

A blurred photograph of an airport terminal interior. In the upper left, 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**

MARCH 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

MARCH 2018



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	Average score	March 2018
	3.80	4.02	4.02
SOUTH TERMINAL	Target	Average score	March 2018
	3.80	3.93	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	Average score	March 2018
	4.00	4.12	4.13
SOUTH TERMINAL	Target	Average score	March 2018
	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

MARCH 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	Average score	March 2018
	4.10	4.20	4.22
SOUTH TERMINAL	Target	Average score	March 2018
	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

NORTH TERMINAL	Target	Average score	March 2018
	4.20	4.41	4.42
SOUTH TERMINAL	Target	Average score	March 2018
	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

MARCH 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.

NORTH TERMINAL	Target 95.00%	Average score 97.56%	March 2018 98.39%
SOUTH TERMINAL	Target 95.00%	Average score 98.09%	March 2018 98.79%



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%	March 2018 99.96%
SOUTH TERMINAL	Target 98.00%	Average score 99.98%	March 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

MARCH 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	March 2018	0
	SOUTH TERMINAL	Target	0	Average score	0	March 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	99.97%	March 2018	99.90%
	SOUTH TERMINAL	Target	95.00%	Average score	99.01%	March 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

MARCH 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 99.93%	March 2018 99.57%
SOUTH TERMINAL	Target 95.00%	Average score 99.78%	March 2018 99.60%



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 99.93%	March 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.

CORE SERVICE STANDARDS

MARCH 2018

YOUR LONDON AIRPORT

Gatwick

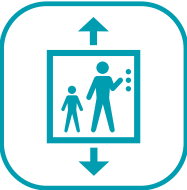


passenger sensitive equipment priority availability

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.

NORTH TERMINAL	Target	Average score	March 2018
	99.00%	99.62%	99.62%
SOUTH TERMINAL	Target	Average score	March 2018
	99.00%	99.66%	99.62%



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	March 2018
	99.00%	99.64%	99.66%
SOUTH TERMINAL	Target	Average score	March 2018
	99.00%	99.72%	99.51%

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

MARCH 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	Average score	March 2018
	97.00%	99.50%	99.44%
SOUTH TERMINAL	Target	Average score	March 2018
	97.00%	99.51%	99.45%



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	March 2018
	99.00%	99.97%	99.98%
SOUTH TERMINAL	Target	Average score	March 2018
	99.00%	99.96%	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

MARCH 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 99.90%	March 2018 99.77%
SOUTH TERMINAL	Target 99.00%	Average score 99.88%	March 2018 99.74%



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%	March 2018 99.93%
SOUTH TERMINAL	Target 99.00%	Average score 99.77%	March 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

MARCH 2018

YOUR LONDON AIRPORT
Gatwick



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 96.84%	March 2018 96.77%
SOUTH TERMINAL	Target 95.00%	Average score 97.52%	March 2018 97.94%



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 99.89%	March 2018 99.97%
SOUTH TERMINAL	Target 99.00%	Average score 99.89%	March 2018 99.89%

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

MARCH 2018

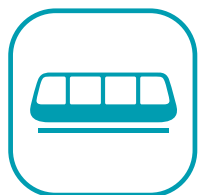
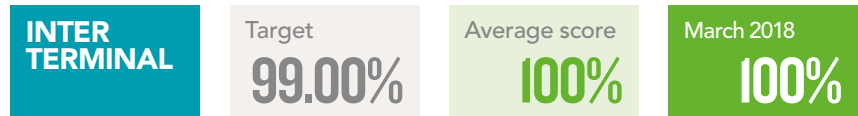
YOUR LONDON AIRPORT
Gatwick



inter-terminal shuttle one shuttle available

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

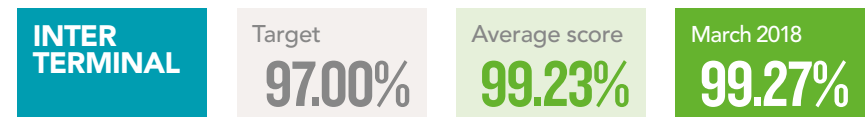
Core hours vary dependent on agreed maintenance periods.



