



 Departures

YOUR LONDON AIRPORT

*Gatwick*

# MONTHLY PERFORMANCE REPORT

## SEPTEMBER 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 [passenger.experience@gatwickairport.com](mailto:passenger.experience@gatwickairport.com)

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ACI Airport Service Quality Ranking



# CORE SERVICE STANDARDS

SEPTEMBER 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>4.02</b>	September 2018 <b>4.04</b>
<b>SOUTH TERMINAL</b>	Target <b>3.80</b>	Average score <b>3.95</b>	September 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>	September 2018 <b>4.12</b>
<b>SOUTH TERMINAL</b>	Target <b>4.00</b>	Average score <b>4.15</b>	September 2018 <b>4.16</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

SEPTEMBER 2018

YOUR LONDON AIRPORT  
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## 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 <b>4.10</b>	Average score <b>4.21</b>	September 2018 <b>4.20</b>
SOUTH TERMINAL	Target <b>4.10</b>	Average score <b>4.26</b>	September 2018 <b>4.27</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

NORTH TERMINAL	Target <b>4.20</b>	Average score <b>4.41</b>	September 2018 <b>4.40</b>
SOUTH TERMINAL	Target <b>4.20</b>	Average score <b>4.50</b>	September 2018 <b>4.50</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

SEPTEMBER 2018

YOUR LONDON AIRPORT  
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## 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 <b>95.00%</b>	Average score <b>97.30%</b>	September 2018 <b>97.21%</b>
SOUTH TERMINAL	Target <b>95.00%</b>	Average score <b>97.66%</b>	September 2018 <b>97.04%</b>



## 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 <b>98.00%</b>	Average score <b>99.94%</b>	September 2018 <b>99.96%</b>
SOUTH TERMINAL	Target <b>98.00%</b>	Average score <b>99.98%</b>	September 2018 <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

SEPTEMBER 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	September 2018	0
SOUTH TERMINAL	Target	0	Average score	0	September 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%	September 2018	100%
SOUTH TERMINAL	Target	95.00%	Average score	98.12%	September 2018	98.23%

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

SEPTEMBER 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 <b>95.00%</b>	Average score <b>99.65%</b>	September 2018 <b>99.90%</b>
SOUTH TERMINAL	Target <b>95.00%</b>	Average score <b>99.84%</b>	September 2018 <b>99.90%</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.

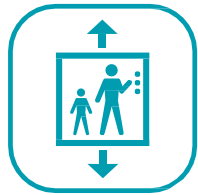
EXTERNAL CONTROL POSTS	Target <b>95.00%</b>	Average score <b>99.95%</b>	September 2018 <b>100%</b>
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Measures defined and targets set in agreement  
with the airlines and endorsed by the CAA.  
Average score measured over the last 12 months.

# CORE SERVICE STANDARDS

SEPTEMBER 2018

YOUR LONDON AIRPORT  
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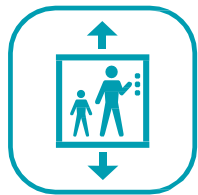


## passenger sensitive equipment priority availability

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.

Terminal	Target	Average score	September 2018
NORTH TERMINAL	99.00%	99.61%	99.66%
SOUTH TERMINAL	99.00%	99.58%	99.66%



## 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	September 2018
NORTH TERMINAL	99.00%	99.63%	99.78%
SOUTH TERMINAL	99.00%	99.67%	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

SEPTEMBER 2018

YOUR LONDON AIRPORT  
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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 <b>97.00%</b>	Average score <b>99.86%</b>	September 2018 <b>99.97%</b>
SOUTH TERMINAL	Target <b>97.00%</b>	Average score <b>99.84%</b>	September 2018 <b>99.91%</b>



## 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 <b>99.00%</b>	Average score <b>99.99%</b>	September 2018 <b>100.00%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.98%</b>	September 2018 <b>99.99%</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

SEPTEMBER 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

NORTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.81%</b>	September 2018 <b>99.87%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.84%</b>	September 2018 <b>99.83%</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

NORTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.85%</b>	September 2018 <b>99.87%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.84%</b>	September 2018 <b>99.86%</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

SEPTEMBER 2018

YOUR LONDON AIRPORT  
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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	Average score	September 2018
	<b>95.00%</b>	<b>96.65%</b>	<b>96.30%</b>
SOUTH TERMINAL	Target	Average score	September 2018
	<b>95.00%</b>	<b>97.94%</b>	<b>98.45%</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.

