



 **Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**OCTOBER 2017**

[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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ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

OCTOBER 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

<b>NORTH TERMINAL</b>	Target	Average score	October 2017
	<b>3.80</b>	<b>4.04</b>	<b>4.00</b>
<b>SOUTH TERMINAL</b>	Target	Average score	October 2017
	<b>3.80</b>	<b>3.91</b>	<b>3.94</b>



## airport cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys  
Measured as a score from 1-5  
5 = Excellent 1 = Extremely Poor

<b>NORTH TERMINAL</b>	Target	Average score	October 2017
	<b>4.00</b>	<b>4.09</b>	<b>4.13</b>
<b>SOUTH TERMINAL</b>	Target	Average score	October 2017
	<b>4.00</b>	<b>4.15</b>	<b>4.14</b>

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

OCTOBER 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

<b>NORTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.17</b>	October 2017 <b>4.21</b>
<b>SOUTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.26</b>	October 2017 <b>4.26</b>



## 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

<b>NORTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.39</b>	October 2017 <b>4.42</b>
<b>SOUTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.48</b>	October 2017 <b>4.50</b>

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

OCTOBER 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	October 2017
	95.00%	97.65%	96.90%
SOUTH TERMINAL	Target	Average score	October 2017
	95.00%	97.73%	98.31%



## 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	October 2017
	98.00%	99.94%	99.72%
SOUTH TERMINAL	Target	Average score	October 2017
	98.00%	99.96%	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

OCTOBER 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	October 2017	0
	SOUTH TERMINAL	Target	0	Average score	0	October 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%	October 2017	100%
	SOUTH TERMINAL	Target	95.00%	Average score	98.91%	October 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

OCTOBER 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.

Terminal	Target	Average score	October 2017
NORTH TERMINAL	95.00%	99.95%	99.95%
SOUTH TERMINAL	95.00%	99.74%	99.75%



## 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.

Area	Target	Average score	October 2017
EXTERNAL CONTROL POSTS	95.00%	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

OCTOBER 2017

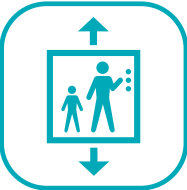


## passenger sensitive equipment priority availability

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	October 2017
	99.00%	99.63%	99.50%
SOUTH TERMINAL	Target	Average score	October 2017
	99.00%	99.62%	99.28%



## 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	October 2017
	99.00%	99.63%	99.51%
SOUTH TERMINAL	Target	Average score	October 2017
	99.00%	99.69%	99.57%

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

OCTOBER 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	Average score	October 2017
	97.00%	99.47%	99.93%
SOUTH TERMINAL	Target	Average score	October 2017
	97.00%	99.32%	98.67%



## 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	October 2017
	99.00%	99.97%	99.99%
SOUTH TERMINAL	Target	Average score	October 2017
	99.00%	99.90%	99.92%

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

OCTOBER 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

<b>NORTH TERMINAL</b>	Target	Average score	October 2017
	<b>99.00%</b>	<b>99.92%</b>	<b>99.89%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	October 2017
	<b>99.00%</b>	<b>99.92%</b>	<b>99.89%</b>



## 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

<b>NORTH TERMINAL</b>	Target	Average score	October 2017
	<b>99.00%</b>	<b>99.85%</b>	<b>99.86%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	October 2017
	<b>99.00%</b>	<b>99.77%</b>	<b>99.82%</b>

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

OCTOBER 2017

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.

<b>NORTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>96.57%</b>	October 2017 <b>96.91%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>97.50%</b>	October 2017 <b>97.35%</b>



## 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.

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.88%</b>	October 2017 <b>99.69%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.81%</b>	October 2017 <b>99.75%</b>

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

OCTOBER 2017

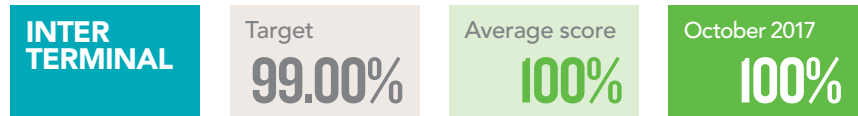
YOUR LONDON AIRPORT  
*Gatwick*



## inter-terminal shuttle one shuttle available

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

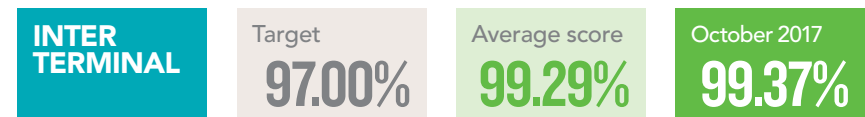
Core hours vary dependent on agreed maintenance periods.



## 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

OCTOBER 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.

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.91%</b>	October 2017 <b>99.92%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.83%</b>	October 2017 <b>99.78%</b>



## 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

<b>AIRPORT OVERALL</b>	Target <b>0</b>	Average score <b>0</b>	October 2017 <b>0</b>
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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

OCTOBER 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.