inter-terminal 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

MARCH 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 99.88%	March 2018 99.90%
SOUTH TERMINAL	Target 99.00%	Average score 99.82%	March 2018 99.95%



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	March 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

MARCH 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	3,351	97.67%	Aer Lingus MENZIES	200	91.50%
British Airways BA GGS	1,261	94.61%	Aurigny AURIGNY	175	99.43%
Norwegian NORWEGIAN	810	95.06%	TAP Air Portugal MENZIES	106	92.45%
Ryanair MENZIES	297	95.96%	TUI Airways AIRLINE SERVICES	100	61.00%
Vueling MENZIES	267	97.75%	Flybe AIRLINE SERVICES	76	100%

AIRLINE SERVICE STANDARDS

MARCH 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	71	74.65%	Titan Airways MENZIES	30	53.33%
Air Europa Líneas Aéreas MENZIES	62	95.16%	Air Arabia Maroc MENZIES	27	100%
Iberia Express MENZIES	61	90.16%	Air Malta AIRLINE SERVICES	27	100%
airBaltic AIRLINE SERVICES	47	100%	Aeroflot Russian Airlines DNATA	24	91.67%
Ukraine International Airlines MENZIES	37	91.89%	Continental Airlines MENZIES	23	100%
Royal Air Maroc MENZIES	31	96.77%	All other airlines	129	82.17%

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

MARCH 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	353	99.15%	Emirates DNATA	93	98.92%
Norwegian NORWEGIAN	217	97.70%	Vueling MENZIES	60	98.33%
Virgin Atlantic VS SWP	173	93.06%	WestJet AIRLINE SERVICES	44	97.73%
TUI Airways AIRLINE SERVICES	158	95.57%	WOW Air AIRLINE SERVICES	38	97.37%
Thomas Cook MENZIES	148	93.92%	Air Transat VS SWP	34	100%

AIRLINE SERVICE STANDARDS

MARCH 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
Icelandair MENZIES	33	93.94%	Tianjin Airlines AIRLINE SERVICES	7	85.71%
Cathay Pacific DNATA	29	100%	Smart Wings MENZIES	3	100%
China Airlines DNATA	19	100%	Titan Airways MENZIES	2	100%
Turkish Airlines AIRLINE SERVICES	14	100%	Finnair MENZIES	1	100%
RWANDAIR AIRLINE SERVICES	13	92.31%	Germania AIRLINE SERVICES	1	100%
Wizz Air MENZIES	10	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

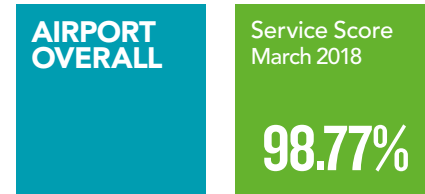
MARCH 2018



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	738,889	100%	Thomas Cook Airlines	51,017	99.80%
British Airways	295,503	92.38%	Ryanair	50,596	100%
Norwegian	221,378	99.44%	Emirates	45,523	98.79%
TUI Airways	88,852	99.76%	Aurigny	13,268	99.70%
Virgin Atlantic	58,934	100%	Turkish Airlines	12,895	100%
Vueling	53,948	99.51%	All other airlines	172,317	98.85%

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

MARCH 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		13,201
Number of passengers needing special assistance met		47,242
Percentage of pre-notifications at least 48 hours before flight*		55.96%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.44	March 2018 0.32
Number of complaints received (per 1000 PRM passengers)	12 Month Average 1.08	March 2018 1.46

* 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

MARCH 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

MARCH 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

MARCH 2018

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

**AIRPORT
OVERALL**

March 2018
73.00%



arrivals on-time performance

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

**AIRPORT
OVERALL**

March 2018
74.60%

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

