



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

NOVEMBER 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

NOVEMBER 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 4.04	November 2017 4.00
SOUTH TERMINAL	Target 3.80	Average score 3.91	November 2017 3.94



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 4.09	November 2017 4.13
SOUTH TERMINAL	Target 4.00	Average score 4.15	November 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

NOVEMBER 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 4.17	November 2017 4.21
SOUTH TERMINAL	Target 4.10	Average score 4.26	November 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 4.39	November 2017 4.42
SOUTH TERMINAL	Target 4.20	Average score 4.48	November 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

NOVEMBER 2017

YOUR LONDON AIRPORT
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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 95.00%	Average score 97.65%	November 2017 98.42%
SOUTH TERMINAL	Target 95.00%	Average score 97.73%	November 2017 99.17%



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 98.00%	Average score 99.94%	November 2017 99.92%
SOUTH TERMINAL	Target 98.00%	Average score 99.96%	November 2017 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

NOVEMBER 2017



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	November 2017	0
	SOUTH TERMINAL	Target	0	Average score	0	November 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	99.85%	November 2017	100%
	SOUTH TERMINAL	Target	95.00%	Average score	98.91%	November 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

NOVEMBER 2017

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 99.95%	November 2017 99.97%
SOUTH TERMINAL	Target 95.00%	Average score 99.74%	November 2017 99.90%



external control posts security search

Percentage of time when queue time
is **15 minutes or less**

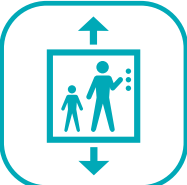
This measure applies to 95% of core hours.
Performance for the Northern Approach Gate.

EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.96%	November 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

NOVEMBER 2017

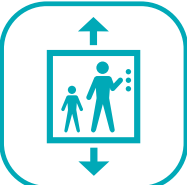


passenger sensitive equipment priority availability

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	November 2017
	99.00%	99.63%	99.18%
SOUTH TERMINAL	Target	Average score	November 2017
	99.00%	99.62%	99.68%



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	November 2017
	99.00%	99.63%	99.42%
SOUTH TERMINAL	Target	Average score	November 2017
	99.00%	99.69%	99.72%

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

NOVEMBER 2017



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	Average score	November 2017
	97.00%	99.47%	99.94%
SOUTH TERMINAL	Target	Average score	November 2017
	97.00%	99.32%	99.25%



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	November 2017
	99.00%	99.97%	99.99%
SOUTH TERMINAL	Target	Average score	November 2017
	99.00%	99.90%	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

NOVEMBER 2017

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 99.92%	November 2017 99.97%
SOUTH TERMINAL	Target 99.00%	Average score 99.92%	November 2017 99.89%



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 99.85%	November 2017 99.94%
SOUTH TERMINAL	Target 99.00%	Average score 99.77%	November 2017 99.91%

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

NOVEMBER 2017

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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 96.57%	November 2017 97.02%
SOUTH TERMINAL	Target 95.00%	Average score 97.50%	November 2017 97.45%



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.

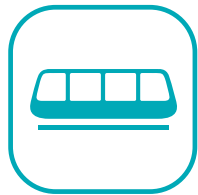
NORTH TERMINAL	Target 99.00%	Average score 99.88%	November 2017 99.94%
SOUTH TERMINAL	Target 99.00%	Average score 99.81%	November 2017 99.97%

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

NOVEMBER 2017

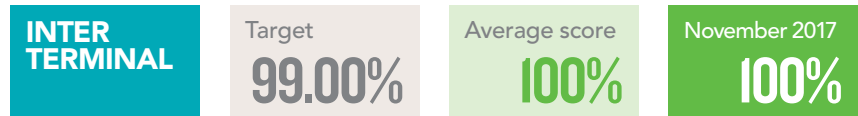
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inter-terminal shuttle one shuttle available

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

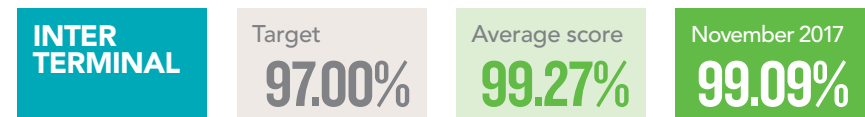
Core hours vary dependent on agreed maintenance periods.



