



 **Departures**

YOUR LONDON AIRPORT

*Gatwick*

**MONTHLY  
PERFORMANCE  
REPORT**

**MAY 2018**

[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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# CORE SERVICE STANDARDS

MAY 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

<b>NORTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>4.01</b>	May 2018 <b>4.01</b>
<b>SOUTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>3.94</b>	May 2018 <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 <b>4.00</b>	Average score <b>4.13</b>	May 2018 <b>4.12</b>
<b>SOUTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.15</b>	May 2018 <b>4.15</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

MAY 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

<b>NORTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.21</b>	May 2018 <b>4.20</b>
<b>SOUTH TERMINAL</b>	Target <b>4.10</b>	Average score <b>4.26</b>	May 2018 <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>4.42</b>	May 2018 <b>4.41</b>
<b>SOUTH TERMINAL</b>	Target <b>4.20</b>	Average score <b>4.49</b>	May 2018 <b>4.49</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

MAY 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	May 2018
	95.00%	97.64%	97.38%
SOUTH TERMINAL	Target	Average score	May 2018
	95.00%	98.01%	97.10%



## 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	May 2018
	98.00%	99.94%	99.96%
SOUTH TERMINAL	Target	Average score	May 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

MAY 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	May 2018	0
	SOUTH TERMINAL	Target	0	Average score	0	May 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	99.87%	May 2018	99.60%
	SOUTH TERMINAL	Target	95.00%	Average score	98.79%	May 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

MAY 2018

YOUR LONDON AIRPORT  
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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.

<b>NORTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.75%</b>	May 2018 <b>98.26%</b>
<b>SOUTH TERMINAL</b>	Target <b>95.00%</b>	Average score <b>99.80%</b>	May 2018 <b>99.92%</b>



## 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.

<b>EXTERNAL CONTROL POSTS</b>	Target <b>95.00%</b>	Average score <b>99.93%</b>	May 2018 <b>100%</b>
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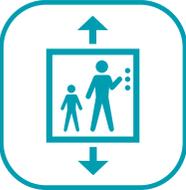
Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

MAY 2018

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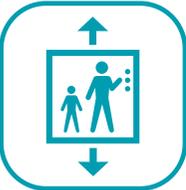


## passenger sensitive equipment priority availability

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	May 2018
	99.00%	99.63%	99.62%
SOUTH TERMINAL	Target	Average score	May 2018
	99.00%	99.63%	99.29%



## 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	May 2018
	99.00%	99.63%	99.63%
SOUTH TERMINAL	Target	Average score	May 2018
	99.00%	99.69%	99.52%

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

MAY 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

Terminal	Target	Average score	May 2018
NORTH TERMINAL	97.00%	99.58%	99.97%
SOUTH TERMINAL	97.00%	99.58%	99.95%



## 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

Terminal	Target	Average score	May 2018
NORTH TERMINAL	99.00%	99.98%	100%
SOUTH TERMINAL	99.00%	99.97%	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

MAY 2018

YOUR LONDON AIRPORT  
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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

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.87%</b>	May 2018 <b>99.85%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.85%</b>	May 2018 <b>99.90%</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 <b>99.00%</b>	Average score <b>99.87%</b>	May 2018 <b>99.93%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.81%</b>	May 2018 <b>99.95%</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

MAY 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.

<b>NORTH TERMINAL</b>	Target	Average score	May 2018
	<b>95.00%</b>	<b>96.81%</b>	<b>96.24%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	May 2018
	<b>95.00%</b>	<b>97.63%</b>	<b>98.16%</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	Average score	May 2018
	<b>99.00%</b>	<b>99.91%</b>	<b>100%</b>
<b>SOUTH TERMINAL</b>	Target	Average score	May 2018
	<b>99.00%</b>	<b>99.90%</b>	<b>100%</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

MAY 2018

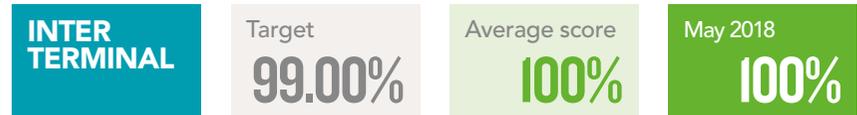
YOUR LONDON AIRPORT  
*Gatwick*



## 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

MAY 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.

