



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

DECEMBER 2017

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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ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

DECEMBER 2017

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 3.80	Average score 4.03	December 2017 4.01
SOUTH TERMINAL	Target 3.80	Average score 3.92	December 2017 3.96



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 4.00	Average score 4.10	December 2017 4.13
SOUTH TERMINAL	Target 4.00	Average score 4.15	December 2017 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

DECEMBER 2017

YOUR LONDON AIRPORT
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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 4.18	December 2017 4.22
SOUTH TERMINAL	Target 4.10	Average score 4.26	December 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 4.40	December 2017 4.42
SOUTH TERMINAL	Target 4.20	Average score 4.49	December 2017 4.50

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

DECEMBER 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	December 2017
	95.00%	97.69%	97.02%
SOUTH TERMINAL	Target	Average score	December 2017
	95.00%	98.14%	98.06%



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	December 2017
	98.00%	99.94%	99.96%
SOUTH TERMINAL	Target	Average score	December 2017
	98.00%	99.97%	99.96%

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

DECEMBER 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	December 2017	0
	SOUTH TERMINAL	Target	0	Average score	0	December 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	99.91%	December 2017	100%
	SOUTH TERMINAL	Target	95.00%	Average score	99.10%	December 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

DECEMBER 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 99.96%	December 2017 100%
SOUTH TERMINAL	Target 95.00%	Average score 99.82%	December 2017 99.85%



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 99.94%	December 2017 99.90%
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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

DECEMBER 2017

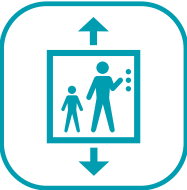


passenger sensitive equipment priority availability

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.

Terminal	Target	Average score	December 2017
NORTH TERMINAL	99.00%	99.61%	99.52%
SOUTH TERMINAL	99.00%	99.63%	99.72%



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.

Terminal	Target	Average score	December 2017
NORTH TERMINAL	99.00%	99.63%	99.67%
SOUTH TERMINAL	99.00%	99.72%	99.73%

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

DECEMBER 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 99.51%	December 2017 99.73%
SOUTH TERMINAL	Target 97.00%	Average score 99.36%	December 2017 99.34%



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 99.97%	December 2017 99.98%
SOUTH TERMINAL	Target 99.00%	Average score 99.93%	December 2017 99.96%

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

DECEMBER 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	December 2017
	99.00%	99.91%	99.69%
SOUTH TERMINAL	Target	Average score	December 2017
	99.00%	99.89%	99.57%



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	December 2017
	99.00%	99.85%	99.55%
SOUTH TERMINAL	Target	Average score	December 2017
	99.00%	99.76%	99.77%

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

DECEMBER 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	December 2017
	95.00%	96.68%	97.09%
SOUTH TERMINAL	Target	Average score	December 2017
	95.00%	97.46%	97.53%



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	December 2017
	99.00%	99.90%	99.98%
SOUTH TERMINAL	Target	Average score	December 2017
	99.00%	99.81%	99.97%

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

DECEMBER 2017

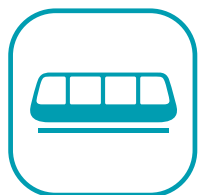
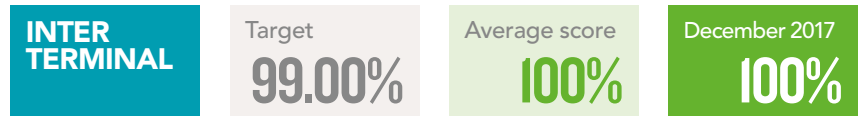
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inter-terminal shuttle one shuttle available

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

DECEMBER 2017

YOUR LONDON AIRPORT
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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 99.91%	December 2017 99.86%
SOUTH TERMINAL	Target 99.00%	Average score 99.84%	December 2017 99.81%



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	December 2017 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

DECEMBER 2017



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	Flights within target time in December 2017
SMALL/MEDIUM AIRCRAFT	92.79%

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 DHL	3348	92.98%	Aer Lingus MENZIES	196	92.86%
British Airways BA GGS	1043	98.56%	TUI Airways AIRLINE SERVICES	110	69.09%
Norwegian Air Shuttle NORWEGIAN	743	92.33%	TAP Air Portugal MENZIES	103	87.38%
Ryanair MENZIES	301	95.35%	Flybe AIRLINE SERVICES	77	100%
Vueling MENZIES	237	89.87%	Air Europa Líneas Aéreas MENZIES	65	92.31%