### 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	3,914	98.39%	TUI Airways AIRLINE SERVICES	186	57.53%
British Airways BA GGS	1,403	97.43%	Aurigny AIRLINE SERVICES	177	97.74%
Norwegian NORWEGIAN	824	97.45%	Aer Lingus MENZIES	172	97.09%
Ryanair MENZIES	405	98.52%	TAP Air Portugal MENZIES	101	81.19%
Vueling MENZIES	240	97.92%	Flybe AIRLINE SERVICES	83	98.80%

# AIRLINE SERVICE STANDARDS

OCTOBER 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
Air Europa Líneas Aéreas MENZIES	61	91.80%	Air Malta AIRLINE SERVICES	31	83.87%
Iberia Express MENZIES	60	85.00%	Royal Air Maroc MENZIES	27	88.89%
airBaltic AIRLINE SERVICES	52	98.08%	Aeroflot Russian Airlines DNATA	26	100%
Ukraine International Airlines MENZIES	51	88.24%	WestJet AIRLINE SERVICES	22	95.45%
Thomas Cook MENZIES	35	88.57%	Germania Fluggesellschaft AIRLINE SERVICES	19	89.47%
Turkish Airlines AIRLINE SERVICES	35	80.00%	All other airlines	137	89.05%

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

OCTOBER 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	352	99.15%	Emirates DNATA	93	100%
Thomas Cook MENZIES	215	98.14%	Vueling MENZIES	77	100%
TUI Airways AIRLINE SERVICES	169	95.86%	WestJet AIRLINE SERVICES	62	91.94%
Virgin Atlantic VS SWP	168	92.26%	Turkish Airlines AIRLINE SERVICES	56	96.43%
Norwegian Air Shuttle NORWEGIAN	153	100%	WOW Air AIRLINE SERVICES	51	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

OCTOBER 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	51	100%	Pullmantur Air SA AIRLINE SERVICES	13	69.23%
Icelandair MENZIES	41	97.56%	RWANDAIR AIRLINE SERVICES	12	100%
Cathay Pacific DNATA	27	100%	Med-View Airlines MENZIES	11	100%
Wizz Air MENZIES	24	100%	Monarch AIRLINE SERVICES	10	100%
Titan Airways MENZIES	17	100%	Air Canada VS SWP	9	100%
Norwegian NORWEGIAN	17	100%	All other airlines	18	83.33%

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

OCTOBER 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	817,782	99.82%	Virgin Atlantic	61,204	99.40%
British Airways	298,500	98.92%	Emirates	45,434	99.83%
Norwegian	209,754	99.63%	Vueling	43,297	99.69%
TUI Airways	105,504	99.14%	Aer Lingus	23,505	99.86%
Thomas Cook Airlines	69,709	92.43%	WestJet	18,243	99.74%
Ryanair	68,538	99.93%	All other airlines	141,431	99.11%

# PRM STATISTICS

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

Number of flights with PRM passengers met		18,243
Number of passengers needing special assistance met		65,825
Percentage of pre-notifications at least 48 hours before flight*		38.14%
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average <b>0.65</b>	October 2017 <b>0.62</b>
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average <b>1.07</b>	October 2017 <b>0.96</b>

\* 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

OCTOBER 2017

## departing

### PRE-BOOKED

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

\* waiting time once PRM made themselves known.

# PRM STATISTICS

OCTOBER 2017

## arriving

### PRE-BOOKED

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

### NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
<b>25 mins</b>	80%	99.63%	94.38%	93.86%	93.79%	92.61%	91.31%
<b>35 mins</b>	90%	99.62%	95.55%	95.95%	96.93%	96.39%	95.72%
<b>45 mins</b>	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

OCTOBER 2017

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## departures on-time performance

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

**AIRPORT  
OVERALL**

October 2017  
**78.10%**



## arrivals on-time performance

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

**AIRPORT  
OVERALL**

October 2017  
**77.30%**



# ACI ASQ – HOW DO WE COMPARE?

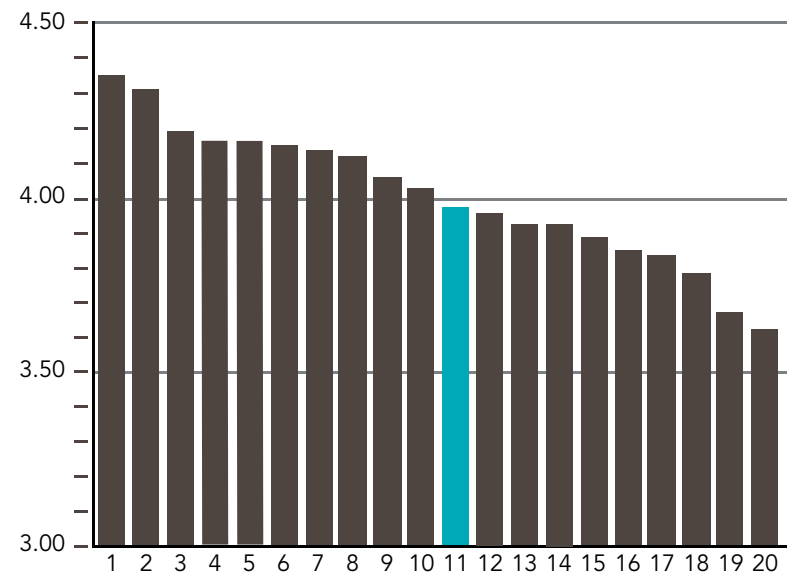
Q3 2017



**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

