



 **Departures**

YOUR LONDON AIRPORT

Gatwick

MONTHLY PERFORMANCE REPORT

NOVEMBER 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 passenger.experience@gatwickairport.com

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On-time Performance



ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

NOVEMBER 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	November 2018 4.02
SOUTH TERMINAL	Target 3.80	Average score 3.95	November 2018 3.92



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 4.12	November 2018 4.12
SOUTH TERMINAL	Target 4.00	Average score 4.15	November 2018 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

NOVEMBER 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	November 2018 4.20
SOUTH TERMINAL	Target 4.10	Average score 4.26	November 2018 4.27



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	November 2018 4.39
SOUTH TERMINAL	Target 4.20	Average score 4.50	November 2018 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

NOVEMBER 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 97.18%	November 2018 97.67%
SOUTH TERMINAL	Target 95.00%	Average score 97.38%	November 2018 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.

NORTH TERMINAL	Target 98.00%	Average score 99.96%	November 2018 100%
SOUTH TERMINAL	Target 98.00%	Average score 99.98%	November 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

NOVEMBER 2018

YOUR LONDON AIRPORT
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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	November 2018	0
SOUTH TERMINAL	Target	0	Average score	0	November 2018	0



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	99.80%	November 2018	100%
SOUTH TERMINAL	Target	95.00%	Average score	97.78%	November 2018	96.15%

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

NOVEMBER 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.

NORTH TERMINAL	Target 95.00%	Average score 99.62%	November 2018 99.75%
SOUTH TERMINAL	Target 95.00%	Average score 99.84%	November 2018 99.69%



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.

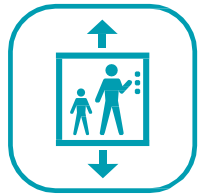
EXTERNAL CONTROL POSTS	Target 95.00%	Average score 99.96%	November 2018 100%
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Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

NOVEMBER 2018

YOUR LONDON AIRPORT
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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
99.00%

Average score
99.68%

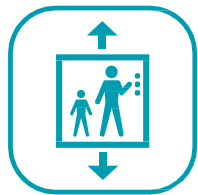
November 2018
99.83%

SOUTH
TERMINAL

Target
99.00%

Average score
99.60%

November 2018
99.51%



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
99.00%

Average score
99.68%

November 2018
99.81%

SOUTH
TERMINAL

Target
99.00%

Average score
99.69%

November 2018
99.77%

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

NOVEMBER 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

NORTH TERMINAL	Target 97.00%	Average score 99.87%	November 2018 99.96%
SOUTH TERMINAL	Target 97.00%	Average score 99.85%	November 2018 99.97%



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 99.99%	November 2018 100.00%
SOUTH TERMINAL	Target 99.00%	Average score 99.99%	November 2018 100.00%

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

NOVEMBER 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

NORTH TERMINAL	Target 99.00%	Average score 99.81%	November 2018 99.96%
SOUTH TERMINAL	Target 99.00%	Average score 99.86%	November 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 99.82%	November 2018 99.68%
SOUTH TERMINAL	Target 99.00%	Average score 99.85%	November 2018 99.87%

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

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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.

NORTH TERMINAL	Target* 94.00%	Average score 96.53%	November 2018 96.23%
SOUTH TERMINAL	Target 95.00%	Average score 98.11%	November 2018 98.40%



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 99.88%	November 2018 99.56%
SOUTH TERMINAL	Target 99.00%	Average score 99.91%	November 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.

*By agreement with the airlines, the target for North Terminal pier service has been reduced from 95% to 94% for the period 1 November 2018 to 31 October 2019.

CORE SERVICE STANDARDS

NOVEMBER 2018

YOUR LONDON AIRPORT
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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 99.00%	Average score 100%	November 2018 100%
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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 97.00%	Average score 99.18%	November 2018 99.87%
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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

NOVEMBER 2018

YOUR LONDON AIRPORT
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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%	November 2018 99.85%
SOUTH TERMINAL	Target 99.00%	Average score 99.91%	November 2018 99.80%



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	November 2018 0
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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

NOVEMBER 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.

AIRPORT OVERALL	Flights within target time in November 2018
SMALL/ MEDIUM AIRCRAFT	96.87%

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	2,935	98.67%	Aer Lingus MENZIES AVIATION	172	100%
British Airways GATWICK GROUND SERVICES	959	98.64%	Aurigny AURIGNY HANDLING	166	99.40%
Norwegian RED HANDLING	745	98.79%	TUI Airways AIRLINE SERVICES	108	55.56%
Ryanair MENZIES AVIATION	307	99.02%	TAP Portugal MENZIES AVIATION	102	92.16%
Vueling MENZIES AVIATION	211	97.16%	Flybe AIRLINE SERVICES	78	98.72%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours:

0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal. 14

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
Gatwick

NOVEMBER 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	52.11%	Air Malta AIRLINE SERVICES	30	96.67%
Iberia Express MENZIES AVIATION	60	85.00%	Air Arabia Maroc MENZIES AVIATION	25	96.00%
Air Europa MENZIES AVIATION	60	100%	Aegean Airlines MENZIES AVIATION	18	77.78%
airBaltic AIRLINE SERVICES	55	100%	Royal Air Maroc MENZIES AVIATION	18	66.67%
Ukraine International Airlines MENZIES AVIATION	32	87.50%	Travel Service MENZIES AVIATION	16	93.75%
Rossiya Airlines DNATA	30	100%	All other airlines	57	85.96%

