



 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

JANUARY 2018

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

CONTENTS

Core Service Standards



Airline Service Standards



PRM Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

JANUARY 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

NORTH TERMINAL	Target 3.80	Average score 4.02	January 2018 4.01
SOUTH TERMINAL	Target 3.80	Average score 3.92	January 2018 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 4.11	January 2018 4.13
SOUTH TERMINAL	Target 4.00	Average score 4.15	January 2018 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

JANUARY 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

NORTH TERMINAL	Target 4.10	Average score 4.19	January 2018 4.22
SOUTH TERMINAL	Target 4.10	Average score 4.26	January 2018 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	January 2018 4.41
SOUTH TERMINAL	Target 4.20	Average score 4.49	January 2018 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

JANUARY 2018



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	January 2018
	95.00%	97.64%	98.87%
SOUTH TERMINAL	Target	Average score	January 2018
	95.00%	98.13%	98.35%



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	January 2018
	98.00%	99.94%	100%
SOUTH TERMINAL	Target	Average score	January 2018
	98.00%	99.98%	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

JANUARY 2018



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	January 2018	0
	SOUTH TERMINAL	Target	0	Average score	0	January 2018



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	99.99%	January 2018	100%
	SOUTH TERMINAL	Target	95.00%	Average score	99.16%	January 2018

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

JANUARY 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.

NORTH TERMINAL	Target 95.00%	Average score 99.95%	January 2018 99.97%
SOUTH TERMINAL	Target 95.00%	Average score 99.82%	January 2018 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 99.94%	January 2018 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

JANUARY 2018



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	January 2018
	99.00%	99.64%	99.73%
SOUTH TERMINAL	Target	Average score	January 2018
	99.00%	99.65%	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	January 2018
	99.00%	99.64%	99.75%
SOUTH TERMINAL	Target	Average score	January 2018
	99.00%	99.73%	99.83%

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

JANUARY 2018

YOUR LONDON AIRPORT
Gatwick



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 99.56%	January 2018 99.94%
SOUTH TERMINAL	Target 97.00%	Average score 99.47%	January 2018 99.89%



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%	January 2018 99.99%
SOUTH TERMINAL	Target 99.00%	Average score 99.96%	January 2018 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

JANUARY 2018

YOUR LONDON AIRPORT
Gatwick



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 99.93%	January 2018 99.99%
SOUTH TERMINAL	Target 99.00%	Average score 99.91%	January 2018 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 99.00%	Average score 99.84%	January 2018 99.70%
SOUTH TERMINAL	Target 99.00%	Average score 99.75%	January 2018 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

JANUARY 2018



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	January 2018
	95.00%	96.75%	97.11%
SOUTH TERMINAL	Target	Average score	January 2018
	95.00%	97.46%	97.61%



airfield fixed electrical ground power

Percentage of time when fixed electrical ground power (FEGP) units are available for aircraft

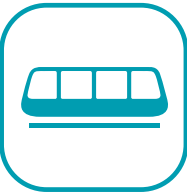
FEGP availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00. FEGP powers aircraft when on a stand allowing engines to be turned off.

NORTH TERMINAL	Target	Average score	January 2018
	99.00%	99.90%	99.80%
SOUTH TERMINAL	Target	Average score	January 2018
	99.00%	99.87%	99.88%

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

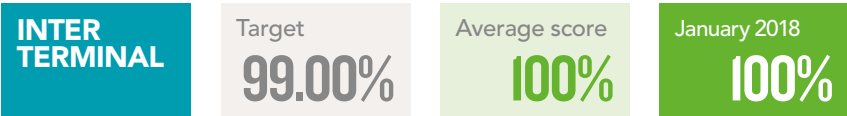
JANUARY 2018



inter-terminal shuttle one shuttle available

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

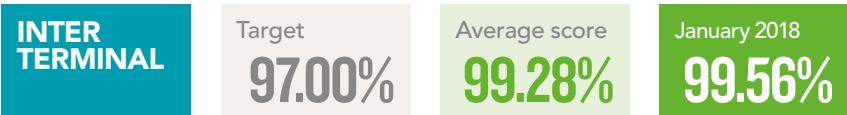
Core hours vary dependent on agreed maintenance periods.