NORTH TERMINAL	Target	Average score	September 2018
	<b>99.00%</b>	<b>99.90%</b>	<b>99.91%</b>
SOUTH TERMINAL	Target	Average score	September 2018
	<b>99.00%</b>	<b>99.90%</b>	<b>99.85%</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

SEPTEMBER 2018

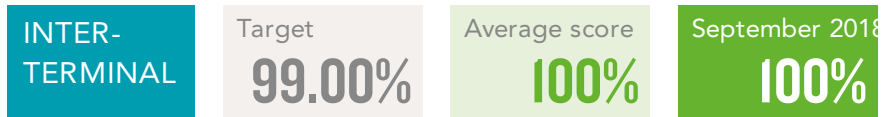
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## inter-terminal shuttle one shuttle available

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

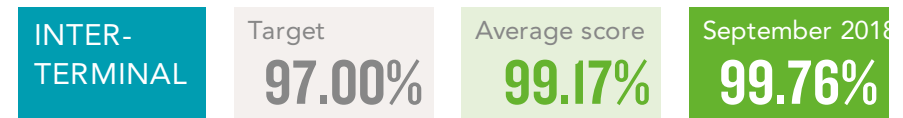
Core hours vary dependent on agreed maintenance periods.



## inter-terminal 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

SEPTEMBER 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 <b>99.00%</b>	Average score <b>99.91%</b>	September 2018 <b>99.95%</b>
SOUTH TERMINAL	Target <b>99.00%</b>	Average score <b>99.89%</b>	September 2018 <b>99.96%</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

AIRPORT OVERALL	Target <b>0</b>	Average score <b>0</b>	September 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

SEPTEMBER 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 September 2018 <b>93.71%</b>
SMALL/ MEDIUM AIRCRAFT	

### 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	4,200	97.38%	TUI Airways AIRLINE SERVICES	195	54.36%
British Airways GATWICK GROUND SERVICES	1,520	95.53%	Aurigny AURIGNY HANDLING	169	99.41%
Norwegian RED HANDLING	879	97.27%	Aer Lingus MENZIES AVIATION	161	97.52%
Vueling MENZIES AVIATION	286	84.97%	TAP Portugal MENZIES AVIATION	101	79.21%
Ryanair MENZIES AVIATION	285	95.44%	Flybe AIRLINE SERVICES	77	98.70%

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*

SEPTEMBER 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
airBaltic AIRLINE SERVICES	69	97.10%	Enter Air AIRLINE SERVICES	30	50.00%
Air Europa MENZIES AVIATION	60	83.33%	Air Malta AIRLINE SERVICES	30	73.33%
Iberia Express MENZIES AVIATION	60	78.33%	Turkish Airlines AIRLINE SERVICES	30	33.33%
Ukraine International Airlines MENZIES AVIATION	55	65.45%	Rossiya Airlines DNATA	30	100%
Cobalt MENZIES AVIATION	35	80.00%	Air Arabia Maroc MENZIES AVIATION	21	57.14%
Royal Air Maroc MENZIES AVIATION	31	41.94%	All other airlines	116	68.97%

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

SEPTEMBER 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 September 2018
LARGE AIRCRAFT	<b>97.34%</b>

### 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	354	99.72%	WestJet AIRLINE SERVICES	112	95.54%
Thomas Cook Airlines MENZIES AVIATION	328	92.99%	easyJet DHL	94	100%
Norwegian RED HANDLING	304	100%	Emirates DNATA	90	98.89%
TUI Airways AIRLINE SERVICES	233	97.42%	Vueling MENZIES AVIATION	84	98.81%
Virgin Atlantic SWISSPORT	146	92.47%	Air Transat SWISSPORT	81	97.53%



# AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT  
*Gatwick*

SEPTEMBER 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
Qatar Airlines SWISSPORT	69	100%	Cathay Pacific DNATA	29	100%
Turkish Airlines AIRLINE SERVICES	63	93.65%	China Airlines DNATA	21	100%
Level Airlines MENZIES AVIATION	60	100%	RwandAir AIRLINE SERVICES	13	92.31%
WOW Air AIRLINE SERVICES	44	100%	Air China MENZIES AVIATION	12	83.33%
Icelandair MENZIES AVIATION	39	100%	TAP Portugal MENZIES AVIATION	5	100%
Wizz Air MENZIES AVIATION	29	93.10%	All other airlines	8	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

SEPTEMBER 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  
September 2018

**98.52%**

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

Airline/Operator	Departing Passengers	Service Score	Airline/Operator	Departing Passengers	Service Score
easyJet	875,871	100%	Ryanair	48,451	99.74%
British Airways	350,559	99.04%	Emirates	43,509	99.23%
Norwegian	257,559	99.20%	Virgin Atlantic	43,421	100%
TUI	129,037	98.95%	WestJet	21,535	100%
Thomas Cook Airlines	110,976	88.76%	Aurigny	14,979	100%
Vueling	58,725	99.04%	All other airlines	194,235	98.96%

# PRM STATISTICS

SEPTEMBER 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>19,344</b>
Number of passengers needing special assistance met			<b>75,319</b>
Percentage of pre-notifications at least 48 hours before flight*			<b>78.52%</b>
Number of compliments received (per 1000 PRM passengers)	12 month average	<b>0.52</b>	September 2018 <b>0.49</b>
Number of complaints received (per 1000 PRM passengers)	12 month average	<b>1.16</b>	September 2018 <b>1.12</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

SEPTEMBER 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

SEPTEMBER 2018

YOUR LONDON AIRPORT  
*Gatwick*

## arriving

### PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
<b>10 mins</b>	80%	95.01%	94.93%	93.44%	95.53%	58.38%	52.45%
<b>20 mins</b>	90%	97.46%	97.42%	96.28%	97.52%	65.43%	59.32%
<b>30 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>10 mins</b>	80%	94.60%	97.05%	96.64%	96.04%	79.36%	75.86%
<b>20 mins</b>	90%	99.09%	100%	98.66%	97.95%	89.48%	85.31%
<b>30 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

SEPTEMBER 2018

YOUR LONDON AIRPORT  
*Gatwick*



## departures on-time performance

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

AIRPORT  
OVERALL

September 2018

**68.5%**



## arrivals on-time performance

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

AIRPORT  
OVERALL

September 2018

**67.4%**

# ACI ASQ – HOW DO WE COMPARE?

YOUR LONDON AIRPORT  
*Gatwick*

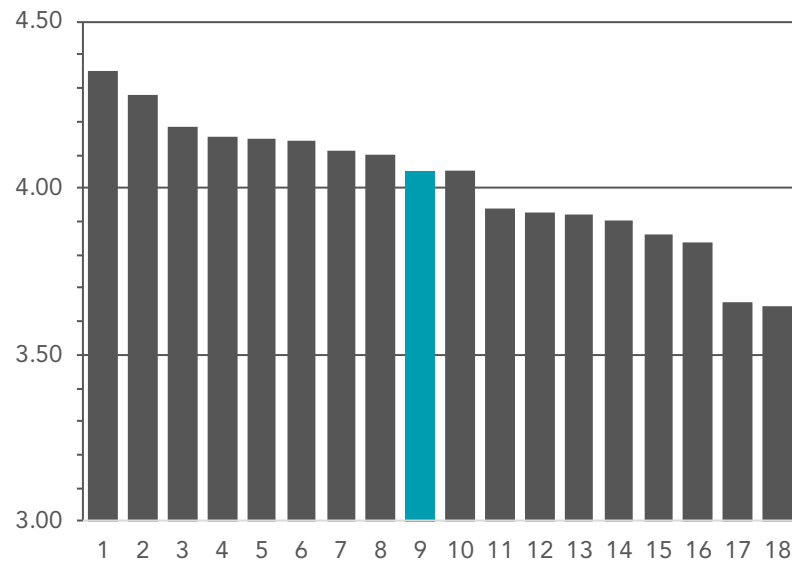
Q2 2018



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 Q2 2018



How we have performed over time