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal. 15

AIRLINE SERVICE STANDARDS

NOVEMBER 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 GATWICK GROUND SERVICES	336	98.81%	Emirates DNATA	90	100%
Norwegian RED HANDLING	263	98.86%	Vueling MENZIES AVIATION	73	100%
Virgin Atlantic SWISSPORT	157	86.62%	Qatar Airlines SWISSPORT	63	100%
Thomas Cook Airlines MENZIES AVIATION	122	95.08%	WestJet AIRLINE SERVICES	41	92.68%
TUI Airways AIRLINE SERVICES	112	93.75%	easyJet DHL	36	100%

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
Gatwick

NOVEMBER 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
WOW Air AIRLINE SERVICES	34	100%	China Airlines DNATA	17	100%
Icelandair MENZIES AVIATION	33	100%	RwandAir AIRLINE SERVICES	13	92.31%
Air Transat SWISSPORT	30	100%	Turkish Airlines AIRLINE SERVICES	11	100%
Level Airlines MENZIES AVIATION	30	100%	Wizz Air MENZIES AVIATION	10	100%
Aer Lingus MENZIES AVIATION	23	95.65%	Air China MENZIES AVIATION	9	88.89%
Cathay Pacific DNATA	22	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 June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal. 17

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
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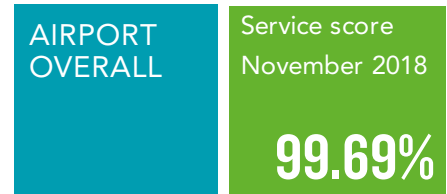
NOVEMBER 2018



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	596,065	100%	Vueling	45,228	99.80%
British Airways	239,749	99.70%	Thomas Cook Airlines	37,745	98.66%
Norwegian	200,995	100%	Emirates	37,317	98.96%
TUI	66,755	99.11%	Aer Lingus	27,063	99.83%
Virgin Atlantic	54,333	99.52%	Aurigny	13,551	99.30%
Ryanair	52,080	99.80%	All other airlines	134,179	99.80%

SPECIAL ASSISTANCE STATISTICS

NOVEMBER 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 passengers needing special assistance met			12,307
Number of passengers needing special assistance met			46,539
Percentage of pre-notifications at least 48 hours before flight*			76.00%
Number of compliments received (per 1000 PRM passengers)	12 month average	0.56	November 2018 0.69
Number of complaints received (per 1000 PRM passengers)	12 month average	1.20	November 2018 1.07

* Passengers' pre-notification to their airline is required by EU regulation EC 1107/2006/. Pre-notification furthermore helps us provide a better service.

SPECIAL ASSISTANCE STATISTICS

NOVEMBER 2018

departing

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
10 mins	80%	100%	98.99%	100%	100%	100%	99.90%
20 mins	90%	100%	100%	100%	100%	100%	100%
30 mins	100%	100%	100%	100%	100%	100%	100%

* waiting time once passengers requiring special assistance made themselves known.

SPECIAL ASSISTANCE STATISTICS

NOVEMBER 2018

arriving

PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
5 mins	80%	66.38%	68.84%	65.56%	74.29%	74.76%	75.92%
10 mins	90%	76.53%	78.19%	76.02%	85.79%	86.10%	86.49%
20 mins	100%	88.68%	88.02%	87.49%	96.22%	97.62%	97.76%

NON PRE-BOOKED

Standard*	Target	April	May	June	July	August	September
25 mins	80%	91.41%	89.83%	88.20%	96.51%	97.27%	97.54%
35 mins	90%	95.46%	95.04%	94.42%	98.58%	98.79%	98.92%
45 mins	100%	97.44%	97.60%	97.37%	99.43%	99.70%	99.55%

* time assistance available at gate from arrival on chocks.

ON-TIME PERFORMANCE

NOVEMBER 2018

YOUR LONDON AIRPORT
Gatwick



departures on-time performance

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

AIRPORT
OVERALL

November 2018
79.9%



arrivals on-time performance

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

AIRPORT
OVERALL

November 2018
79.8%

ACI ASQ – HOW DO WE COMPARE?

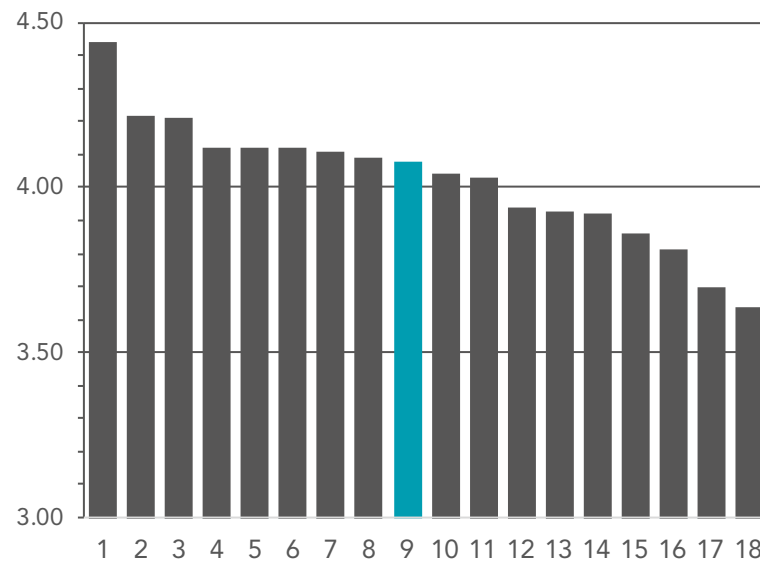
Q2 2018



Airports Council International produce a measure of overall satisfaction with the airport. It shows how we compare against a panel of 18 European competitor airports, as well as how our score (out of 5) has changed over time.



Gatwick ranked 9 out of 18 in Q3 2018



How we have performed over time

