YOUR LONDON AIRPORT
Gatwick

MONTHLY PERFORMANCE REPORT

APRIL 2018

gatwickairport.com/performance

DOCUMENT HISTORY

AUGUST 2017

YOUR LONDON AIRPORT Gatwick

Monthly Performance Report	Published	Republished	Page Reference	Metric	Reason for Change
Apirl	Apirl 2018	May 2018	6	Transfer Search - South Terminal	The transfer search score was recalculated from 98.69% to 98.65% to correct a calcualtion error.
Apirl	Apirl 2018	May 2018	7	Staff Search - North Terminal	The staff search was recalculated from 99.77% to 99.56% to correct the methodology of the calculation, having changed from manual queue timing to automated.
Apirl	Apirl 2018	May 2018	7	Staff Search - South Terminal	The staff search was recalculated from 99.92% to 99.90% to correct the methodology of the calculation, having changed from manual queue timing to automated.

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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CORE SERVICE STANDARDS

APRIL 2018

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

	Target	Average score	April 2018
NORTH TERMINAL	3.80	4.02	4.02
SOUTH TERMINAL	3.80	3.94	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

	Target	Average score	April 2018
NORTH TERMINAL	4.00	4.12	4.13
SOUTH TERMINAL	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

APRIL 2018

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

	Target	Average score	April 2018
NORTH TERMINAL	4.10	4.21	4.21
SOUTH TERMINAL	4.10	4.26	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

	Target	Average score	April 2018
NORTH TERMINAL	4.20	4.41	4.42
SOUTH TERMINAL	4.20	4.49	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

APRIL 2018

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.

	Target	Average score	April 2018
NORTH TERMINAL	95.00%	97.63%	97.67%
SOUTH TERMINAL	95.00%	98.09%	97.88%

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.

	Target	Average score	April 2018
NORTH TERMINAL	98.00%	99.94%	99.96%
SOUTH TERMINAL	98.00%	99.98%	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

APRIL 2018

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.

	Target	Average score	April 2018
NORTH TERMINAL	0	0	0
SOUTH TERMINAL	0	0	0

flight connections security search

Percentage of time when passengers queued for **10 minutes or less**

This measure applies to 95% of core hours.

	Target	Average score	April 2018
NORTH TERMINAL	95.00%	99.90%	99.09%
SOUTH TERMINAL	95.00%	98.92%	98.65%

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

APRIL 2018

YOUR LONDON AIRPORT Gatwick

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.

	Target	Average score	April 2018
NORTH TERMINAL	95.00%	99.89%	99.56%
SOUTH TERMINAL	95.00%	99.79%	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 Northen Approach Gate.

	Target	Average score	April 2018
EXTERNAL CONTROL POSTS	95.00%	99.93%	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

APRIL 2018

YOUR LONDON AIRPORT Gatwick

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.

	Target	Average score	April 2018
NORTH TERMINAL	99.00%	99.64%	99.79%
SOUTH TERMINAL	99.00%	99.66%	99.75%

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.

	Target	Average score	April 2018
NORTH TERMINAL	99.00%	99.64%	99.72%
SOUTH TERMINAL	99.00%	99.71%	99.70%

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

APRIL 2018

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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

	Target	Average score	April 2018
NORTH TERMINAL	97.00%	99.55%	99.96%
SOUTH TERMINAL	97.00%	99.54%	99.92%

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

	Target	Average score	April 2018
NORTH TERMINAL	99.00%	99.97%	99.97%
SOUTH TERMINAL	99.00%	99.96%	99.99%

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

APRIL 2018

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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

	Target	Average score	April 2018
NORTH TERMINAL	99.00%	99.88%	99.77%
SOUTH TERMINAL	99.00%	99.86%	99.77%

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

	Target	Average score	April 2018
NORTH TERMINAL	99.00%	99.86%	99.95%
SOUTH TERMINAL	99.00%	99.78%	99.93%

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

APRIL 2018

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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.

	Target	Average score	April 2018
NORTH TERMINAL	95.00%	96.84%	96.51%
SOUTH TERMINAL	95.00%	97.57%	98.04%

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.

