

A blurred photograph of an airport terminal interior. In the foreground, a yellow sign with a stylized figure icon and the word "Departures" is visible. The background shows a busy walkway with several people walking, some carrying luggage. The ceiling has recessed lighting strips.

 **Departures**

YOUR LONDON AIRPORT

Gatwick

**MONTHLY
PERFORMANCE
REPORT**

JULY 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

JULY 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 4.01	July 2018 4.02
SOUTH TERMINAL	Target 3.80	Average score 3.95	July 2018 3.93



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 4.13	July 2018 4.11
SOUTH TERMINAL	Target 4.00	Average score 4.14	July 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

JULY 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 4.21	July 2018 4.20
SOUTH TERMINAL	Target 4.10	Average score 4.26	July 2018 4.25



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 4.41	July 2018 4.40
SOUTH TERMINAL	Target 4.20	Average score 4.50	July 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

JULY 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	July 2018
	95.00%	97.46%	95.69%
SOUTH TERMINAL	Target	Average score	July 2018
	95.00%	97.88%	96.09%



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	July 2018
	98.00%	99.94%	99.96%
SOUTH TERMINAL	Target	Average score	July 2018
	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

JULY 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.

Terminal	Target	Average score	July 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.

Terminal	Target	Average score	July 2018
NORTH TERMINAL	95.00%	99.80%	99.90%
SOUTH TERMINAL	95.00%	98.22%	96.47%

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

JULY 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 99.65%	July 2018 *99.74%
SOUTH TERMINAL	Target 95.00%	Average score 99.81%	July 2018 *99.79%



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 99.92%	July 2018 99.90%
-------------------------------	-------------------------	--------------------------------	----------------------------

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

*On 2nd July there was a technical issue with the automated queue measurement system, as a result of which part of this day's data was unavailable. This only affected the staff security search areas. As agreed with representatives of the airlines, this day's data has been excluded from the above measures.

CORE SERVICE STANDARDS

JULY 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.

Terminal	Target	Average score	July 2018
NORTH TERMINAL	99.00%	99.61%	99.69%
SOUTH TERMINAL	99.00%	99.59%	99.52%



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	July 2018
NORTH TERMINAL	99.00%	99.62%	99.60%
SOUTH TERMINAL	99.00%	99.68%	99.59%

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

JULY 2018



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	July 2018
	97.00%	99.67%	99.97%
SOUTH TERMINAL	Target	Average score	July 2018
	97.00%	99.63%	99.91%



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	July 2018
	99.00%	99.98%	99.99%
SOUTH TERMINAL	Target	Average score	July 2018
	99.00%	99.98%	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

JULY 2018



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	July 2018
	99.00%	99.81%	99.92%
SOUTH TERMINAL	Target	Average score	July 2018
	99.00%	99.84%	99.90%



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	July 2018
	99.00%	99.84%	99.73%
SOUTH TERMINAL	Target	Average score	July 2018
	99.00%	99.81%	99.85%

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

JULY 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	July 2018
	95.00%	96.74%	96.26%
SOUTH TERMINAL	Target	Average score	July 2018
	95.00%	97.77%	98.34%



airfield fixed electrical ground power

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

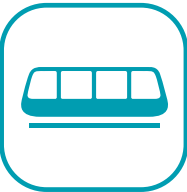
FEGP availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00. FEGP powers aircraft when on a stand allowing engines to be turned off.

NORTH TERMINAL	Target	Average score	July 2018
	99.00%	99.90%	99.88%
SOUTH TERMINAL	Target	Average score	July 2018
	99.00%	99.89%	99.81%

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

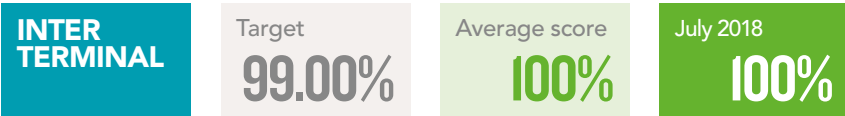
JULY 2018



inter-terminal shuttle one shuttle available

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

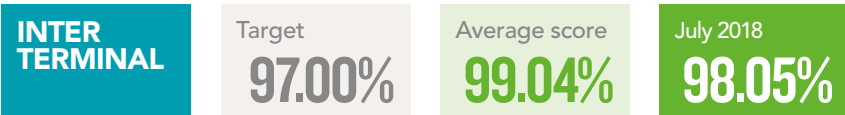
Core hours vary dependent on agreed maintenance periods.