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

NOVEMBER 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.

NORTH TERMINAL	Target 99.00%	Average score 99.91%	November 2017 99.96%
SOUTH TERMINAL	Target 99.00%	Average score 99.83%	November 2017 99.80%



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	November 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

NOVEMBER 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 November 2017
SMALL/MEDIUM AIRCRAFT	94.02%

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	2687	92.04%	Aer Lingus MENZIES	194	99.48%
British Airways BA GGS	909	98.57%	Aurigny AIRLINE SERVICES	178	99.44%
Norwegian NORWEGIAN	771	98.18%	TAP Air Portugal MENZIES	107	93.46%
Ryanair MENZIES	310	99.03%	TUI Airways AIRLINE SERVICES	93	65.59%
Vueling MENZIES	248	97.18%	Flybe AIRLINE SERVICES	80	98.75%

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

NOVEMBER 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
Turkish Airlines AIRLINE SERVICES	79	58.23%	Air Arabia MENZIES	26	100%
Air Europa Líneas Aéreas MENZIES	61	95.08%	Royal Air Maroc MENZIES	22	95.45%
Iberia Express MENZIES	59	86.44%	Continental Airlines MENZIES	19	84.21%
airBaltic AIRLINE SERVICES	34	100%	Smart Wings MENZIES	14	100%
Ukraine International Airlines MENZIES	30	90.00%	Aegean Airlines MENZIES	14	42.86%
Air Malta AIRLINE SERVICES	30	93.33%	All other airlines	52	88.46%

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

NOVEMBER 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	335	99.40%	Emirates DNATA	90	98.89%
Virgin Atlantic VS SWP	169	90.53%	Vueling MENZIES	56	100%
Norwegian Air Shuttle NORWEGIAN	159	100%	WOW Air AIRLINE SERVICES	41	100%
TUI Airways AIRLINE SERVICES	123	91.87%	WestJet AIRLINE SERVICES	41	95.12%
Thomas Cook MENZIES	96	93.75%	Icelandair MENZIES	33	96.97%

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

NOVEMBER 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
Air Transat VS SWP	32	100%	Tianjin Airlines AIRLINE SERVICES	8	100%
Cathay Pacific DNATA	30	100%	Wizz Air MENZIES	7	100%
Aeroflot Russian Airlines DNATA	28	100%	Germania AIRLINE SERVICES	4	100%
Norwegian NORWEGIAN	17	100%	Turkish Airlines AIRLINE SERVICES	3	100%
Med-View Airlines MENZIES	13	92.31%	Aer Lingus MENZIES	1	100%
RWANDAIR AIRLINE SERVICES	13	92.31%	All other airlines	2	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

NOVEMBER 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.

AIRPORT OVERALL

Service Score
November 2017
99.38%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline / Operator	Departing Passengers	Service Score	Airline / Operator	Departing Passengers	Service Score
easyJet	579,273	99.24%	Virgin Atlantic	52,605	100%
British Airways	220,717	98.36%	Emirates	40,947	98.73%
Norwegian	189,451	99.70%	Vueling	38,454	100%
TUI Airways	65,563	99.68%	Aer Lingus	25,650	100%
Thomas Cook Airlines	29,449	99.85%	WestJet	10,282	96.64%
Ryanair	53,110	99.93%	All other airlines	115,891	99.65%

PRM STATISTICS

NOVEMBER 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		11,923
Number of passengers needing special assistance met		43,369
Percentage of pre-notifications at least 48 hours before flight*		35.96%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.54	November 2017 0.21
Number of complaints received (per 1000 PRM passengers)	12 Month Average 1.05	November 2017 0.95

* 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

NOVEMBER 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

NOVEMBER 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

NOVEMBER 2017

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

November 2017
82.50%



arrivals on-time performance

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

**AIRPORT
OVERALL**

November 2017
83.00%

ACI ASQ – HOW DO WE COMPARE?

Q3 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 11 out of 20 in Q3 2017

How we have performed over time

