Airlines achieving 95% or higher are considered to have met the target successfully.



AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline / Operator	Departing Passengers	Service Score	Airline / Operator	Departing Passengers	Service Score
easyJet	955,698	99.87%	Ryanair	76,419	99.81%
British Airways	340,761	98.86%	Virgin Atlantic	66,991	99.87%
Norwegian	230,982	99.22%	Vueling	57,527	98.43%
Thomson Airways	174,041	98.48%	Emirates	46,944	98.55%
Monarch	119,300	99.81%	Aer Lingus	27,797	99.60%
Thomas Cook Airlines	106,319	85.87%	All other airlines	207,150	97.86%

PRM STATISTICS

AUGUST 2017

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		19,501
Number of passengers needing special assistance met		52,021
Percentage of pre-notifications at least 48 hours before flight*		37.54%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.65	August 2017 0.40
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.96	August 2017 0.88

* 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

AUGUST 2017

departing

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	88.30%	90.23%	89.21%	86.10%	87.46%	82.32%
20 mins	90%	95.78%	98.28%	97.49%	95.89%	96.13%	95.39%
30 mins	100%	99.61%	99.56%	100%	99.77%	100%	99.71%

* waiting time once PRM made themselves known.

PRM STATISTICS

AUGUST 2017

arriving

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
5 mins	80%	95.22%	96.12%	95.21%	97.54%	97.48%	95.00%
10 mins	90%	95.82%	97.21%	97.89%	98.41%	99.27%	97.19%
20 mins	100%	97.61%	99.72%	99.00%	99.11%	99.44%	98.35%

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	98.73%	98.77%	98.53%	99.00%	98.80%	98.37%
35 mins	90%	99.42%	99.61%	99.76%	99.82%	99.69%	99.14%
45 mins	100%	100%	99.80%	100%	99.97%	99.88%	100%

* time assistance available at gate from arrival on chocks.

ON-TIME PERFORMANCE

AUGUST 2017

YOUR LONDON AIRPORT

Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

August 2017
60.40%



arrivals on-time performance

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

**AIRPORT
OVERALL**

August 2017
60.00%

ACI ASQ – HOW DO WE COMPARE?

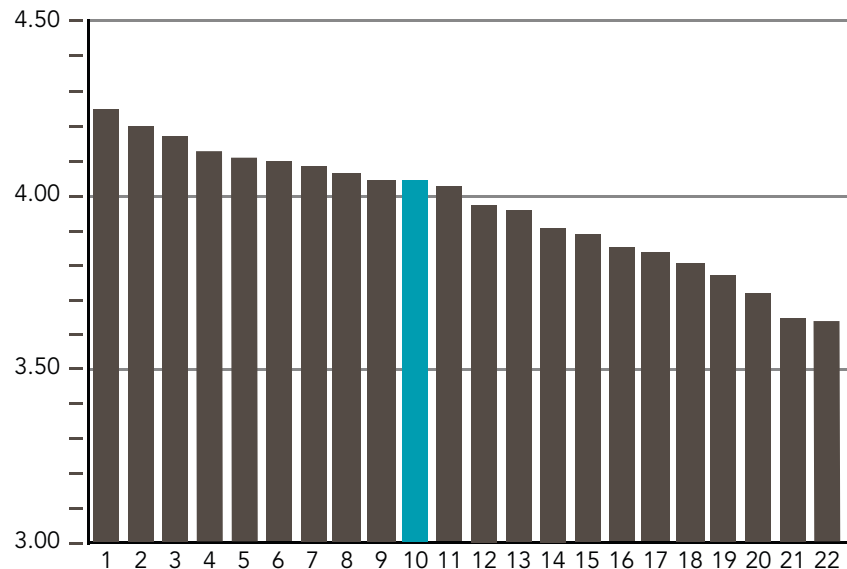
Q4 2016



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 10 out of 22 in Q4 2016



How we have performed over time