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

DECEMBER 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
Iberia Express MENZIES	61	85.25%	Air Arabia Maroc MENZIES	27	88.89%
Turkish Airlines AIRLINE SERVICES	61	75.41%	Continental Airlines MENZIES	26	84.62%
airBaltic AIRLINE SERVICES	39	100%	Aurigny AIRLINE SERVICES	24	100%
Ukraine International Airlines MENZIES	32	84.38%	Germania Fluggesellschaft AIRLINE SERVICES	15	86.67%
Air Malta AIRLINE SERVICES	30	93.33%	Aegean Airlines MENZIES	14	57.14%
Royal Air Maroc MENZIES	29	89.66%	All other airlines	102	78.43%

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

DECEMBER 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.



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	336	99.70%	Emirates DNATA	93	98.92%
Norwegian Air Shuttle NORWEGIAN	167	97.60%	Vueling MENZIES	57	98.25%
Virgin Atlantic VS SWP	167	97.01%	WestJet AIRLINE SERVICES	43	97.67%
TUI Airways AIRLINE SERVICES	150	96.67%	WOW Air AIRLINE SERVICES	37	100%
Thomas Cook MENZIES	110	88.18%	Air Transat VS SWP	34	97.06%

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

DECEMBER 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
Aeroflot Russian Airlines DNATA	29	100%	Med-View Airlines MENZIES	15	60.00%
Icelandair MENZIES	28	92.86%	RWANDAIR AIRLINE SERVICES	13	100%
Cathay Pacific DNATA	27	100%	Tianjin Airlines AIRLINE SERVICES	9	100%
Turkish Airlines AIRLINE SERVICES	23	95.65%	Wizz Air MENZIES	8	87.50%
China Airlines DNATA	18	100%	Small Planet Airlines MENZIES	7	100%
Norwegian NORWEGIAN	16	100%	All other airlines	14	85.71%

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

DECEMBER 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	683,035	99.85%	Emirates	50,628	97.24%
British Airways	247,756	97.28%	Vueling	46,254	99.34%
Norwegian	206,363	99.70%	Thomas Cook Airlines	39,667	99.11%
TUI Airways	83,867	98.24%	Aer Lingus	27,505	99.58%
Ryanair	54,222	99.93%	Turkish Airlines	14,117	99.40%
Virgin Atlantic	51,075	99.88%	All other airlines	142,364	97.88%

Measures defined and targets set in agreement with the airlines. Check-in queue performance is measured for the time in which an airline's individual check-in is open or the agreed defined time of an airline's check-in operation.

PRM STATISTICS

DECEMBER 2017



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		13,250
Number of passengers needing special assistance met		45,112
Percentage of pre-notifications at least 48 hours before flight*		43.07%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.49	December 2017 0.18
Number of complaints received (per 1000 PRM passengers)	12 Month Average 1.01	December 2017 0.62

* 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

DECEMBER 2017

departing

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	93.44%	77.85%	87.06%	85.63%	89.41%	80.20%
20 mins	90%	96.72%	88.61%	95.52%	95.63%	96.32%	90.88%
30 mins	100%	98.36%	92.41%	98.51%	98.13%	98.75%	94.88%

* waiting time once PRM made themselves known.

PRM STATISTICS

DECEMBER 2017

arriving

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	98.30%	85.96%	84.81%	87.02%	77.50%	86.82%
10 mins	90%	99.07%	89.38%	88.66%	89.64%	90.49%	94.74%
20 mins	100%	99.74%	95.41%	94.63%	95.43%	96.08%	95.90%

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	99.63%	94.38%	93.86%	93.79%	92.61%	91.31%
35 mins	90%	99.62%	95.55%	95.95%	96.93%	96.39%	95.72%
45 mins	100%	99.87%	97.17%	98.31%	98.21%	97.90%	97.60%

* time assistance available at gate from arrival on chocks.

ON-TIME PERFORMANCE

DECEMBER 2017

YOUR LONDON AIRPORT

Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

December 2017
69.80%



arrivals on-time performance

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

**AIRPORT
OVERALL**

December 2017
69.80%

ACI ASQ – HOW DO WE COMPARE?

Q4 2017



Airports Council International produce a measure of overall satisfaction with the airport. It shows how we compare against a panel of 20 European Competitor airports, as well as how our score (out of 5) has changed over time.



Gatwick ranked 8 out of 20 in Q4 2017

How we have performed over time