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

JULY 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 99.89%	July 2018 99.93%
SOUTH TERMINAL	Target 99.00%	Average score 99.86%	July 2018 99.92%



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	July 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

JULY 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	4,344	96.92%	TUI Airways AIRLINE SERVICES	206	47.09%
British Airways BA GGS	1,561	96.16%	Aurigny AURIGNY	179	97.21%
Norwegian RED HANDLING	932	95.39%	Aer Lingus MENZIES	169	97.04%
Ryanair MENZIES	282	94.33%	TAP Air Portugal MENZIES	105	76.19%
Vueling MENZIES	275	79.27%	Flybe AIRLINE SERVICES	78	97.44%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from July to October for both terminals, 0500-2100 between November to July for North Terminal and 0500-2200 between November to July for South Terminal.

AIRLINE SERVICE STANDARDS

JULY 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
Air Baltic AIRLINE SERVICES	70	90.00%	Royal Air Maroc MENZIES	32	87.50%
Iberia Express MENZIES	62	79.03%	Enter Air AIRLINE SERVICES	31	70.97%
Ukraine International Airlines MENZIES	60	75.00%	Rossiya DNATA	31	100%
Air Europa Líneas Aéreas MENZIES	46	84.78%	Air Malta AIRLINE SERVICES	31	67.74%
Turkish Airlines AIRLINE SERVICES	38	71.05%	WOWAir AIRLINE SERVICES	20	90.00%
Cobalt Air MENZIES	34	85.29%	All other airlines	131	85.50%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from July to October for both terminals, 0500-2100 between November to July for North Terminal and 0500-2200 between November to July for South Terminal.

AIRLINE SERVICE STANDARDS

JULY 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.



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	364	99.18%	WestJet AIRLINE SERVICES	122	96.72%
Thomas Cook MENZIES	354	94.63%	Air Transat SWISSPORT	97	97.94%
Norwegian RED HANDLING	276	98.55%	Emirates DNATA	93	100%
TUI Airways AIRLINE SERVICES	255	94.51%	Vueling MENZIES	92	97.83%
Virgin Atlantic SWISSPORT	162	96.91%	Qatar Airlines SWISSPORT	69	100%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from July to October for both terminals, 0500-2100 between November to July for North Terminal and 0500-2200 between November to July for South Terminal.

AIRLINE SERVICE STANDARDS

JULY 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
Turkish Airlines AIRLINE SERVICES	62	96.77%	China Airlines DNATA	22	100%
WOW Air AIRLINE SERVICES ^c	41	100%	Air Europa MENZIES	16	100%
Icelandair MENZIES	31	100%	EasyJet DHL	14	100%
Cathay Pacific DNATA	31	96.77%	Air China MENZIES	13	92.31%
Level Airlines MENZIES	28	100%	Rwandair AIRLINE SERVICES	13	84.62%
Wizz Air MENZIES	22	100%	All other airlines	20	95%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from July to October for both terminals, 0500-2100 between November to July for North Terminal and 0500-2200 between November to July for South Terminal.

AIRLINE SERVICE STANDARDS

JULY 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	968,173	99.50%	Ryanair	61,044	100%
British Airways	400,064	95.80%	Vueling	51,779	99.39%
Norwegian	310,473	99.87%	Emirates	50,714	97.69%
TUI	157,475	99.71%	WestJet	28,718	98.78%
Thomas Cook Airlines	122,020	85.78%	Aurigny	16,831	99.64%
Virgin Atlantic	68,180	84.71%	All other airlines	250,218	96.30%

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

JULY 2018



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		18,236
Number of passengers needing special assistance met		57,528
Percentage of pre-notifications at least 48 hours before flight*		56.73%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.47	July 2018 0.59
Number of complaints received (per 1000 PRM passengers)	12 Month Average 1.15	July 2018 1.39

* 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

JULY 2018

departing

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	87.53%	86.43%	87.19%	89.22%	-	99.80%
20 mins	90%	94.11%	93.23%	95.10%	95.37%	-	99.83%
30 mins	100%	96.54%	98.76%	98.48%	98.53%	-	99.88%

* waiting time once PRM made themselves known.

PRM STATISTICS

JULY 2018

arriving

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
5 mins	80%	95.01%	94.93%	93.44%	95.53%	58.38%	52.45%
10 mins	90%	97.46%	97.42%	96.28%	97.52%	65.43%	59.32%
20 mins	100%	98.94%	98.92%	98.79%	99.07%	77.94%	72.63%

NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
25 mins	80%	94.60%	97.05%	96.64%	96.04%	79.36%	75.86%
35 mins	90%	99.09%	100.00%	98.66%	97.95%	89.48%	85.31%
45 mins	100%	99.73%	100%	98.66%	100%	94.09%	90.61%

* time assistance available at gate from arrival on chocks.

** Please note that due to a change of systems the arrival performance data for February and March was compromised and therefore these scores do not reflect the service received by passengers.

ON-TIME PERFORMANCE

JULY 2018

YOUR LONDON AIRPORT

Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

July 2018
59%



arrivals on-time performance

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

**AIRPORT
OVERALL**

July 2018
58.5%

ACI ASQ – HOW DO WE COMPARE?

Q1 2018



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 9 out of 20 in Q1 2018

How we have performed over time