<b>NORTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.89%</b>	May 2018 <b>99.91%</b>
<b>SOUTH TERMINAL</b>	Target <b>99.00%</b>	Average score <b>99.83%</b>	May 2018 <b>99.87%</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>	May 2018 <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

MAY 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	4,217	97.30%	Aurigny AURIGNY	177	98.87%
British Airways BA GGS	1,380	97.83%	Aer Lingus MENZIES	170	99.41%
Norwegian NORWEGIAN	871	96.56%	TUI Airways AIRLINE SERVICES	142	71.13%
Ryanair MENZIES	299	95.32%	TAP Air Portugal MENZIES	105	95.24%
Vueling MENZIES	290	94.48%	Flybe AIRLINE SERVICES	81	98.77%

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

MAY 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	69	98.55%	Air Malta AIRLINE SERVICES	31	96.77%
Iberia Express MENZIES	61	100%	WOWAir AIRLINE SERVICES	29	100%
Air Europa Líneas Aéreas MENZIES	59	96.61%	Turkish Airlines AIRLINE SERVICES	24	91.67%
Ukraine International Airlines MENZIES	56	92.86%	Air Arabia Maroc MENZIES	23	78.26%
Cobalt Air MENZIES	36	97.22%	Royal Air Maroc MENZIES	19	94.74%
Rossiya DNATA	31	100%	All other airlines	108	89.87%

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

MAY 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	365	99.18%	WestJet AIRLINE SERVICES	113	99.12%
Thomas Cook MENZIES	278	95.68%	Emirates DNATA	93	100%
Norwegian NORWEGIAN	263	100%	Vueling MENZIES	74	100%
TUI Airways AIRLINE SERVICES	187	98.93%	Turkish Airlines AIRLINE SERVICES	62	98.39%
Virgin Atlantic VS SWP	166	87.95%	Air Transat VS SWP	61	96.72%

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

MAY 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
WOWAir AIRLINE SERVICES	33	100%	Rwandair AIRLINE SERVICES	14	100%
Cathay Pacific DNATA	26	100%	Tianjin Airlines AIRLINE SERVICES	9	100%
Wizz Air MENZIES	26	100%	Air Europa MENZIES	3	100%
Icelandair MENZIES	25	100%	Smart Wings MENZIES	2	100%
China Airlines DNATA	20	100%	Ukraine Internation Airlines MENZIES	2	100%
Qatar Airways VS SWP	18	100%	All other airlines	6	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

MAY 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.

**AIRPORT OVERALL**

Service Score  
May 2018  
**98.65%**

### AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

Airline / Operator	Departing Passengers	Service Score	Airline / Operator	Departing Passengers	Service Score
easyJet	890,447	99.95%	Ryanair	55,071	100%
British Airways	336,921	97.27%	Vueling	52,647	99.93%
Norwegian	267,413	99.83%	Emirates	40,106	99.57%
TUI	125,148	99.73%	Aurigny	22,295	99.89%
Thomas Cook Airlines	97,743	97.35%	Turkish Airlines	14,971	100%
Virgin Atlantic	62,335	94.03%	All other airlines	175,904	98.33%

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

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

Number of flights with PRM passengers met		<b>17,384</b>
Number of passengers needing special assistance met		<b>66,402</b>
Percentage of pre-notifications at least 48 hours before flight*		<b>53.75%</b>
Number of <b>compliments</b> received (per 1000 PRM passengers)	12 Month Average <b>0.45</b>	May 2018 <b>0.75</b>
Number of <b>complaints</b> received (per 1000 PRM passengers)	12 Month Average <b>1.14</b>	May 2018 <b>1.64</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

MAY 2018

## departing

### PRE-BOOKED

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

\* waiting time once PRM made themselves known.

# PRM STATISTICS

MAY 2018

## arriving

### PRE-BOOKED

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

### NON PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
<b>25 mins</b>	80%	94.60%	97.05%	96.64%	96.04%	79.36%	75.86%
<b>35 mins</b>	90%	99.09%	100.00%	98.66%	97.95%	89.48%	85.31%
<b>45 mins</b>	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

MAY 2018

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

**AIRPORT  
OVERALL**

May 2018  
**69.1%**



## arrivals on-time performance

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

**AIRPORT  
OVERALL**

May 2018  
**68.7%**

# 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