	Target	Average score	April 2018
NORTH TERMINAL	99.00%	99.89%	99.96%
SOUTH TERMINAL	99.00%	99.90%	99.98%

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

APRIL 2018

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	Target	Average score	April 2018
	99.00%	100%	100%

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.

INTER TERMINAL	Target	Average score	April 2018
	97.00%	99.27%	98.05%

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

APRIL 2018

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.

	Target	Average score	April 2018
NORTH TERMINAL	99.00%	99.89%	99.96%
SOUTH TERMINAL	99.00%	99.84%	99.97%

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

	Target	Average score	April 2018
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.

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 April 2018

96.66%

AIRLINES 1-10 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time
easyJet DHL	3,855	97.64%
British Airways BA GGS	1,347	98.00%
Norwegian NORWEGIAN	781	97.82%
Ryanair MENZIES	290	99.31%
Vueling MENZIES	256	96.88%
Aer Lingus MENZIES	181	98.34%
Aurigny AURIGNY	171	99.42%
TUI Airways AIRLINE SERVICES	123	67.48%
TAP Air Portugal MENZIES	99	93.94%
Flybe AIRLINE SERVICES	79	98.73%

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

APRIL 2018

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
airBaltic AIRLINE SERVICES	68	100%
Air Europa Líneas Aéreas MENZIES	60	96.67%
Iberia Express MENZIES	59	86.44%
Ukraine International Airlines MENZIES	54	87.04%
Continental Airlines MENZIES	32	90.63%
Rossiya DNATA	30	100%
Royal Air Maroc MENZIES	30	80.00%
Air Malta AIRLINE SERVICES	30	86.67%
WOWAir Airline Services	28	92.86%
Air Arabia Maroc MENZIES	23	73.91%
Titan Airways MENZIES	23	69.57%
All other airlines	99	82.83%

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

APRIL 2018

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 April 2018

97.89%

AIRLINES 1-10 BY VOLUME OF FLIGHTS

Airline & Handling Agent	Number of flights	Flights within target time
British Airways BA GGS	350	99.14%
Norwegian NORWEGIAN	267	98.88%
Thomas Cook MENZIES	189	98.41%
Virgin Atlantic VS SWP	170	93.53%
TUI Airways AIRLINE SERVICES	161	96.27%
Emirates DNATA	88	100%
Vueling MENZIES	75	100%
Turkish Airlines AIRLINE SERVICES	61	98.36%
WestJet AIRLINE SERVICES	44	100%
Air Transat VS SWP	44	95.45%

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.

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
Icelandair MENZIES	33	100%
WOWAir AIRLINE SERVICES	32	100%
Cathay Pacific DNATA	28	100%
Wizz Air MENZIES	24	100%
China Airlines DNATA	21	100%
Rwandair AIRLINE SERVICES	12	83.33%

Airline & Handling Agent	Number of flights	Flights within target time
Tianjin Airlines AIRLINE SERVICES	8	62.50%
Titan Airways MENZIES	4	100%
Smart Wings MENZIES	2	100%
Privitair SA MENZIES	1	100%
Norwegian NORWEGIAN	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.

AIRLINE SERVICE STANDARDS

APRIL 2018

YOUR LONDON AIRPORT Gatwick

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 April 2018

99.38%

AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline / Operator	Departing Passengers	Service Score
easyJet	811,112	100%
British Airways	277,879	97.41%
Norwegian	212,754	99.91%
TUI	86,377	99.39%
Thomas Cook Airlines	55,276	99.67%
Virgin Atlantic	53,226	99.75%

Airline / Operator	Departing Passengers	Service Score
Ryanair	49,765	99.74%
Vueling	46,196	98.59%
Emirates	45,162	99.57%
Aurigny	13,708	100%
Turkish Airlines	13,140	99.72%
All other airlines	151,179	99.41%

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. Aer Lingus performance data not available due to temporary relocation of the airlines check in area.