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

JANUARY 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.

NORTH TERMINAL	Target 99.00%	Average score 99.90%	January 2018 99.88%
SOUTH TERMINAL	Target 99.00%	Average score 99.84%	January 2018 99.96%



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	January 2018 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

JANUARY 2018



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 DHL	2,660	93.20%	Aer Lingus MENZIES	222	93.69%
British Airways BA GGS	1,052	98.10%	Aurigny AURIGNY	130	98.46%
Norwegian Air Shuttle NORWEGIAN	817	94.49%	TAP Air Portugal MENZIES	108	81.48%
Ryanair MENZIES	319	97.81%	TUI Airways AIRLINE SERVICES	102	57.84%
Vueling MENZIES	236	86.02%	Flybe AIRLINE SERVICES	84	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

JANUARY 2018



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	69	56.52%	Titan Airways MENZIES	30	53.33%
Air Europa Líneas Aéreas MENZIES	64	76.56%	Air Malta AIRLINE SERVICES	30	100%
Iberia Express MENZIES	61	81.97%	Royal Air Maroc MENZIES	29	68.97%
airBaltic AIRLINE SERVICES	40	97.50%	Air Arabia Maroc MENZIES	26	84.62%
Ukraine International Airlines MENZIES	31	58.06%	Continental Airlines MENZIES	24	79.17%
Aeroflot Russian Airlines DNATA	31	100%	All other airlines	108	71.30%

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

JANUARY 2018



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 January 2018
LARGE AIRCRAFT	92.06%

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	343	99.13%	Emirates DNATA	92	97.83%
Norwegian Air Shuttle NORWEGIAN	169	97.04%	Vueling MENZIES	52	96.15%
Virgin Atlantic VS SWP	160	90.63%	WestJet AIRLINE SERVICES	45	95.56%
TUI Airways AIRLINE SERVICES	151	96.69%	WOW Air AIRLINE SERVICES	38	97.37%
Thomas Cook MENZIES	125	91.20%	Air Transat VS SWP	33	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

JANUARY 2018



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
Cathay Pacific DNATA	27	100%	Med-View Airlines MENZIES	12	66.67%
Icelandair MENZIES	26	96.15%	Tianjin Airlines AIRLINE SERVICES	9	100%
China Airlines DNATA	18	100%	Finnair MENZIES	7	85.71%
Norwegian NORWEGIAN	18	94.44%	Wizz Air MENZIES	4	100%
Turkish Airlines AIRLINE SERVICES	15	93.33%	TAP Air Portugal MENZIES	2	100%
RWANDAIR AIRLINE SERVICES	13	100%	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

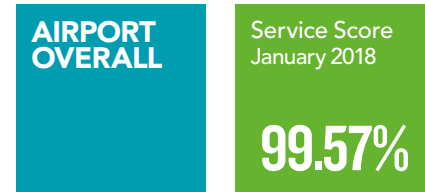
JANUARY 2018



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	526,465	100%	Virgin Atlantic	44,400	100%
British Airways	215,145	99.05%	Thomas Cook Airlines	38,596	99.89%
Norwegian	188,661	100%	Vueling	36,456	99.72%
TUI Airways	76,563	98.84%	Aer Lingus	23,884	100%
Ryanair	48,568	100%	Turkish Airlines	12,240	99.88%
Emirates	45,083	98.81%	All other airlines	123,228	99.40%

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

JANUARY 2018

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		11,325
Number of passengers needing special assistance met		39,414
Percentage of pre-notifications at least 48 hours before flight*		40.93%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.48	January 2018 0.56
Number of complaints received (per 1000 PRM passengers)	12 Month Average 0.98	January 2018 0.84

* 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

JANUARY 2018

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

JANUARY 2018

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

JANUARY 2018

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

January 2018
82.60%



arrivals on-time performance

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

**AIRPORT
OVERALL**

January 2018
79.70%

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