PRM STATISTICS

APRIL 2018

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**

Number of flights with PRM passengers met		14,048
Number of passengers needing special assistance met		49,289
Percentage of pre-notifications at least 48 hours before flight*		59.02%
Number of **compliments** received (per 1000 PRM passengers)	12 Month Average 0.45	April 2018 0.69
Number of **complaints** received (per 1000 PRM passengers)	12 Month Average 1.10	April 2018 1.18

* 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

APRIL 2018

YOUR LONDON AIRPORT Gatwick

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

APRIL 2018

YOUR LONDON AIRPORT Gatwick

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

APRIL 2018

YOUR LONDON AIRPORT Gatwick

departures on-time performance

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

AIRPORT OVERALL

April 2018
79.60%

arrivals on-time performance

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

AIRPORT OVERALL

April 2018
78.50%

ACI ASQ – HOW DO WE COMPARE?

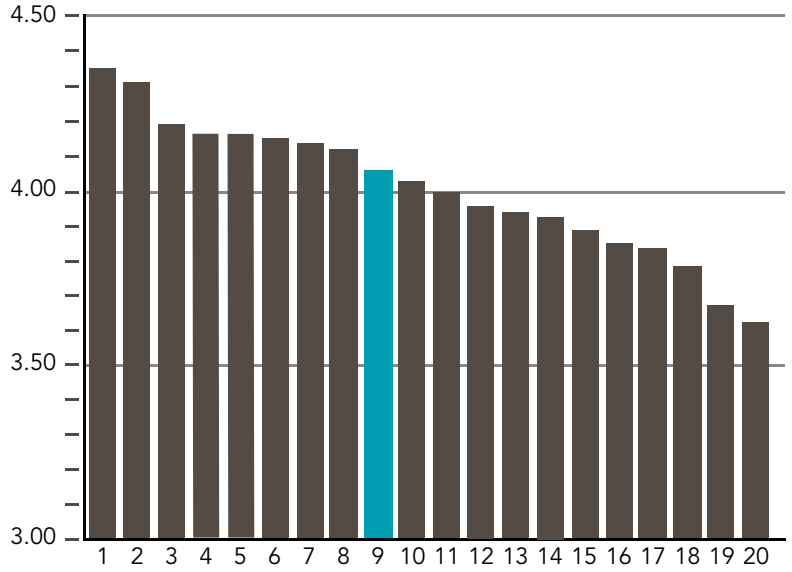
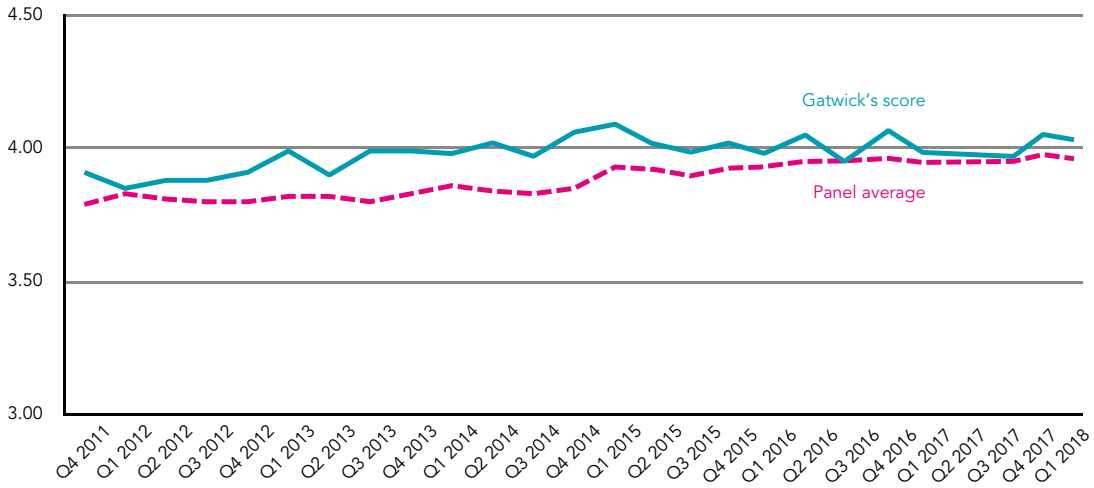
Q1 2018

YOUR LONDON AIRPORT Gatwick

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.

ACI EUROPE AIRPORTS COUNCIL INTERNATIONAL

Gatwick ranked 9 out of 20 in Q1 2018



How we have performed over time